

Electronics | China

# Keeping vital business systems running smoothly

Hisense Group

Hisense Group has a truly global footprint—and an extensive IT infrastructure to match. Working with Lenovo, the company deployed an AI-powered monitoring and alerting solution—improving operational efficiency and enabling 50% faster issue investigation across thousands of IT systems.



Lenovo

# 1

## Customer background

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### Who is Hisense?

Founded in 1969, Hisense Group comprises Hisense Visual Technology, Hisense Home Appliances, Sanden Holdings, Changelight, and Kelin Electric. With a portfolio of well-known brands including Hisense, Toshiba TV, Ronshen, gorenje, and ASKO, the Group employs more than 10,000 engineering and technical personnel and has a presence in over 160 countries around the world.

**Hisense**

## 2 The challenge

Hisense Group operates an extensive global enterprise. As a leader in high-tech consumer products, the company relies on its digital platforms to support almost every aspect of its business—an environment that includes more than 3,000 Linux and Windows servers, 2,900 databases, and 1,800 middleware components.

“It’s crucial for us to keep our business systems running smoothly around the clock,” says Sun Wenguang, IT Manager – Process IT and Data Management Department at Hisense Group. “To achieve this goal at scale, we harness automation wherever we can.”

## 2 The challenge

For many years, Hisense Group has used monitoring and alerting tools to help it stay on top of potential issues across its IT estate. However, steady growth of its IT environment and the increasing granularity of its monitoring capabilities led to an explosion in the number of alerts forwarded to its operations teams for investigation.

“Our previous monitoring tools were siloed, which meant we needed to correlate data in multiple systems to investigate alerts,” explains Sun Wenguang. “To enable more effective and efficient monitoring at scale, we looked for a way to streamline the process.”

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“Hisense Group has **long been an innovator** when it comes to process automation. With the latest advances in AI, we saw an opportunity to use new technology to **consolidate duplicate alerts**, and to support our teams with **faster root-cause analysis and issue resolution.**”

Sun Wenguang

IT Manager – Process IT and Data Management Department, Hisense Group

# 3 The solution

## Enabling AI automation

To unlock the power of AI for its IT operations teams, Hisense Group selected Lenovo xCloud Unified Monitoring and Alerting Platform (known internationally as Lenovo xIQ Cloud Unified Monitoring and Alerting Platform). Augmented with generative AI technology from ChatGPT, the Lenovo solution intelligently analyzes thousands of events and alerts in real time to help teams prioritize and accelerate investigation and remediation.

### **Software**

Lenovo xCloud (xIQ Cloud) Unified Monitoring and Alerting Platform

### **Services**

Lenovo Deployment Services

# 3

The  
solution

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“Working with Lenovo, we’ve deployed a solution that can predict the root cause of issues with a high level of accuracy,” says Sun Wenguang. “By incorporating generative AI technology, the solution even proactively recommends solutions—and continuously learns and improves as it goes.”





## Expanding the solution worldwide

Working with Lenovo, Hisense Group has rapidly expanded Lenovo xCloud Unified Monitoring and Alerting Platform to cover more than 50 applications across 40 business units, including finance, logistics, and warehouse management systems.

“Every month, our Lenovo solution helps us efficiently manage thousands of alerts throughout the stack,” comments Sun Wenguang. “By replacing multiple siloed tools with a central monitoring and alerting platform, we can keep track of issues across our global enterprise much more efficiently than before.”



# 3

The  
solution

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The Lenovo solution delivers a range of new capabilities to streamline IT operations at Hisense Group. For example, the solution visually maps dependencies between applications, middleware, and other systems, allowing teams to rapidly identify the business risks of IT issues.

The solution also enables API integration with the company's business analytics and reporting platforms, helping the organization to track its performance against service-level objectives.

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“By harnessing **AI-powered algorithms** to pinpoint the root causes of IT incidents and leveraging **generative AI** to recommend tailored solutions, the Lenovo solution helps us **minimize troubleshooting** time and **enhance operational efficiency**.”

Sun Wenguang

IT Manager – Process IT and Data Management Department, Hisense Group

## 4 The results

Through its partnership with Lenovo, Hisense Group can manage its large IT estate more efficiently than ever.

Sun Wenguang says: “By introducing Lenovo xCloud Unified Monitoring and Alerting Platform, we’ve achieved 100% monitoring coverage, from the underlying infrastructure to our business applications. Automated deduplication allows us to consolidate our alerts by 40%, while AI-powered root-cause analysis helps to reduce mean time to acknowledge [MTTA] by 50%.”



100% monitoring coverage



40% reduction in alert volumes



50% faster issue investigation

## 4 The results

### **Planning future enhancements**

Looking ahead, Hisense Group plans to build on its collaboration with Lenovo. The company will further expand its use of AI—empowering it to deliver higher levels of automation across the monitoring and alerting lifecycle.

“The ultimate goal is to improve the reliability of our core digital systems by using AI-powered analysis to minimize the need for human involvement in issue detection, investigation, and resolution,” explains Sun Wenguang. “We’re looking forward to working with Lenovo to build an AI agent that can drive these processes automatically from end to end.”

**“Lenovo helps us to aggregate monitoring metrics, events, and other information automatically, delivering a full-stack observability solution that helps us keep our systems running 24/7.”**

**Sun Wenguang**

IT Manager – Process IT and Data Management  
Department, Hisense Group



# Why Lenovo?

Hisense Group wanted a partner with the experience and global reach to help it achieve its IT monitoring goals. As a Fortune Global 500 company, Lenovo has accumulated rich experience in digital transformation projects all over the world, backed by a highly experienced services organization.

“We felt that the Lenovo had a strong track record when it came to deploying unified monitoring and alerting solutions,” recalls Sun Wenguang. “Lenovo also offered us tailored services to help us customize the solution to our specific operational and technical requirements.”

# How can large businesses effectively monitor their IT environments?

Working with Lenovo, Hisense Group has deployed an AI-powered full-stack observability solution, enabling 50% faster issue investigation.

[Explore Lenovo Services](#)