Lenovo
Device Intelligence Plus

Lenovo's enhanced AI-powered PC health tool helps IT teams predict, diagnose, and prevent common device performance problems—at scale

For organizations requiring a deeper level of insight into PC health, **Lenovo Device Intelligence Plus** features crucial device insights, alerts, reports, analytics, and advanced issue remediation options to keep fleets running at peak performance.

Smarter technology for all

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Modern IT organizations are in a state of flux. Business environments are more complex than ever and, with much (if not most) of the workforce moving off-site, IT professionals have never had to be so involved with device health, productivity metrics, and business analytics. Organizations with enough devices deployed will experience some PC failures and—even when occurring rarely—that negatively impacts employee uptime and IT resources.

Improving employees' experience is a strategic part of digital transformation. Digital Experience Monitoring (DEM) solutions bring IT teams visibility into their device fleets, allowing companies to analyze and quantify traditionally subjective parts of end user computing and address questions like:

- Why is a user experiencing a slow computer?

- What's driving systemic or isolated issues across fleets?

- Has the latest OS patch impacted performance?

- Is the end user experience where it should be for all employees?

With the right DEM tool—particularly one harnessing AI and machine learning—an IT department can answer these questions to optimize helpdesk costs while increasing employee productivity and satisfaction.

Introducing
Lenovo Device Intelligence Plus

Delivering in-depth device and business insights, **Lenovo Device Intelligence Plus** is an AI-powered SaaS solution for PC health management. The solution identifies critical issues across the fleet, both current and potential, for hardware failures, Blue Screens of Death, or system and software applications causing performance degradation. For the organization requiring smarter insights into PC health, **Lenovo Device Intelligence Plus** features innovative functionality such as digital user experience scoring, asset optimization insights, productivity impact assessments, root cause analyses, sector benchmark comparisons, and more.

Lenovo Device Intelligence Plus: What does it do?

Lenovo Device Intelligence Plus delivers comprehensive device insights, alerts, reports, fleet health, and user experience scoring. Key business indicators highlight areas impacting employee uptime and better inform asset resource allocation. With **Lenovo Device Intelligence Plus**, IT organizations have a comprehensive set of tools to:

Monitor & Assess

Lenovo Device Intelligence Plus conducts real-time sensor monitoring of millions of datapoints for broader visibility into fleet health and productivity impacts.

- Proactive insights with fleet-level and device-level health scoring
- Digital User Experience (UX) scoring and employee surveys
- Productivity uptime analysis to help quantify the end-user experience
- Hardware and software asset utilization tracking
- Assessments of IT's impact on employee productivity
- Employee workstyle personas mapped to organizational asset usage

Analyze & Resolve

Swiftly resolve issues and improve key Mean Time to Resolution (MTTR) metrics.

- Recommended fixes for every issue (current and anticipated)
- Proactive alerts and severity level indicators to help prioritize what to fix first
- Deep root cause and correlation analysis to diagnose systemic vs. isolated issues
- Real-time, extensive application analytics
- Options to automate fixes and mass-heal low-level issues

Predict & Prevent

Optimize support while increasing employee uptime and productivity.

- Advanced predictive analytics to prevent failures and performance issues (hardware, blue screens of death, and software causing performance degradation)
- Automated, AI self-learning technology customized to each enterprise environment
- Security risk assessment scoring

Optimize & Improve

Keep fleets running at peak performance, improve the employee experience, and increase uptime with technology that fits the business' needs.

- Top factors impacting fleet health and user experience scores
- Intuitive dashboards and trend analysis to assess problem areas
- Track IT changes that impact productivity
- Extensive data analytics trends to pinpoint focus areas
- Asset optimization analytics to right-size hardware and software investments
- Key metrics comparisons benchmarked for internal and external groups

A comprehensive PC health management solution

Lenovo Device Intelligence Plus proactively monitors a broad array of data points across the device fleet, diagnoses issues impacting performance, and surfaces helpful remediations. The solution leverages machine and deep-learning Artificial Intelligence methods in its advanced predictive analytics modeling. The models improve over time and become more adept at detecting potential problems, even learning and adapting to your specific environment. Advanced issue notification along with severity indicators help IT to prioritize and swiftly resolve issues presented in the solution console.

The solution surfaces proactive device insights and advanced functionality to drive better business outcomes. The tool collects 10,000 datapoints every 15 seconds from each device, allowing **Lenovo Device Intelligence Plus** to monitor millions of data points aggregated across the fleet in real time. Then it reports on device health trends and provides deep root-cause analytics. It identifies end-user productivity impacts driven by IT resource constraints, gives valuable insights to inform decisions (such as hardware and software investment "right-sizing"), and much more.

Built on a multi-layered security stack with strict data privacy policies
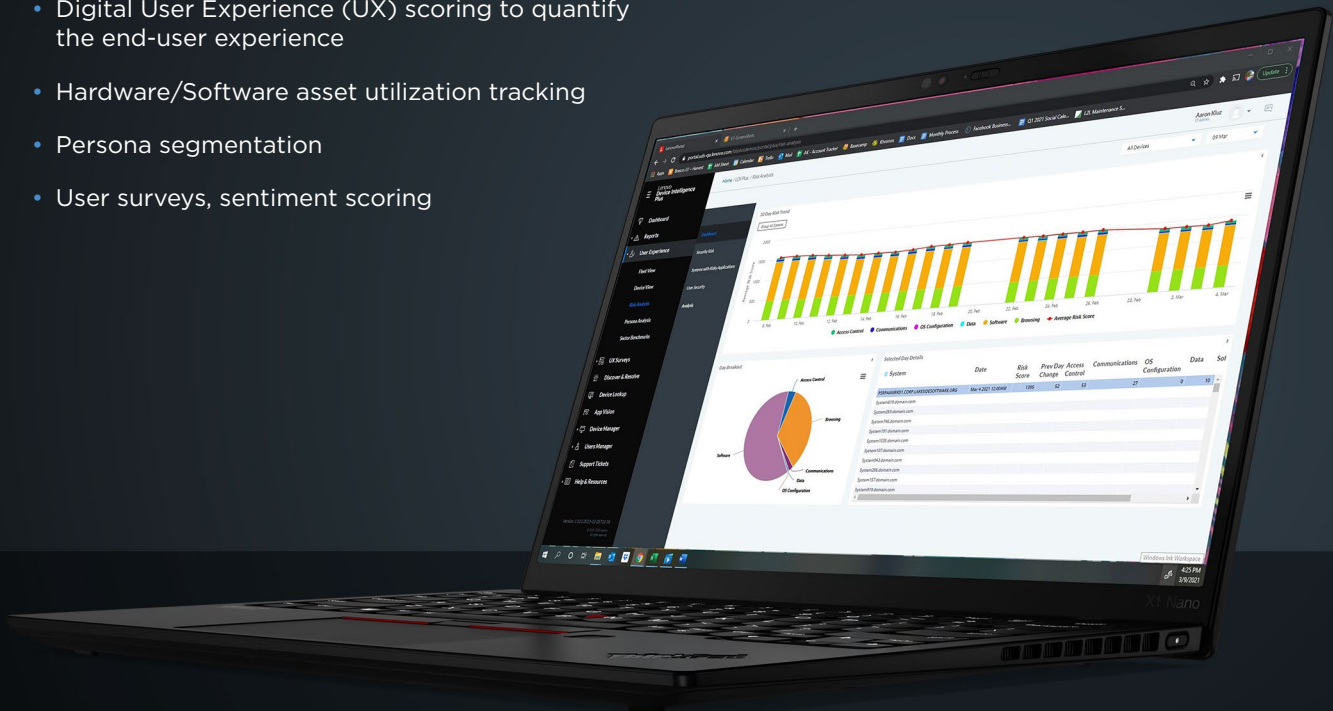
Lenovo Device Intelligence Plus follows industry best practices and stringent policies when it comes to protecting customers' sensitive data.

- Secure, encrypted APIs

- Strict user access policies

- Personally Identifiable Information (PII) data is never collected

- Individual tenants so each customer's data is partitioned and completely separate

- Hosted multi-region tenants ensure compliance with regional data privacy requirements

- Web-app firewall providing IP/ domain whitelisting, attack monitoring, and intrusion detection

Lenovo Device Intelligence Plus portal

IT administrators gain access to a secure portal with key metrics and deep insights into device status, performance, and history, including:

- Fleet-wide and device-level PC health scores

- Recommended remediations

- Top crash types and frequency by device type

- Apps affecting system performance

- Storage capacity usage

- Battery warranty status, capacity levels, and cycle counts

- Windows device manager errors

- Digital User Experience (UX) scoring to quantify the end-user experience

- Hardware/Software asset utilization tracking

- Persona segmentation

- User surveys, sentiment scoring

- Security assessments with risk scoring

- Deep root cause and correlation analysis pathing

- Real-time, extensive application analytics

- Options to automate and mass-heal fixes

- Asset optimization analytics

- Sector benchmarking

- ...and more

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Lenovo Device Intelligence Plus in action

IT automation delivers tangible benefits for the organization and for end users.

85%

Average accuracy rate for predicting the most common Blue Screens of Death prior to failure[1]

>90%

Accurate at pinpointing applications (existing and anticipated) causing performance degradation[2]

$3.2M

Estimated industry average annual ROI from using **Lenovo Device Intelligence Plus** to optimize hardware and software assets[3]

- **$186K** average savings in service desk improvements alone[4]

95 hours

Approximate additional time savings per end user annually due to IT improvements[5]

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Lenovo Device Intelligence Plus. Smarter insights into PC health and employee productivity.

Learn more. Speak with your Lenovo Representative or Business Partner.

www.lenovo.com/device-intelligence

1. Based on 1 million crash instances.
2. Based on 400,000 datapoints collected from 5000 laptops.
3. Actual savings will vary. Industry averages used to calculate the benefits of improved end-user device asset utilization, optimized laptop deployment, hardware asset management, software asset management, and reduced software engineering/packaging support costs based on 25,000 fleet size. Average annual savings realized after organizations utilize over a 36 mos period.
4. Actual savings will vary. Estimate realized after organizations utilize over a 36 mon. period, reduced - issue resolution time, deskside support calls, optimizations of software suite portfolio and reduced major incident problem management costs.
5. Actual saving may vary depending on your specific environment. Based off an average number of annual hours lost per employee due to end-user down time and the average annual hours saved per employee by improving IT environment performance.