



Lenovo TruScale

Lenovo TruScale - the industry's broadest portfolio, from pocket to cloud, delivered to you as a service, anywhere in the world.

Great IT leaders anticipate change. They see around corners and actively shape their organization's future, not just react to it.

They dare to see it differently, with new ways of thinking about technology. A way that flexes to your needs, unleashing technology as a service and empowering your teams to ignite your business strategy. All with the simplicity of a scalable pay-as-you-go model.

**Smarter
technology
for all**

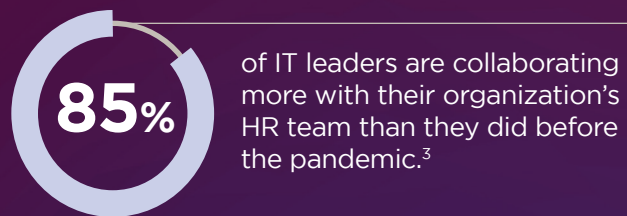
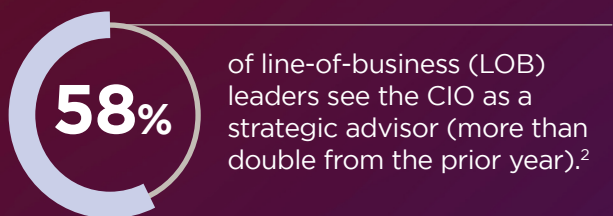
Lenovo



A bigger-picture view of the road ahead.

As an IT leader today, business challenges require you to think bigger. More holistically. More strategically.

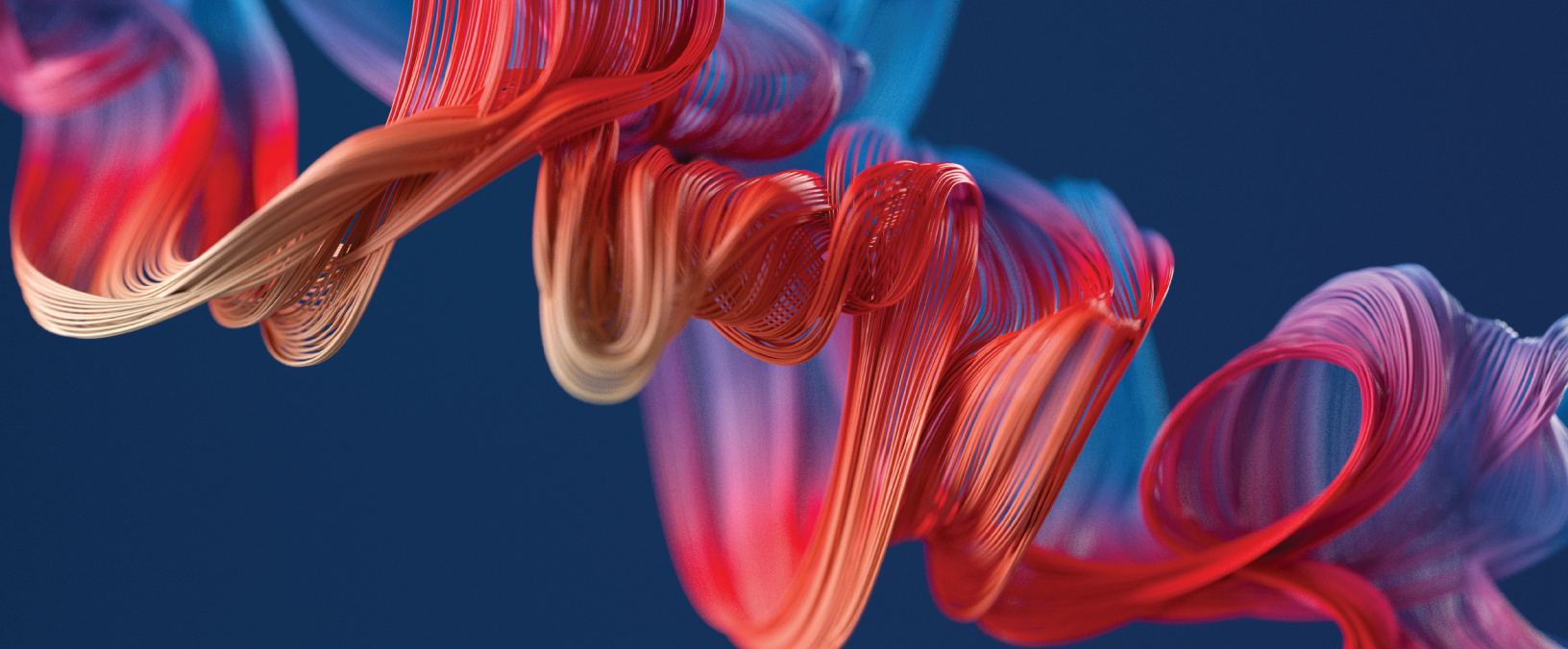
In fact, 89% of your peers say the role of an IT leader is more important now than it was just two years ago. And 88% believe the role is the most critical component of their organization's continued operation.¹ The bottom line — being an IT leader today is more challenging than ever before, but the opportunity to make a meaningful impact on your organization's future has never been greater.



9/10

IT leaders say their role now includes non-traditional areas such as:

- 56%** Data and reporting
- 45%** Sustainability/ESG
- 42%** Diversity and inclusion
- 39%** HR/talent acquisition



Charting a path to success.

It takes vision to see the path ahead where you meet expanding challenges and move your organization forward. Having a vision for your organization's future means knowing where you want to go — a “there” in mind when you set out on your journey of transformation.

It's not surprising that more than half of IT leaders say they make major technology decisions and investments based on their own vision of the company rather than the organization's overall vision.¹ You're not just reacting to changes, you're proactively driving innovation, preparing for the future - setting the stage for your own there.

No matter where your “there” is, having the right technology available will be the key driver of your success. And the model you choose to access the right tech is just as important.

The as a service opportunity.

As a service procurement options are becoming increasingly popular as IT leaders navigate their path toward their vision. These options deliver scalability in ways that traditional models can't.

They help streamline the refresh of aging technology and expand capabilities without the need for significant capital investments.

Welcome to Lenovo TruScale. Everything as a service.

With Lenovo TruScale, you can unleash the full potential of your IT transformation and achieve your vision for the future. Lenovo TruScale provides simplified access to our entire portfolio of award-winning technology solutions through a scalable as a service model.

Combining hardware, software, infrastructure, and solutions, Lenovo TruScale gives you single-source convenience for all your technology needs — from the pocket to the data center to the cloud — with one point of accountability.

Lenovo TruScale

Everything as a Service

- The tech your business needs, unleashed as a service to empower your teams anywhere in the world.
- Predictable payment models under a simplified contract framework - with minimum upfront costs.
- Standardize procurement with a single trusted, proven partner.
- Industry's broadest portfolio, from pocket to cloud.

Device as a Service

Digital workplace solutions

Delivering a user experience that matters.

- Single supplier for deployment of hardware, software, and service solutions.
- Custom, customer-first technology selection.
- Industry-best reliability and device uptime.
- Pay for the tech that's needed, when you need it.

Infrastructure as a Service

Flexible infrastructure solutions

Flexible IT infrastructure to innovate without limits.

- Right-sized infrastructure, all the time.
- Seamless integration with other TruScale solutions such as devices.
- Genuine pay-as-you-go approach, adaptable to business conditions.
- Benefit from our industry-leading infrastructure while retaining control over your security.

Flexibility to thrive. Versatility to win.

The scalable as a service delivery model at the heart of Lenovo TruScale means you can choose the right solutions that fit your needs today with room to grow as your needs evolve.

Want to provision 100 new users in multiple locations by the end of the week?

Need to spin up extra high-availability cloud storage to meet rising demands?

Have a mobile sales team that needs stronger endpoint security immediately?

Are your AI/machine learning tasks maxing out your cloud processing capacity?

Reconfiguring your collaboration spaces for employees returning to the office?

All these tasks become simple when your technology stops being a transactional investment and becomes a dynamic resource that's always available — however, wherever, and whenever you need it.

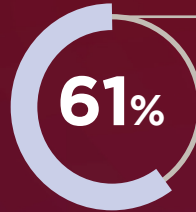


A trusted, proven partner to simplify your access to transformative technology.

IT leaders rely on technology vendors to increase organizational agility, simplify fleet deployment and management, and optimize costs. Partners that offer comprehensive solutions with one-vendor convenience can add significant value.

We have certifications and coverage in 100+ markets, and we offer a centralized financing/invoicing/delivery model to support complex global deals.

Lenovo understands the needs of IT leaders and teams because we've been serving them for nearly 40 years, and we're committed to supporting your long-term success with this innovative relationship model.



of IT leaders consider managing an increasingly fragmented IT vendor ecosystem to be very challenging.¹



8 out of 10

IT leaders say their tech vendors are "so effectively" integrated that it increases their overall productivity.¹

The vision is yours. Get there with Lenovo TruScale.

www.lenovo.com/TruScale

LenovoTruScale_Brochure_04-10-2022_LZ

1 - Lenovo, "SSG Global Study of CIOs," January 2022. 2 - Qualtrics, "Why CIOs will be at the center of future of work strategies," July 2021. 3 - IDG, "2022 Executive Summary State of the CIO," 2022. 4 - Gartner press release, "Gartner Says Worldwide PC Shipments Grew 10.7% in Fourth Quarter of 2020 and 4.8% for the Year," January 2021. 5 - ITIC, "2021 Global Server Reliability Report," June/July 2021.

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Powering business innovation through better employee experiences

How Device as a Service can inspire what's next

In a recent global survey of nearly 6,000 employees and IT leaders, 60% of organizations were interested in partnering with IT providers for as-a-service solutions like end-user security, hardware and software deployment, and sustainability management.¹

For IT leaders to truly transform their organizations in today's hybrid work environment, there's one thing they need more than anything else — focus. Modern digital workplace solutions from Lenovo make that possible by delivering easy-to-deploy and easy-to-manage technology wherever and whenever it's needed.



of IT leaders want to work with technology that delivers on the values of the transformed workforce.¹



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Unlocking opportunity with Lenovo TruScale DaaS

As-a-service options are increasing in popularity and can empower both employees and IT teams to be more productive. Lenovo TruScale Device as a Service (DaaS) provides comprehensive, scalable digital workplace solutions with a predictable pay-as-you-go model — all from a single trusted partner — freeing up valuable IT resources for innovation.

The Lenovo TruScale DaaS model allows for quicker upgrades without upfront costs so organizations can future-proof their technology investments while delivering a user experience that matters and being more competitive. Solutions can include the latest devices like the ThinkPad® X1 Carbon with Intel vPro®, An Intel® Evo™ Design, powered by 12th Gen Intel® Core™ i7 processors — built for what IT needs and users want.

Productivity features of the ThinkPad X1 Carbon:



Up to 19.5 hours of battery life



Communications bar



Rapid-charging technology



Advanced security options



Best-in-class connectivity*

*Optional support for 5G



MIL-SPEC tested for durability



1 week per year

Time lost by small business employees due to outdated PCs.²

Lenovo TruScale DaaS can also include Premier Support for devices with 24/7/365 access to elite technicians for troubleshooting and triaging. Employees stay focused on delivering their best work, and IT teams can direct their efforts at more transformative projects knowing their users' IT needs are taken care of.

Find out how Lenovo TruScale DaaS can reduce your total cost of ownership (TCO) for end-user technology.

[Explore our DaaS Value Calculator >>>](#)



An Evo™ Design



CHECKLIST

What to look for in a DaaS provider:

- Can the provider deliver everywhere you operate?

Lenovo provides support anywhere in the world.

- Can the provider support all your technology needs?

Lenovo TruScale goes far beyond devices, delivering the industry's broadest portfolio from the pocket to the cloud.

- Does the solution scale seamlessly?

From the latest end-user devices to infrastructure that streamlines workflows and improves access to data-driven insights, Lenovo TruScale helps organizations quickly adapt to changing conditions.

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Lenovo Remote Work Enablement — equipping the transformed workforce

The Lenovo Remote Work Enablement solution, available through Lenovo TruScale DaaS, ships a complete, ready-to-go remote office directly to employees wherever they are working.

This easy-to-deploy solution can be quickly customized to match specific tasks, roles, and user preferences, and it can include devices, monitors, accessories, software, and premium services.

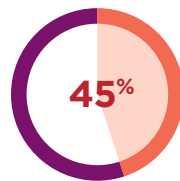
- For data-intensive applications like CAD or analytics, pair a **ThinkPad® P1 Mobile Workstation** featuring the Intel vPro® platform powered by 12th Gen Intel® Core™ i9 processors for an unrivaled business PC solution with the **ThinkVision® P27h-30 monitor**.
- For mobile employees, pair a **ThinkPad® X1 Fold** — featuring Intel vPro®, An Intel® Evo™ Design powered by 12th Gen Intel® Core™ i7 processors — with the innovative **ThinkVision® M14t** mobile monitor. Or consider the **ThinkBook® 13x**, with 12th Gen Intel® Core™ i7 processors enhanced by AI-based technology built on the Intel® Evo™ platform, engineered for mobile performance.
- For multipurpose versatility, the **ThinkPad® T14** powered by the Intel vPro® platform delivers business-class performance and pairs perfectly with the ThinkVision p27h-30.

Software for Lenovo Remote Work Enablement can include:

- Next-gen AI-powered antivirus and advanced device protection with Lenovo ThinkShield
- Ready-to-provision operating system and essential drivers
- Lenovo Cloud Deploy
- Microsoft Windows Autopilot

Service options include:

- Custom Fulfillment Services — ship solutions directly to end users with overpack and tied shipments
- Complete configuration — imaging, optimization, drop in the box, BIOS settings, and more
- Accidental Damage Protection — for accidents beyond the system warranty
- Lenovo Premier Support — for 24/7/365 access to elite Lenovo engineers
- Lenovo CO2 Offset Services
- Hardware and software security assurance — from factory to end user
- Lenovo Sealed Battery Warranty — coverage up to three years



of IT leaders say an all-in-one technology package with hardware, software, and services would be useful when integrating new digital transformation solutions.¹

Lenovo Cloud Solutions for Microsoft 365

Simplify your access to Microsoft 365 (M365) licenses by purchasing directly through Lenovo. Our range of cloud-based M365 services and support are available as a service and include:

- **Managed Support for M365.** Our team of Microsoft-certified experts will ensure your applications are running efficiently, productively, and securely.
- **Managed Backup for M365.** Benefit from automatic backup of key data on your M365 apps.
- **M365 Security.** With proactive and automatic updates, your licenses will always be up to date with the latest security and privacy regulations.



An Evo® Design

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The right technology needs to support not only different working styles, but different ability levels as well

Lenovo is committed to unlocking opportunity for all through the efforts of its Product Diversity Office.

Working across Lenovo businesses and a broad range of diverse users for design validation and feedback, this team is dedicated to helping workers with differing abilities stay engaged through technology. By 2025, 75% of Lenovo's products will be vetted by inclusive design experts to ensure they work for everyone, regardless of physical attributes or abilities.



75%

of Lenovo's products will be vetted by inclusive design experts by 2025.



An Evo Design

CHECKLIST

What to consider when equipping a global workforce:

- How many use cases or user types do you need to support?**

Lenovo's industry-leading portfolio has them covered.

- What support is available to help remote users set up their equipment?**

The Lenovo Remote Work Enablement solution makes it easy to onboard users with new devices so they can be productive quickly.

- How can you support rapid shifts in demand?**

Through Lenovo TruScale DaaS, organizations can scale easily, equipping new users quickly and efficiently.

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Freeing up IT resources with Lenovo Managed Services

With the shift to hybrid work, many IT teams are challenged with new demands for supporting the workforce instead of focusing on strategic efforts to streamline processes and improve efficiency.

Lenovo Managed Services provide a comprehensive and scalable suite of flexible options to outsource day-to-day management of IT tasks and functions. End users get a premium technology experience from start to finish to help them stay focused and engaged, and IT teams have peace of mind knowing the solution in place can scale seamlessly to meet new demands.

Lenovo Service Desk

Allow consistent support of hardware, software, and OS to reduce downtime and lower IT costs.

- Omnichannel (consistent support across different vendors, accurate routing)
- Automation (fulfillment requisitions, workflow diagnosis and resolution)
- Self-service (conversational AI, self-service portal)
- Proactive service (issue detection, predictive maintenance)

Lenovo Managed Endpoint Services

Make the transition to a cloud-first platform and relieve your IT teams of the burden of managing and maintaining IT platforms.

- Management of Windows and other OS
- Device predictive analytics powered by LDI
- Modern IT device management
- Best practices and change management
- Advisory, planning, and cloud migration to transition to Microsoft Intune platform



Lenovo Managed Security Services

Leverage a team of security experts and AI-powered technology and automation to provide the most effective threat detection, response, and remediation across all technologies.

- Managed detection and response
- Penetration testing
- SOC as a service
- Cyber assessments

Lenovo Managed Collaboration Services

Unleash the full potential of your Microsoft 365 investment.

- Managed Support for M365
- Managed Backup for M365
- Managed Security for M365
- Cloud Migration for M365

In addition to the services described above, organizations can also leverage **Lenovo Premier Support**, which provides users with unscripted, advanced technical support including comprehensive hardware, peripheral, and OEM software support.³



of Premier Support customers indicated they would purchase again, and 88% said they'd recommend Premier Support to a peer.⁴



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SUCCESS STORY

Banco Galicia: Keeping banking services running smoothly

One of the leading financial services organizations in Argentina, Banco Galicia, provides in-branch, online, and mobile banking services to 4.2 million customers.

“We decided to outsource support to Lenovo because of their technical capabilities, which have proven to be outstanding. Knowing that we have a team of experts on hand gives us great peace of mind.”

Fabian Moriano, IT manager, Banco Galicia

[Read the customer story >>>](#)

A better employee experience starts with Lenovo solutions

With Lenovo TruScale DaaS, Remote Workplace Enablement, and Managed Services, IT teams can deliver a consistently exceptional employee experience no matter where their employees are working.

Discover how Lenovo can help your business with digital workplace solutions. [Learn more.](#)



An Evo Design

- 1 Lenovo, “Human-centered Insights to Fuel IT’s Vision,” July 2022
- 2 J. Gold Associates, “Older PCs in SMB Cost Study – Selected Results,” August 2018
- 3 Support limited to select software applications on a best-effort basis. Does not include how-to or technical assistance for enterprise software applications or custom, industry-specific software.
- 4 TBR, Premium PC Support Customer Satisfaction Research, March 2020

CHECKLIST

What to consider when choosing a managed services partner:

- How much time is spent on IT management?

Consider provisioning, deploying, updating OS and software, and troubleshooting hardware/software issues.

- How many users are being supported?

What percentage are remote, primarily in the office, or in the office part of the time?

- What geographies are you covering?

Lenovo supports clients in more than 100 markets around the globe.