



Lenovo Solutions & Services

# Smarter delivers complete conferencing solutions

## Smart Collaboration Professional Services

By 2025, more than half of G2000 companies will consider remote work equivalent to in-person work.<sup>1</sup>

The decentralized workforce is reality and the need for smarter conference room solutions is more important than ever. **Smart Collaboration Professional Services** deliver trusted, reliable, world-class collaboration solutions so participants who walk in or join remotely are ready to collaborate.

Learn more at [www.lenovo.com/smart-collaboration-professional-services](http://www.lenovo.com/smart-collaboration-professional-services)

Lenovo





84 percent of meetings include remote participants.<sup>5</sup>

## Are your facilities ready?

**Smart Collaboration Professional Services** offer 7 modular services that can be purchased alone or all depending on your needs:



## Lenovo understands

<b>IT decision-makers</b>	<p>Stay competitive and increase business satisfaction.</p> <ul style="list-style-type: none"> <li>• 80% agree that a cohesive collaboration solution helps them stay competitive</li> <li>• &lt;40% of companies are extremely satisfied with their current collaboration tool set-up.<sup>2</sup></li> </ul>
<b>Facilities managers</b>	<ul style="list-style-type: none"> <li>• Make all meeting participants feel included and increase ease-of-use.</li> <li>• Technical difficulties, subpar audio, poor video quality, and difficulties joining the meeting are the most common detractors of remote participation and user satisfaction.<sup>3</sup></li> </ul>
<b>HR departments</b>	<p>Hire and retain the right people with technology that supports a better employee experience.</p> <ul style="list-style-type: none"> <li>• 83% of global workers favor hybrid work models.</li> <li>• 42% WFH workers are more likely to stay with employers that provide technology that helps them forge connections with co-workers.<sup>4</sup></li> </ul>

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.

With **Smart Collaboration Professional Services**, hybrid collaboration works at every location, for every user, every time.

### Assess Service

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

### Project Management Service

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

### Training Service

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

### Support Service

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

### Design Service

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

### 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.

### Maintain Service

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

\*EMEA, LAS, AP, NA

\*EMEA, LAS, AP, NA



## Expertise

Turning over conferencing technology assessment, design, implementation, and support to **Smart Collaboration Professional Services** means an expert Lenovo Representative coordinates the entire collaboration experience modernization and optimization, so you do not have to.



## Reliability

**Smart Collaboration Professional Services** designs the perfect space, deploys all the hardware and software, and provides expert support.



## Easiness

Organizations, facilities, and IT teams need an easy-to-deploy, unified conferencing and collaboration solution and they need it now. With **Smart Collaboration Professional Services**, a single, tailored purchase enables customized end-to-end results.



## User experience

With **Smart Collaboration Professional Services**, every meeting room is equipped the right-fit combination of hardware, software, and ongoing support.

## Try it

Visit us online and use our [Smart Collaboration Room Configurator](#) to find the perfect combination of tools for your spaces.

# Smarter collaboration for the hybrid workplace.

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.

WWServices\_Smart-Collaboration-Professional-Services\_brochure\_032723\_MS

1. IDC, "IDC FutureScape: Worldwide Future of Work Predictions 2023." <https://blogs.idc.com/2022/12/07/idc-futurescape-worldwide-future-of-work-2023-predictions/>.
2. Lucid Software, "Improving Collaboration Tools Facilitates Creativity, Innovation, and Profitability," June 2021. <https://lucid.co/resources/ebook/improving-collaboration-tools-facilitates-creativity>.
3. Lifesize, "2019 Impact of Video Conferencing Report." [https://blog.tmcnet.com/blog/rich-tehrani/wp-content/uploads/2019/09/2019-Impact-of-Video-Conferencing-Report-Lifesize\\_FINAL.pdf](https://blog.tmcnet.com/blog/rich-tehrani/wp-content/uploads/2019/09/2019-Impact-of-Video-Conferencing-Report-Lifesize_FINAL.pdf).
4. Accenture, "Future of work research," November 2022. <https://www.accenture.com/us-en/insights/consulting/future-work>.
5. Crestron, "Tackling the Modern Workplace," <https://www.crestron.com/Inbound/Modern-Work-Research-Report>

Lenovo reserves the right to alter product offerings and specifications at any time, without notice. Lenovo makes every effort to ensure accuracy of all information but is not liable or responsible for any editorial, photographic, or typographic errors. All images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit [www.lenovo.com](http://www.lenovo.com). Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product, and service names may be trademarks or service marks of others. © **Lenovo 2023. All rights reserved.**