



Lenovo Solutions & Services

Smarter collaboration for the hybrid workplace

Smart Collaboration Professional Services

Today's hybrid workforce collaborates in many ways from multiple set-ups, and their business communication needs are diverse. With **Smart Collaboration Professional Services**, every meeting room is equipped with the right combination of hardware, software, and ongoing support.

Smart Collaboration Professional Services design the perfect space, deploy all the hardware and software, and provide the expert support needed to enable effective and interactive collaboration for decentralized participants.

Learn more at www.lenovo.com/smart-collaboration-professional-services

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Hybrid collaboration that works at every location, for every user, every time

With **Smart Collaboration Professional Services**, we deliver personalized conference room solutions and services – from room assessment and design to hardware installation and software onboarding. After implementation, we offer user training, routine check-ins, and maintenance. As ongoing support, our teams of professionally trained agents are available 24/7/365 for global* technical support.

Support Services

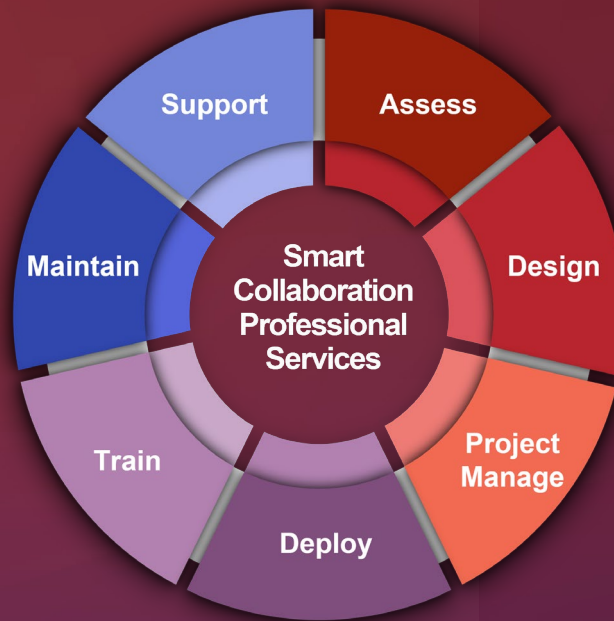
Professionally trained agents are available at the Premier Support for Smart Collaboration Call Center. This service provides 24/7/365 global* support.

Maintain Services

Delivers routine check-ins and easy-to-follow guidelines to ensure updates are installed and to keep the rooms operating smoothly.

Training Service

Creates personalized training modules for each organization's specific needs — including, but not limited to, device usage, TSM, and UC training.



Assess Service

Conducts a virtual or on-site room evaluation and delivers tailored room recommendations to meet any room size or function.

Design Service

Identifies the required user experience for each unique space and creates a list of all hardware, software, and service recommendations.

Project Management Service

Plans and executes the entire design, implementation, and post-deployment process so organizations, facilities, and IT teams do not have to.

Deploy Service

Conducts both on-site and virtual deployments. This service includes existing hardware removal, new hardware/AV system installation, and all software/UC platform set-up.

Are your facilities hybrid ready?

Talk to your Lenovo Representative to see how **Smart Collaboration Professional Services** can help modernize and optimize conferencing solutions, free up IT resources for other core work, and improve employee satisfaction and engagement outcomes.

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*EMEA, LAS, AP, NA

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