



Lenovo Digital Workplace Solutions

# Automate, optimize and improve your Digital Experience with the power of AI

## Lenovo Device Intelligence Plus

Lenovo Device Intelligence Plus (LDI) is an AI-powered tool that can heighten the user's digital experience. LDI predicts, diagnoses, and prevents common device performance problems—at scale. For organizations requiring a deeper level of insights, LDI Plus has additional features providing a broader set of alerts with keener reports, analytics, that can optimize cost savings, performance and advanced issue remediation options. Issues are detected proactively so that user's are able to work at peak and with a superior experience. Keeping fleets running at peak performance.

**Smarter  
technology  
for all**

**Lenovo**



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Using device telemetry data and years of experience building datasets around the design of crucial elements of the system, LDI is second to none in its predictive capability. These tools that measure and continually improve the digital employee experience are becoming more important as enablers of modern digital workplaces

Business environments are more complex than ever. IT professionals have never had to be so involved with device health, productivity metrics, and business analytics. PC failures even when occurring rarely, negatively impact employee productivity and overall business results.

Improving employee's experience is a strategic part of digital transformation. Digital Employee Experience (DEX) solutions bring improved visibility to IT teams. Companies are able to better analyze and quantify the operation of their device fleets that before were traditionally subjective and inaccuracies. Questions that IT teams regularly face include:

- 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 DEX tool, particularly one harnessing AI and machine learning, an IT department can get these questions answered to optimize helpdesk costs and improve employee experience and productivity.

### 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.

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## 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



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### LDI Plus: A Comprehensive Digital Experience Improvement Platform

**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.

### 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.

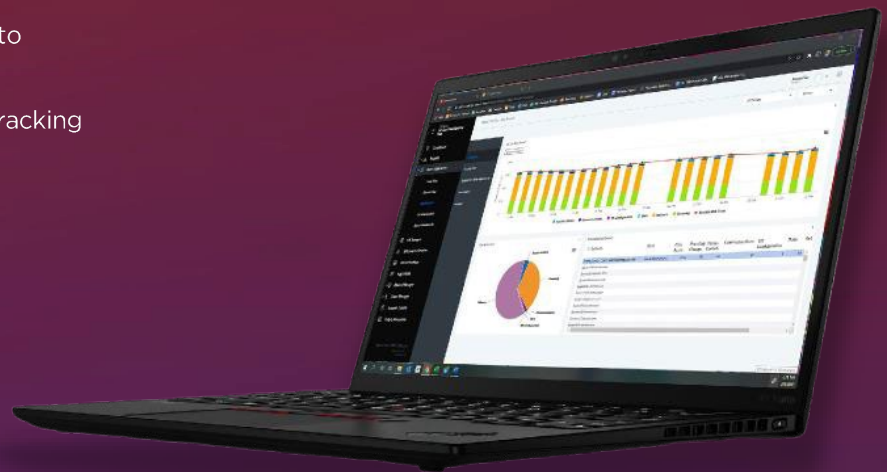
- Secure, encrypted APIs
- Strict user access policies
- Personally Identifiable Information (PII) data is never collected
- Individual tenants so each customer's data is partitioned and completely separate
- Hosted multi-region tenants ensure compliance with regional data-privacy requirements
- Web app firewall providing IP/domain whitelisting, attack monitoring, and intrusion detection

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## 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-heel fixes
- ✓ Asset optimization analytics
- ✓ Sector benchmarking
- ✓ 3<sup>rd</sup> Party Application Integration and more....



## 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<sup>1</sup>

**>90%**



Accurate at pinpointing applications (existing and anticipated) causing performance degradation<sup>2</sup>

**\$3.2M**

Estimated industry average annual ROI from using **Lenovo Device Intelligence Plus** to optimize hardware and software assets<sup>3</sup>

- **\$186K** average savings in service desk improvements alone<sup>4</sup>

**95 hours**

Approximate additional time savings per end user annually due to IT improvements<sup>5</sup>

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# Lenovo Device Intelligence Plus. Smarter insights into PC health and Employee Experience.

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

[www.lenovo.com/device-intelligence](http://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.

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