Enabling Remote Workforce Collaboration

April 14, 2020
We know that these challenging times have disrupted many businesses with employees unable to come into the office. With this shift to remote working, how can companies ensure continued collaboration and productivity?
WE WILL ADDRESS

1. What does this mean for the future of work?

2. What role will technology take to ensure businesses keep moving forward during disruption?

3. How can businesses better prepare their employees for this new reality?

4. How Lenovo technology can support your remote worker solutions?
Trends in Today’s Business Environment

David Rabin, VP Commercial Marketing
THE REMOTE OFFICE (Pre COVID-19)

- Increasing number of remote workers
- 80% of Americans working in multi-national enterprises had some remote work options
- Technology drastically increased the global employee talent pool – changing how employees work and where
- However, remote working create complexity across Locations, Devices, Platforms, People

85% of corporate executives say *ineffective communications* is a key reason for workplace failure

50%+ of workers regularly experience *issues with sharing* content/screens or making sure everyone is able to connect

Since 2005, *work-at-home* has grown by 159%

It’s predicted that by 2027, the majority of US employees will *work remotely* to some extent
THE REMOTE OFFICE
(Current State)

“ As cities start to implement stricter measures to mitigate the spread of COVID-19, employers are increasingly following suit, with more and more requiring their employees to work from home.

At the same time only 36% of US corporate employees are confident in their company’s ability to operate normally if they need to work remotely.

Lenovo study of 1,000 global corporations
March 2020
EMPLOYEE PERSPECTIVE

“Businesses can future-proof their operations against unexpected interruptions and support their employees during this time by providing the tools and technology to work from home.”

95% of workers say all companies enacting WFH rules have made some sort of effort

56% report that employers have provided the tech and tools they need to WFH

87% of workers feel somewhat ready to make the shift to working from home if required

Since COVID-19 appeared (as of mid-March)

46% of companies have encouraged workers to work from home

26% have required it

77% Say the majority of companies will be more open to letting workers WFH once things return to "normal"
ARE WE PRODUCTIVE AT HOME?

"Workers feel at least somewhat ready to make the shift to working from home if required, which is becoming a likely scenario as the majority of companies have either encouraged or required remote work since the COVID-19 pandemic has evolved globally."

46% of workers report productivity is on par with at the office.

15% of workers report productivity increases.

How companies are easing the WFH transition:

- 57% through provision of technology/tools needed to WFH
- 38% adoption of team communication software
- 37% training materials on how to WFH
Lenovo Collaboration Business
(Customer Perspective)

Brian Mignault, Director, Smart Office & Vertical Solution Sales
Workplace Transformation & Employee Experience

• **Freedom & Financials:**
  Flexible platforms to work from anywhere

• **Engagement:**
  Collaboration spaces focused on co-creation; video enabled for every space

• **Culture:**
  Allow employees to work in environments which suit them best

• **Productivity:**
  Technology tools to ensure high levels of end user productivity
Major Customer Concerns

1. Employees don’t have remote tech (or the right tech)
2. Multiple UC platforms (i.e. Teams, Zoom) across enterprise
3. Remote tech support and device deployment
4. Security
STAYING CONNECTED

- Cameras ON
  - Video on—every call, everyone
  - Curbs isolation
- Team checkpoints
  - 10-15 min face-to-face with team
  - Quick, predictable, daily event
  - Work or social topics
- Go with what you have
  - Disparate platforms okay
  - Agree as team what to use
  - Go ‘feature hunting’
Lenovo Solutions
Thomas Butler, ED, Core and Commercial Product
Core Remote Worker Offerings

THINKPAD           THINKVISION           THINKCENTRE AIO, NANO & TINY

• Quad Far-field Microphones / Dolby Audio Speakers
• Modern Standby (wake faster) / Smart Standby (sleep smarter)

Built-in ThinkPad Innovations for End User Collaboration

• 4K Dolby Vision HDR displays
• WWAN Enabled Systems
Collaboration Enhancements

**AUDIO**
Clear calling to hear and be heard
- ThinkPad X1 Active Noise Cancellation Headphones

**POWER**
Portable power to keep your devices charged
- USB-C Laptop Power Bank

**VIDEO**
Business-ready, plug-and-play
- VoIP 360 Camera Speaker

**INPUT**
Wireless keyboard & mouse solutions
- Professional Wireless Keyboard and Mouse Combo

**DOCKING**
Expand your PC’s port potential
- USB-C Mini Dock

**MONITOR**
Portable USB-C built for productivity
- ThinkVision M14 Portable Monitor

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Lenovo Premier Support

Advanced Level Techs.  
End to End Case Management. 
Faster, First-Time Resolution.

- Advanced technical support, 24x7x365, in more than 100 markets
- Comprehensive hardware and OEM software support
- Unscripted solutions provided by Elite Technicians
- Technical Account Managers and single point of contact
- Priority on service delivery and repair parts
Maximize The Productivity Of Your Remote Work Staff

More than a standard support offering, Premier Support helps with issues remote employees are bound to encounter.

Higher Productivity
Allow your remote workforce to work better with constant IT support

Increased uptime
Faster resolutions means more productive time

Cost Efficiency
Ensure return of investment in your IT and human resources
Education and Training for End Users

- Product setup and use
- Self-help / How to
- Tip and tricks
- Stay up to date
- Available to post on your corporate intranet
- Coming soon: Virtual collaboration topics

Educational videos on Lenovo Support YouTube
Future-Proof Your Business

Nima Baiati, Director, Cybersecurity Solutions
Andy Nieto, Global Healthcare Solutions
Brian Mignault, Director, Smart Office & Vertical Solution Sales
Increased remote workforce poses higher cybersecurity risks for organizations

- Accessing corporate networks remotely, there is a higher risk of unauthorized access and data leakage
- Using personal devices and networks that lack the tools built in to business networks
- Increased phishing scams around COVID-19 pandemic targeting companies and their employees

**ThinkShield**

- Enable **full disk encryption**
- Robust password policies or implement **MFA authentication**
- Centrally managed VPN / Virtual Desktops, **ability to patch often**, and monitor traffic continuously
- Security for **public WiFi** and secure the home WiFi
- Employee education / training
- **EDR/EPP solutions** on BYOD or SASE security model
- Next-gen AV solutions with **active EDR/EPP** capabilities
- Below the OS protection such as **self-healing BIOS**
- Back up all data for fast recoverability and business continuity

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The Problem

Enterprises are coping with immediate increases in remote working and the challenges of protection beyond the network perimeter.

The Solution

For more information visit: https://www.sentinelone.com/lp/covid-19-lenovo/
Challenge: Commercial need to provide resources for remote workers

**Hardware Centric**
End User Devices
Commercial hardware components for remote workers

- ThinkPad
- ThinkStation
- ThinkCentre

**Software Centric**
Leverage Existing Devices
Software solutions to repurpose existing hardware for corporate work environments

- CloudDesktop
- CloudDesktop on the GO

**Infrastructure**
Full Support from DCG
Infrastructure solutions for on-premise and hybrid cloud virtual desktops

- ThinkAgile
  - VX and HX Systems
  - Nutanix, Citrix, VMWare, Microsoft
  - Professional Services
ThinkSmart View
ThinkSmart View

First-in-class video collaboration device purpose built for remote workers running Microsoft Teams

“8” Touchscreen Display shows your calendar, meeting content, and video

One touch join any Microsoft Teams meeting

Standalone and complementary uses – perfect companion for your ThinkPad

Enterprise ready and easy to manage remotely

Integrated speaker, dual microphone array, and video camera make videoconferencing a dream – pair with Bluetooth headset for private calls
We’re Here To Help.

Contact your local Lenovo Rep to learn more
thanks.

Smarter technology for all

Lenovo