Windows 10

Lenovo recommends
Windows 10 Pro for business

Smarter
technology
for all

Lenovo

Maximize uptime all the time

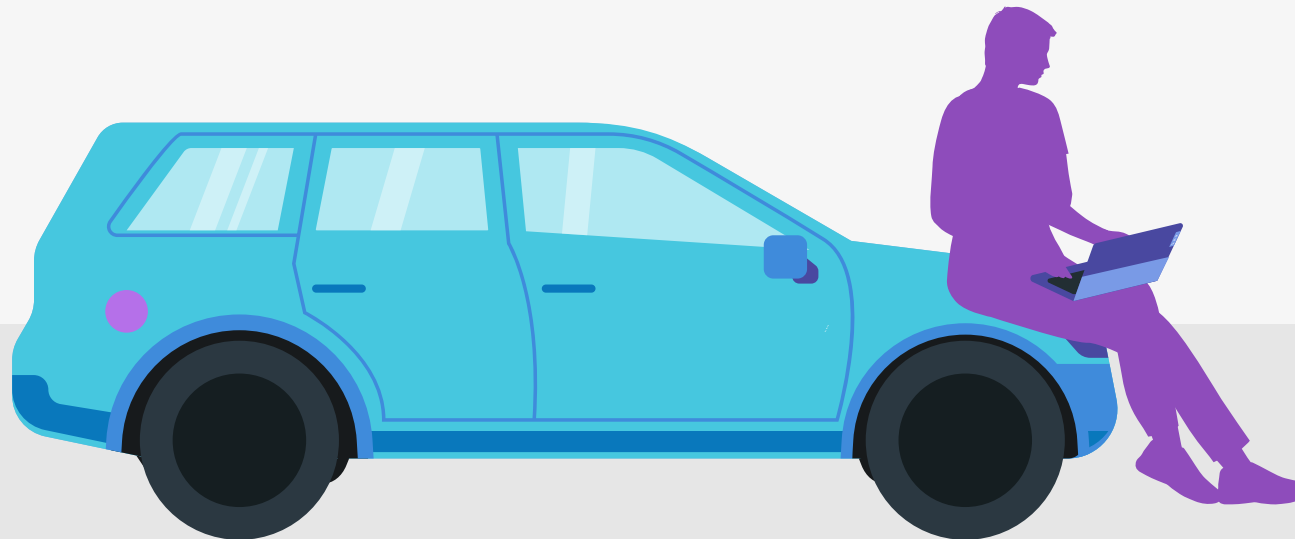Flexible solutions to reduce downtime in the modern workplace.

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Lenovo recommends
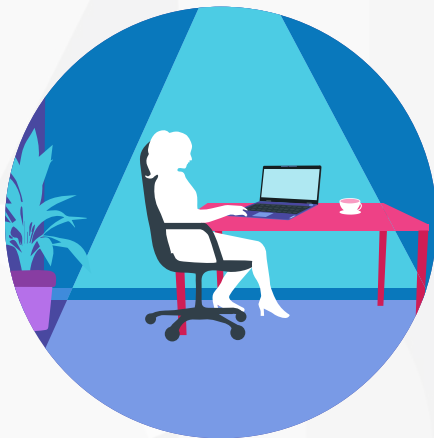Windows 10 Pro for business

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Employees spend over **20 minutes a day** — or **over 90 hours a year** — dealing with preventable IT issues.[1]

1. Robert Half Technology Survey 2016

Lenovo recommends
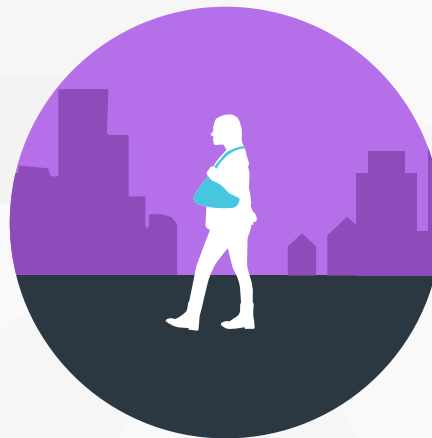Windows 10 Pro for business

Downtime Reduction

Nobody has time for downtime

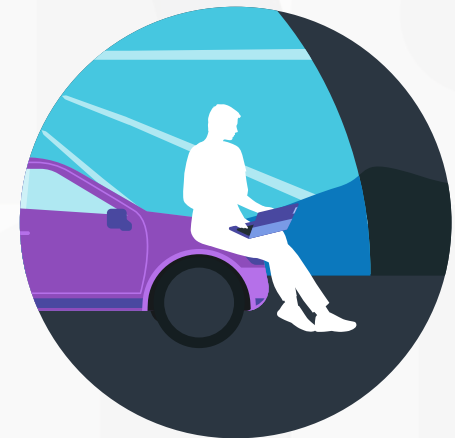The increase in remote working reduces access to IT support when problems occur.

With dispersed workforces, disruptions are prone to happen anywhere, anytime. Whether it's device damage, software failures or system updates – the impact on SMB's adds up. Without preventative solutions or support to respond and resolve as soon as disruption strikes, businesses will often experience decreased work efficiency, increased IT costs, data loss and negative publicity. At Lenovo, we've anticipated these challenges and have products, solutions and services to tackle them head on.

**Need a business
continuity plan**

**SMBs with a
growing workforce**

**Reinvent your
business model**

Need a business continuity plan

In today's digital world, you need devices that enable greater productivity, connectivity, and security. When SMBs found themselves in shutdown situations, this created a bring your own device explosion as many workers did not have company issued laptops for home use. This can be costly, as 43% percent of personal computers older than five years malfunction every year[2]. The key to reducing employee downtime is finding the right technology partner. Someone to help you find the right solutions that enable your workers to perform better.

2: Intel, "Older PCs in SMB Cost Study," August 2018

Deploy solutions with confidence. Lenovo Think devices powered by Intel vPro® platform for unrivaled business class solutions, they are proven to go well beyond all standards. Lenovo's innovative technology will ensure your workers have the best technology to enable them to work no matter where they are reducing downtime and saving you money,

- Keep your workers productive with Lenovo devices that are Mil-SPEC tested. Mil-SPEC, a set of standards designed to monitor durability, ruggedness and reliability. These tests cover extreme environmental variables, including temperature, pressure, dust, humidity and vibration testing.
- The Intelligent Cooling Engine (ICE) ensures your ThinkPad and ThinkCentre maintains temperatures at an optimal level for high performance computing.
- Lenovo ThinkBook devices have an in-built Intelligent Thermal System which will control fan and system performance to optimize functions.
- The ThinkBook 13s Gen 2 *i* designed on the Intel® Evo™ platform for a verified exceptional experience instantly connects you to our Lenovo Premier Support service for advanced tech support and trouble shooting.
- License Management to add or remove users. Assign user accounts to available licenses

More than 2/3 of workers felt that out of office IT support takes longer, or its difficult to access. Remote workers need 24/7 support especially while feeling disconnected from co-workers. In order to ensure sustainable working practices from remote locations you need to upgrade your IT support. Lenovo Premier Support gives you the advice and guidance you need to minimize downtime.

- Advanced technical support, 24x7x365, in more than 100 markets
- Comprehensive hardware and OEM software support
- Single point of contact for simplified end-to-end case management
- Technical account managers for proactive relationship and escalation management
- Priority on service delivery and repair parts

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Consider these Lenovo solutions:

ThinkBook 15 Gen 2 *i*

ThinkBook 13s Gen 2 *i*

ThinkPad X1 series

ThinkCentre

SMBs with a growing workforce

To ensure you reduce downtime for a growing workforce, you need to take a fleet-wide approach to optimizing PCs. Most companies replace PCs every three to five years, however, standard PC warranties tend to last just one or two years[2], leading to unplanned expenses when devices that need upgrades or repairs fall out of warranty. Given that most SMB hardware budgets are shrinking, workers are more mobile and hardware is put under more duress the cost to fix or replace devices outside the plan can be crippling. Consider these solutions when keeping PC downtime to a minimum.

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Invest in cloud optimized PCs that will ensure your workers can always be productive wherever they are reducing downtime.

- Scale with modern PCs, select from our latest flagship devices, consider the ThinkBook 13s Gen 2 *i* it's powered by Windows 10 Pro and will ensure your IT department can stay on top of IT anywhere.
- Lenovo Think devices have access to Lenovo Vantage software. With Vantage, any employee can run safe hardware scans and update to the latest drivers to keep their device running smoothly, reducing the burden on your IT team. Keep your entire team empowered and reduce downtime.
- Built-in security, management, and productivity features integrated with cloud services support your entire workforce across multiple locations as well as ease device deployment, personalization, and sign on.
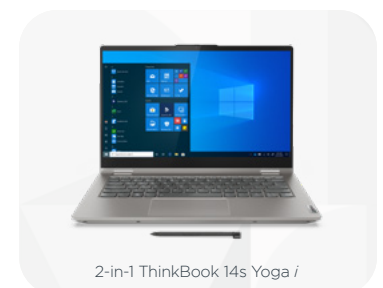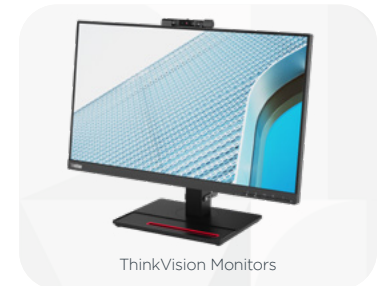
Unexpected repairs, component replacements, and employee downtime can rear their heads when devices age beyond their warranty windows. Consider these Lenovo Warranty and maintenance service options.

- Get warranty extension for your PCs, add up to 5 years to the initial warranty period.
- Expedited depot service, parts and labor with a 3 – day expedited turn around.
- Service battery warranty extended for 2 to 3 years.
- On-site service, a technician can be dispatched to arrive typically the next day.
- Mail-in service for remote workers, parts and labor covered with customers who pay for shipping.
- International warranty services for global customers.

New Lenovo Endpoint Managed Services helps you manage your Microsoft 365 platform, but also provides enhanced security and support benefits to reduce downtime and help to limit security risks with the following services;

- Endpoint 360° Dashboard, get a full view into the device fleet status, security and data policy compliance notifications, productivity & security scores and an incident and service request status
- Software management, software distribution and controls all devices managed in the fleet.
- Asset management, add / remove users or devices, track assets by user types and location, remote wipe and restore devices.
- Endpoint and security management, endpoint management, threat and information protection, OS and application patch management, 24x7 real time threat protection and resolution.
- Customer Success Manager Engagement, monthly customer business review engagement and help customers with advice / training on security prevention and productivity improvement.

Consider these Lenovo solutions:

ThinkVision Monitors

ThinkCentre Tiny

2-in-1 ThinkBook 14s Yoga *i*

Reinvent your business model

In the last year, between 89 – 94% of SMBs added online operations or went completely online. Many three-year digital transformation strategies were rolled out in less than three months – with no additional investment or additional resources[2]. Embracing this digital transformation is no mean feat. IT departments need to partner with future focused technology partners to ensure productivity remains high and downtime is reduced.

Protect your capital investments and ensure productivity. Reduce downtime for your business by investing in innovative, durable and reliable machines that will give you the performance power you need.

- Lenovo Devices tested to the extreme with Mil-SPEC. Mil-SPEC is a set of standards designed to measure durability, ruggedness and reliability. It's how Lenovo ensures every product strikes a perfect balance of value and longevity right out of the box.

- Our Lenovo Think Devices are powered by the built for business Intel vPro® platform and provides built-in enhanced security features, that will ensure your devices are secure in every employee's hands.

- Work smarter with universal one-cable connectivity and remote device management features designed especially for IT departments. Our Azure Sphere enabled smart docks connect securely to the cloud so your IT team can remotely manage, diagnose, update, and reboot them to keep workers productive no matter where they sit.

Software-as-a-service (SaaS), is one of the most critical investment decisions an SMB can make. Lenovo Think devices and solutions have a cloud first design that seamlessly integrates with Microsoft 365, Microsoft teams and OneDrive that will take the pressure off your IT teams when dealing with enterprise level threats and ensure you reduce downtime.

- Protect your data no matter where it lives with Carbonite Safe™. Protect files on servers, external storage devices, and up to 25 computers. Advanced encryption keeps your data secure in transit and in storage, so it never exists in an unprotected state. Meet data retention requirements with secure, accessible cloud data protection with automatic back up features. Your workers will always have access to safe and secure data ensuring they can keep work flowing.

- Invest in a mobile device management solution like Absolute® on Lenovo's Think Devices. Maintain visibility of your devices whether on or off the network, all from one place. Use this single destination to easily pinpoint device geolocation, monitor usage and software, maximize device utilization and continually assess your device security posture. A full view of your device fleet will give you complete control to maximize uptime.

- Establish resilient security management by ensuring your critical apps always remain healthy with self-healing critical endpoint controls. Remotely identify sensitive data, gain precise insights and act on endpoint vulnerabilities.
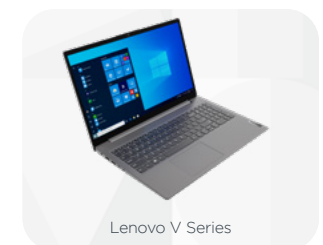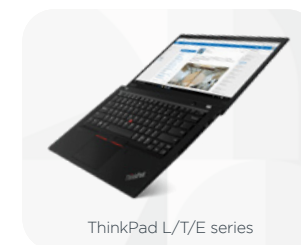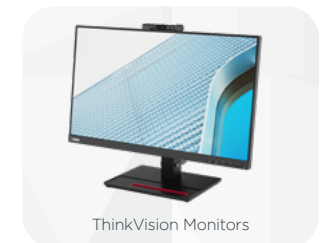
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Consider these Lenovo solutions:

ThinkSmart Hub

ThinkCentre Tiny

ThinkCentre Small Form Factor (SFF)

ThinkVision Monitors

ThinkPad L/T/E series

Lenovo V Series

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Maximize uptime all the time

Flexible solutions to reduce downtime in the modern workplace.

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