Services for the best work experience, wherever work happens

How Lenovo and Microsoft deliver a smarter way forward

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The device is only
part of the solution

Wherever they work, your users all need the same thing: powerful, dependable technology that allows them to perform at their full potential – in the office, on the road, at home or in a remote location.

As an IT professional, you understand there's rather more to it than that.

Any device must be configured, deployed, managed, maintained, updated and secured

– all without impinging on user productivity.

And that means a trusted eco-system of services geared to every stage of a PC lifecycle. Together, **Lenovo** and **Windows 10 Pro** deliver the hardware, software and crucial services that satisfy user needs, and lift the burden on hard-pressed IT teams.

End-to-end care

Lifecycle Services, from planning to end-of-life

Lenovo Lifecycle Services enable IT teams to be more efficient and end-users to be more productive, at every stage.
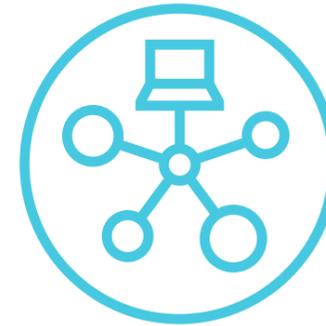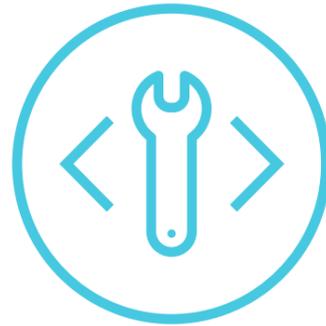
From Plan

Strategy, assessment and personal consultation

To Configure

Customised hardware and software setup

Through Deploy

Services to get employees up and running

To Support and Protect

Keeping devices operating at peak performance

Lifecycle Services also include Manage

Help desks, security and compliance monitoring and management, and inventory control; right the way through to Asset resale and recycle – maximising residual value while ensuring data security and environmental compliance.

Zero-touch deployment

Keeping life simple for everyone

Provisioning workers with devices and software often takes too long in an office environment – let alone a remote location.

Lenovo and **Microsoft** can help you avoid slow deployment, employee downtime and lack of productivity.
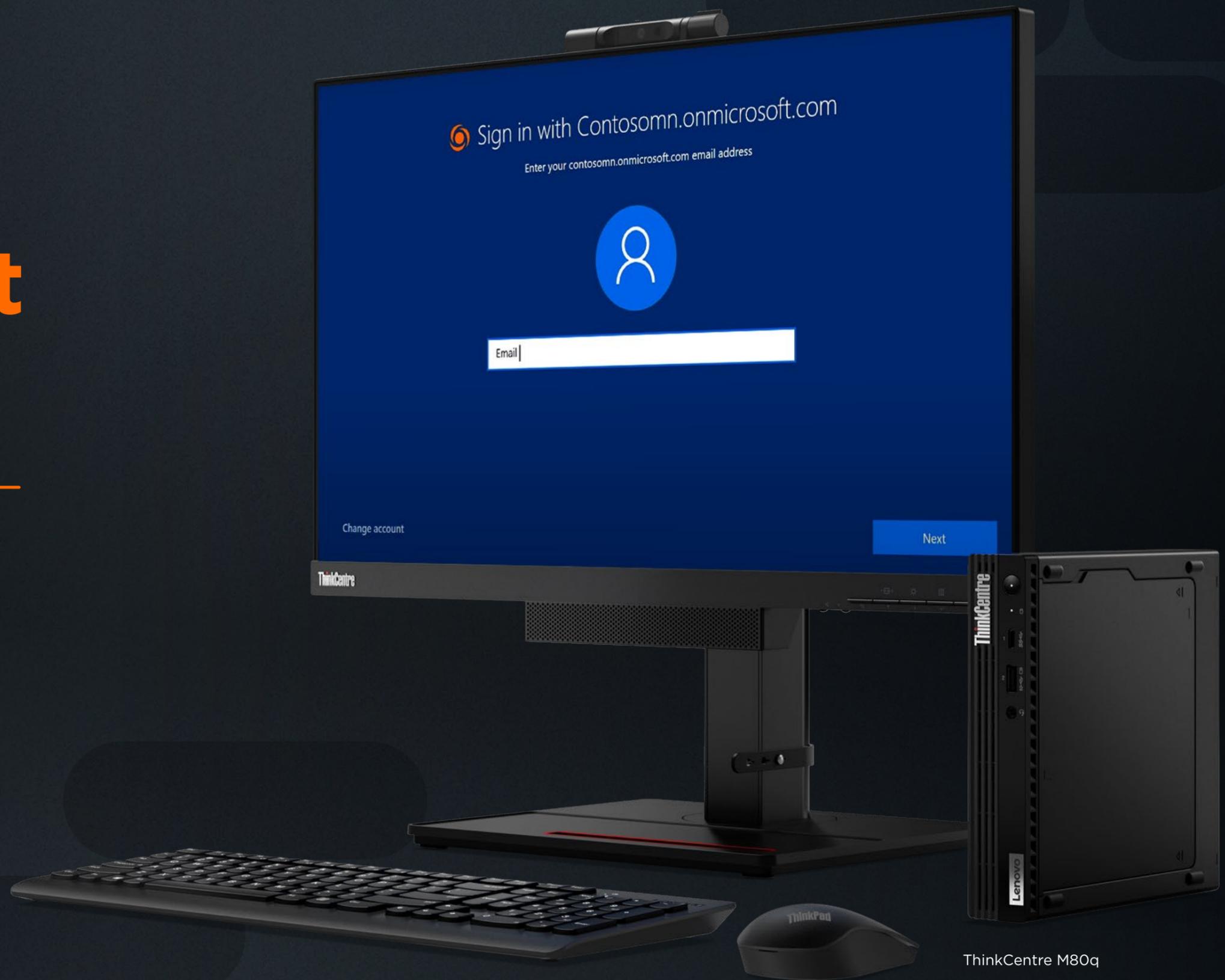
ThinkCentre M80q

Modern IT solutions are scalable and customisable with tools to support the new user-centric workspace while maintaining device control and security.

Windows Autopilot simplifies the way devices get deployed, reset, and repurposed, with an experience that is **zero-touch for IT**, freeing your teams for more challenging work.

The PC ships directly to the employee, wherever they are, and Windows Autopilot simplifies and controls the whole installations process.

ThinkPad P1

ThinkCentre M70t

Setup and pre-configuration services mean that devices are ready to use out of the box.

You can also **self-deploy Windows 10 to a kiosk**, **digital sign**, or a **shared device**. And to support existing devices, just deploy the latest version of **Windows 10** with apps installed and **profiles already synced**.

You can also adopt a '**White Glove**' approach, so end-users receive pre-provisioned **Windows 10** devices fully configured and business-ready.

Windows Autopilot reset removes personal files, apps and settings...

And reapplies original settings, **all while maintaining identity enrolment in Azure AD.** And an enrolment status page ensures devices are fully configured, compliant, and secure.

Premier Support

Advanced PC support services for business

Whether your users are in the office or in the field, sooner or later they will need support.

Enter Premier Support – the most efficient, cost-effective way to manage routine support tasks, and free IT to focus on strategic efforts.

With **Premier Support,** your employees have direct access to elite Lenovo engineers who provide unscripted troubleshooting and comprehensive support for hardware and software.

That means less downtime. So when things go wrong, your users get back to work faster.
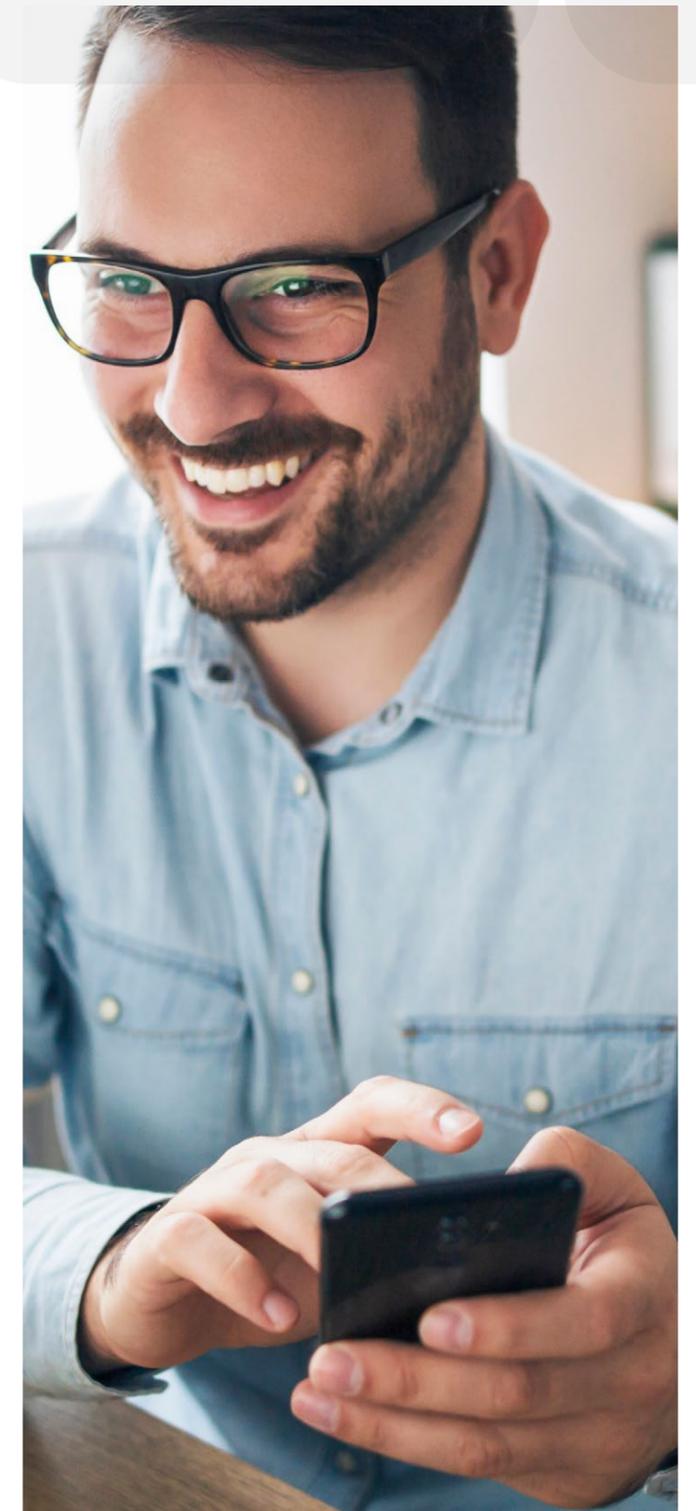
Lenovo Premier Support includes advanced technical support, 24x7x365.

With a dedicated regional phone number, comprehensive hardware and OEM software support, and a single point of contact for simplified end-to-end case management.

You will also be able to call on **Technical Account Managers** for proactive relationship and escalation management, priority on on-site repair service delivery and repair parts, as well as access to the Lenovo Service Connect Portal for customised reporting and product support.

More than a standard support offering, **Premier Support** helps with issues remote employees are bound to encounter. It includes assistance with common software (such as Windows and Office applications), and peripherals such as Wi-Fi, networks, printers, and more.

ThinkSmart View

Lenovo ThinkPad USB-C Travel Hub

ThinkPad X1 Headphones

ThinkPad P1

ThinkPad USB-C Dock

ThinkShield

ThinkShield

Protection that's built
in, not bolted on

ThinkShield is Lenovo's
comprehensive portfolio of security
offerings across device protection,
threat and data protection,
and security management that
seamlessly integrates with Think
devices – fully customisable to
keep your business ahead of
dangerous and costly breaches.

Lenovo

ThinkShield

ThinkShield protects critical data and business technologies without slowing down your users.

ThinkShield's automated and intelligent solutions make IT teams more effective, too. When admins can spend more time on the big picture and less time on small issues, they can drive innovation and growth.

There's more. **ThinkShield** goes beyond endpoint security, with solutions that create huge efficiencies, streamline IT administration, improve the end-user experience, and provide a platform for businesses to compete safely.

We've partnered with the industry's most trusted security providers to provide deeper and broader protections.

Security by Design

Our Security by Design approach starts in R&D and extends to our secure supply chain with trackable and auditable standards through **Intel® Transparent Supply Chain**.

From certified-secure trusted suppliers and tamper-resistant asset tagging and packaging to secure disposal services at end-of-life, **ThinkShield** is constantly at work.

Holistic protection

Our holistic approach to protection begins with our built-in **ThinkShield Platform Security** that comes as standard on industry-leading Think devices.

Features include a **Self-Healing BIOS**. When the BIOS is corrupted or maliciously attacked, it will 'self-heal' and revert to known good backup copy.

Secure Wipe is a BIOS feature which reliably deletes all data from a drive, without the need for external tools, while **Lenovo WiFi Security** detects suspicious activity and protects computers from being attacked through a WiFi network.

A built-in hardware feature, **Tamper Switch** prevents and/or notifies IT admins of unauthorised physical access into a system. And **Webcam Privacy Shutter** is a simple yet secure mechanical cover on ThinkPad laptops.

Trusted supplier program

Our **Trusted Supplier Program** means end-to-end supply chain security. Additional device protection comes from security hardware feature and service offerings including **Trusted Device Setup** which seals the software on the device at point of manufacturing through first boot.

A **Secured-core Enabled PC** with the HW/BIOS/OS security features is shipped in enabled state and needs no configuration setup by IT admins.

Intel vPro® Security helps protect against attacks below the OS and provides advanced threat protection features, increases IT control over driver and firmware updates, and delivers better functionality for business.

With **Privacy Guard**, an integrated e-privacy filter and privacy alert by an **IR Camera** provides proactive detection of 'blind spot' notification and protects against 'shoulder surfing'.

Our **Match-on-Chip** solution provides the industry's best FPR with fingerprint information stored directly on the FPR chip.

ThinkPad P1

Lenovo

ThinkShield

Other ThinkShield features include:

BIOS reading room

BIOS reading room is a premium service that allows customers to visually inspect Lenovo products' BIOS source code in a controlled physical environment.

Threat and data protection

Threat and data protection includes security solutions that seamlessly integrate with your Lenovo devices to ensure your critical data and business technologies are protected. If your hard drive fails, you are entitled to keep the defective drive under our **Keep Your Drive Service** before handing the PC over to Lenovo for repair.

Bufferzone

Bufferzone is a patented containment technology that isolates threats before they can harm the organisation, making it a safe environment for email, web browsing, and file explorer.

WinMagic

While WinMagic, a highly configurable, full-scale encryption for the enterprise environment, ensures protection of sensitive information stored on devices.

Security management

In security management, we offer solutions that provide capabilities to deploy, monitor, and report IT Assets. These include:

- **Absolute** – embedded directly into Lenovo device firmware, Absolute is an endpoint visibility and control solution to ensure persistent security management. It can automate endpoint hygiene to support self-healing capabilities.

- **Lenovo Patch** – is a proprietary Microsoft System Center Configuration (SCCM) plug-in solution that simplifies Lenovo BIOS, driver, and 3rd party application updates.

- **MobileIron*** – takes a mobile-centric, zero-trust security approach that verifies every user, device, application, network, and threat, before granting secure access to business resources.

*Not available in all regions

ThinkSmart Hub 500

Lenovo

SentinelOne

Securing the edge

Your most sensitive data lives on the endpoint and in the cloud. Protect what matters most from cyberattacks, by fortifying every edge of the network with real-time autonomous protection.

SentinelOne replaces legacy antivirus with AI that lives on every device. Predict tomorrow's attacks today with autonomous prevention, detection, and response to defend and self-heal against broad modes of attack. SentinelOne deploys in seconds and protects every endpoint device, IoT device, and cloud workload.

SentinelOne™

24/7

365 DAYS

With continuous threat monitoring and autonomous response, SentinelOne converts dwell time into real time, reducing cyber risk and human capital needs.

SentinelOne's patented AI algorithms are deployed on millions of devices around the world, processing billions of events in real-time, and identifying more than five never-seen-before attacks every second.

SentinelOne's Vigilance is a managed detection and response (MDR) service that adds an extra layer of protection to your **SentinelOne** deployment. It's a Security Operations Center (SOC) augmentation with military-grade in-house cybersecurity analysts that operate your **SentinelOne** solution 24/7/365. Let **Vigilance** be your second set of eyes, or staff the overnight and weekend shifts so you can gain peace of mind while reducing costs.

Affordable and **accountable**

Device as a Service (DaaS)

Lenovo DaaS manages your entire device lifecycle. It releases internal resources – so you can do more with less – and enables you to align spend with revenues, and free up cash flow.

Support is available wherever and whenever it's needed, so you avoid costly downtime. And with a **single point of accountability and one invoice**, you're always in control of expenditure.

Lenovo Smart Fleet Services

Consolidate your control over every endpoint

When you've made a valuable investment in IT, you should expect optimal performance.

Lenovo Smart Fleet Services is our comprehensive IT Asset Management solution that helps you gain control of your endpoints (hardware and software), monitor for compliance and security, track assets in real-time, and optimize end user experience – all from a single pane of glass.

Get your endpoints under control

Taking a smart, proactive approach to asset management helps you extract maximum value from your fleet of devices and solutions. Enable your employees to work to their full potential, boosting productivity and overall user experience.

• Manage hardware and software assets.

• Track location, usage status and compliance of each asset.

• Monitor device health to optimize performance.

• Keep valuable data safely locked.

• Optimize total cost of ownership with meaningful intel on device.

Smart asset management takes the sting out of audits and governance by ensuring compliance across your entire organization, breaking down data siloes and providing convenient reports on performance and security.

Rolling out Lenovo Smart Fleet Services is simple

Our experienced solution architects work with you to baseline current setup against desired future IT state and asset management outcomes. We will develop transition plans to streamline and automate process by leveraging best practices from Lenovo's knowledge base. Our dedicated project delivery team will assist you with turnkey, deployment, and managed services to ensure you get up and running quickly with a clear return on investment. We offer device- and brand-agnostic toolsets, so we can tailor solutions to your specific needs and consolidate a total solution for your installed base. And, thanks to our partnerships with industry-leading solution providers and ongoing support services, quality is assured every time.

A smooth transition to Windows 10

Application readiness and remediation

If overburdened IT teams, lack of expertise, and complex technology environments have delayed your transition to Windows 10, Lenovo services experts can help.

We will assist you with application remediation and packaging to ensure business continuity as you migrate to the latest version of Operating System. We will design and implement deployment plans to upgrade your SOE and users from legacy Windows versions to the latest version, ensuring minimal disruption to business and maximising end user productivity and satisfaction.

ThinkVision S28u

Microsoft Modern Workplace solution by Lenovo

Access powerful solutions from anywhere

Build in flexibility for keeping up with next generation workers.

Microsoft Modern Workplace solution by Lenovo is designed for an age of flexibility, enabling your employees to work from anywhere, using any device, while keeping your network secure.

Work-from-anywhere is the future

Open your business up to new opportunities for growth. Providing your workers with access to the latest Microsoft solutions can enhance collaboration, productivity and overall business agility. You can easily adapt to the needs of remote workers, enabling them with effective, cloud-based solutions that don't compromise on network security.

We bring the Microsoft Modern Workplace to you

Our Microsoft-certified experts work with you to understand your current – and future – business needs, providing end-to-end consultation and implementation services that help you take full advantage of industry-leading solutions.

Detailed audit and assessment

We investigate your existing infrastructure and benchmark your tech requirements for maximum efficiency.

Optimization for device lifecycle

Keep your devices up-to-date with access to the latest solutions for supporting end-user productivity.

Consultation and expertise

Align with Microsoft best-practices for increasing your employee productivity and collaboration using Microsoft 365 apps.

Experienced change management

Lenovo is on hand to support you with your service transition, prepared to handle any issues that might arise.

Zero-touch deployment and configuration

Working with Microsoft Windows Autopilot means your employees can switch on as soon as they get their device.

Seamless adoption and implementation

Your new workplace comes online with easy access across the organization, so your business keeps running smoothly.

Location-agnostic services? **Check** ✓

37% **of remote workers receive training materials on how to work from home**[1]

Just as well, **considering that 84% of enterprise organisations now have remote workers**[2]. And up to 60% of employees want to work out of the office indefinitely[3].

But although remote working is very much top of mind, let's not forget those who for reasons of role or responsibility have to be in the office. They deserve as much attention paid to their technology needs as those working elsewhere.

So look at the big picture of how you support all your employees – with modern, reliable devices, powered by **Windows 10 Pro**, and a services eco-system that keeps everything running smoothly, whatever the location.

The result?

Engaged, productive employees who can power through tasks, and connect, communicate and collaborate quickly and easily with colleagues, partners and customers.

84% of enterprise organisations now have remote workers[2]

Up to **60%** of employees want to work out of the office indefinitely[3]

The partnership of Lenovo and Windows 10 Pro is...

...innovative, responsive and ready to support your business.
Together, we can deliver what you need – wherever the future takes you.

Windows 10

Lenovo recommends
Windows 10 Pro for business.

[1] Lenovo survey in March 2020 of 1,000 employees at multinational large enterprise companies across the US, Italy, Germany, China, and Japan
[2] https://www.techrepublic.com/article/how-remote-work-is-changing-cio-priorities/
[3] https://www.vox.com/recode/2020/5/21/21266570/facebook-remote-work-from-home-mark-zuckerberg-twitter-covid-19-coronavirus