

Services for the best work experience, wherever work happens

Supporting a generationally diverse workforce
with end-to-end care for better productivity and satisfaction

Smarter
technology
for all

Lenovo

 Windows 10

Lenovo recommends
Windows 10 Pro for business.



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The Device Is Only Part of the Solution

Wherever they work, your employees all need the same thing: powerful, secure, dependable technology that allows them to be productive—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.

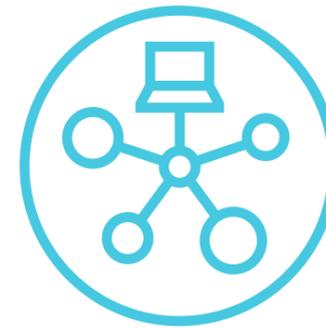
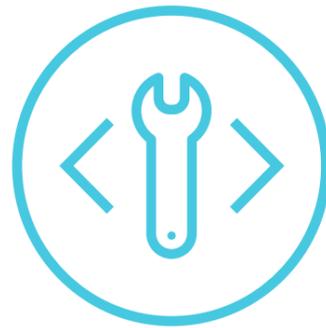
And that means a trusted ecosystem of services geared to every stage of a PC lifecycle. Together, **Lenovo** and **Windows 10 Pro** deliver the hardware, software, and crucial services that satisfy user needs, and lift the burden on hard-pressed IT teams.

End-to-End Support for Modern Workplaces

Supporting the changing workforce with Lifecycle Services

Lenovo Lifecycle Services enable IT teams to be more efficient. And, support the generationally diverse workforce for enhanced productivity and a better employee experience.





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

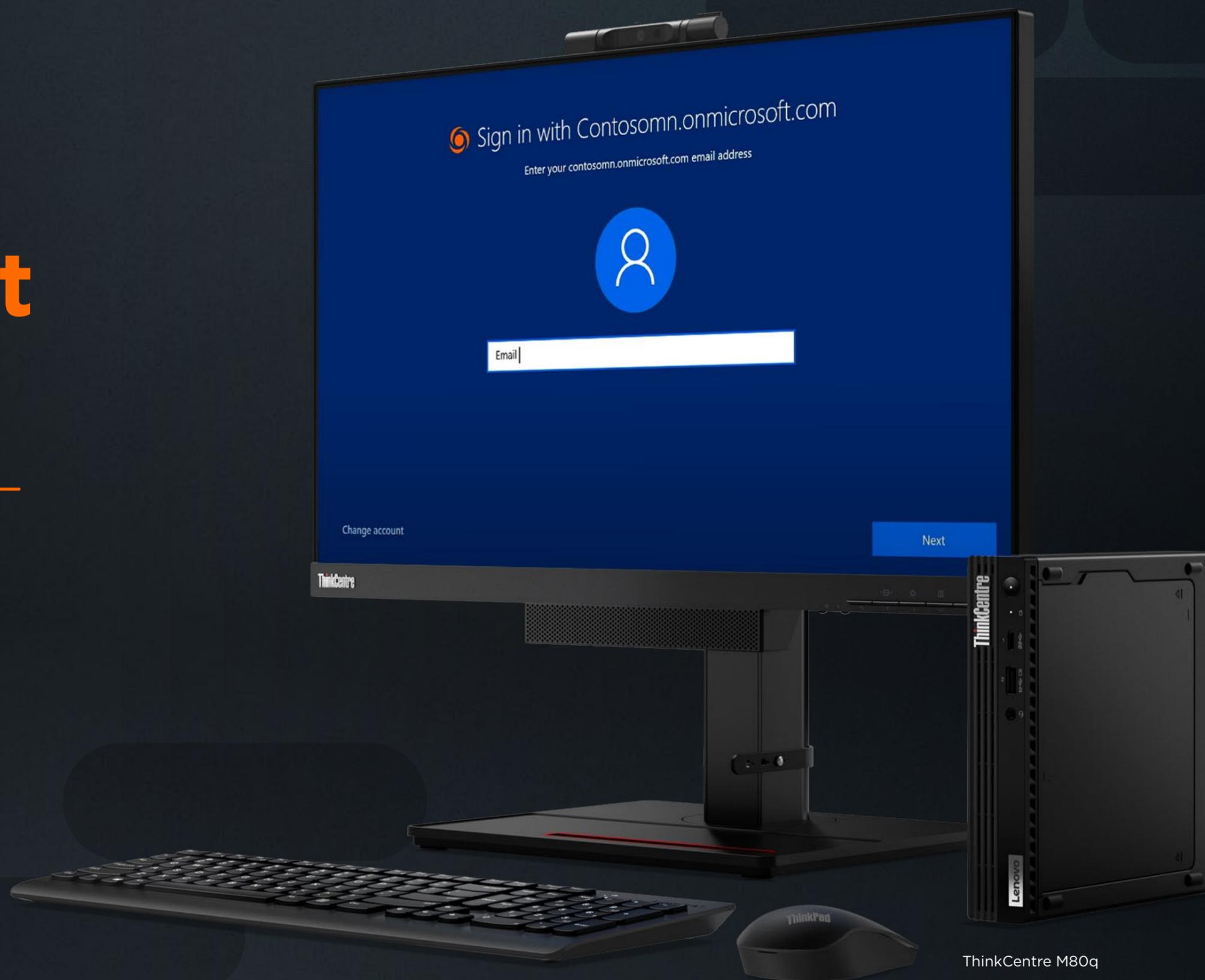
Help desks, security and compliance monitoring, and management, and inventory control; right through to Asset resale and recycle—maximizing residual value, while ensuring data security and environmental compliance.

Zero-Touch Deployment

Keeping the modern
workplace productive

Distributing devices and software
slows productivity in the office—not
to mention the modern workplace.

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



Modern IT solutions are scalable and customizable 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

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.



ThinkCentre M70t



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

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

Premier Support

Advanced PC services for anywhere, anytime 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.

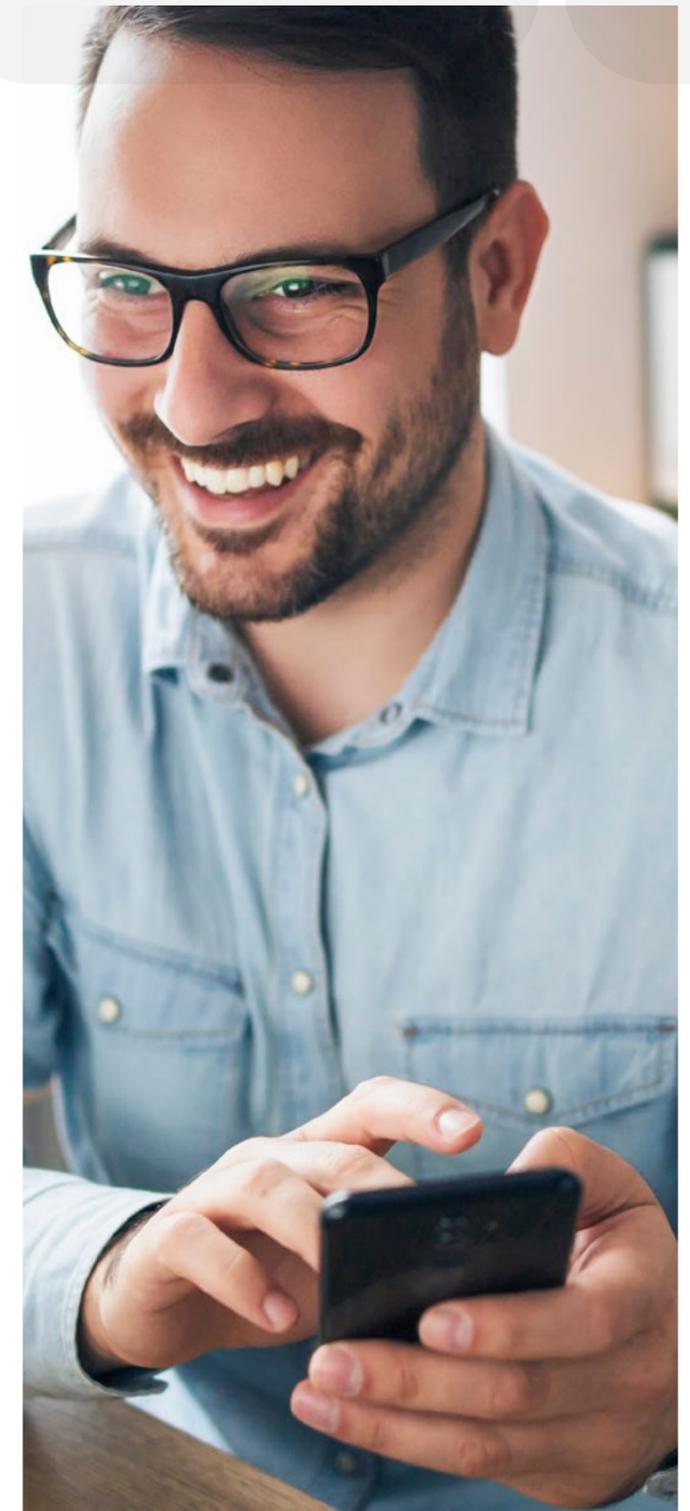


Lenovo Premier Support includes advanced technical support, 24x7x365.

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

You can consult **Technical Account Managers** before problems occur and receive priority on on-site repair service delivery and repair parts—and access the Lenovo Service Connect Portal for customized 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.



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 customizable to keep your business ahead of dangerous, costly breaches to sustain productivity and a positive employee experience.



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 protection.

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 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 a 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 unauthorized 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, ready for work, and needs no configuration setup by IT admins.

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

Privacy Guard provides an integrated e-privacy filter and alert empowered by an IR Camera. It proactively detects 'blind spots' 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.



ThinkShield

More ThinkShield Features



ThinkSmart Hub 500

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

SentinelOne

Securing the edge to
enhance productivity

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 attacks with autonomous prevention, detection, and response—defend and self-heal attacks without sacrificing productivity. SentinelOne deploys in seconds and protects every endpoint device, IoT device, and cloud workload.





With continuous threat monitoring and autonomous response, SentinelOne converts dwell time into real time, reducing cyber risk and IT team hassle.

SentinelOne's patented AI algorithms are deployed on millions of devices around the world, processing billions of events in real-time, and identify 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—allowing you to be more productive and reduce costs.



Affordable and Accountable

Device as a Service (DaaS)

Lenovo DaaS streamlines your entire device lifecycle. It frees up internal resources—so you can do more with less—and align costs with revenue to enable better 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 on top of expenses.

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 can help.

Let us test your entire application landscape to identify incompatibilities, detect potential threats, and remediate any issues—so your organization can be more profitable and productive while transitioning to the new operating environment.



ThinkVision S28u

Services for **Anywhere,** **Anytime Productivity**

37% of remote workers receive training materials on how to work from home¹

Just as well, **considering that 84% of enterprise organizations now have remote workers²**. And up to 60% of employees want to work out of the office indefinitely³.

Even though working remotely is a booming trend, those who really need to work on site have pressing technology needs, too.

So, look at the big picture of how you support your entire workforce—with modern, reliable devices, powered by Windows 10 Pro, and a services ecosystem that keeps everything running smoothly—whatever the location.

The result?

An engaged, productive generationally diverse workforce who can power through tasks, connect, communicate, and collaborate quickly and easily—increasing their satisfaction and loyalty.

84%

of enterprise organizations now have remote workers²

Up to

60%

of employees want to work out of the office indefinitely³

Smarter
technology
for all

Lenovo

Partner with Lenovo and Windows 10 Pro for the Win

Smarter support for business productivity,
security, and employee satisfaction



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>

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