

Elevating patient comfort and satisfaction.

Asian Hospital and Medical Center (AHMC) enhances the patient experience with modern endpoint devices from Lenovo.

AHMC aims to be a flagship smart hospital for the Philippines. Teams rely on digital healthcare systems to deliver the highest levels of comfort and care to every patient—but technical issues associated with outdated devices often prevented clinicians from accessing key apps.

By teaming up with Lenovo, AHMC has replaced legacy endpoint devices with brand-new Lenovo endpoint solutions, dramatically boosting reliability and performance.

This enables:

- Smoother access to digital healthcare systems
- Substantial improvements in clinician satisfaction
- A massive reduction in support tickets: from 200 requests per month to almost none

As a result, AHMC is empowering its doctors and clinicians to deliver outstanding care experiences. With Lenovo as a long-term strategic partner, AHMC is ready to pilot new healthcare use cases, technologies, and innovations proven in hospitals abroad.

“Lenovo gave us confidence that we could standardize without sacrificing performance or availability.”

Frank N. Vibar, CIO, Asian Hospital and Medical Center



Boosts

performance for critical healthcare apps.



Zero

major support issues with the new devices to date.



Helps

enhance satisfaction both for clinicians and patients.

Lenovo hardware and services

Hardware:

Lenovo ThinkCentre M Series Tiny, Lenovo ThinkPad L Series, Lenovo ThinkPad T Series, Lenovo ThinkVision S Series.

Services:

Lenovo Premier Support.

The challenge

Ensuring reliable access to healthcare systems.

- One of the largest hospitals within the Metro Pacific Hospital (MPH) Group, AHMC is on a **digital transformation journey**, with the vision of becoming a **flagship smart hospital**.
- The aim is to **harness digital tools** to make it easier for clinicians to deliver safe, efficient, and high-quality patient care.
- Healthcare information systems (HIS) and electronic medical records (EMR) play a key role in **welcoming, diagnosing, and treating patients**.
- However, accessing these systems using **legacy endpoint devices** was a challenge.

The solution

Refreshing devices across the hospital.

- AHMC worked with Lenovo to **refresh all endpoint devices across the hospital**, replacing multiple legacy vendors with a single trusted partner.
- Lenovo helped AHMC **select the optimal devices for each community of users**: from powerful Lenovo ThinkCentre PCs and Lenovo ThinkVision monitors to highly portable Lenovo ThinkPad notebooks.
- With Lenovo Premier Support, AHMC gains the peace of mind that **fast, effective technical assistance** is only an email or a phone call away.

The outcome

Accelerating production.

- **Boosts reliability and performance** for mission-critical healthcare apps.
- **Cuts endpoint support ticket volumes** from 200 requests per month to practically zero.
- **Promotes improved satisfaction** for clinicians and patients alike.
- **Frees IT teams to focus on upskilling** in cybersecurity, networking, data analytics, and AI integration.
- Supports AHMC's goal of becoming a **flagship smart hospital** within the MPH Group.

200X

reduction in monthly support tickets since introducing Lenovo devices.

Lenovo Healthcare Solutions

Advancing the future of modern healthcare:

- Solutions underpinned by world-class innovation
- Proven track record of healthcare expertise
- AI-ready infrastructure, advanced computing power, and AI-enabled solutions and services
- Global, 24/7 services and support



Want to know more?

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