Professional Services | Australia

Building an independent business

Scyne

As it prepared to separate from its parent company, Scyne had just a few months to deploy over a thousand new laptops to a highly mobile workforce. With Lenovo TruScale Device as a Service (DaaS), the company has equipped its teams with high-performance Lenovo ThinkPad laptops.

1 Customer background

Who is Scyne?

With offices across Australia, Scyne specializes in supporting public purpose organizations to build more resilient, secure, equitable and prosperous communities. The organization is focused on uniting people, ideas and potential to shape solutions for public purpose around Australia. Scyne is conflict-free from the for-profit private sector, with rigorous governance and accountability frameworks and ethical standards.

scyne

2 The challenge

In November 2023, Scyne was established as a standalone entity following the partner-led buyout of PwC Australia's public sector advisory business. For a short time, the new company would continue to use PwC facilities and IT systems, but the clock was ticking for Scyne to establish its own physical and digital infrastructure—including brand-new offices, business systems, and endpoint devices.

Richard Hilliard, Chief Information Officer at Scyne, says: "We are on an exciting journey to establish the Scyne brand and connect with new markets. The ultimate goal is to partner with government, energy, defense, and other public-purpose organizations to help them build greater resilience and improve the lives of Australians."

2 The challenge

Identifying the requirements

People are Scyne's greatest asset, and the organization aimed to ensure that its teams could continue their work seamlessly during the transition to fully independent operations. "We have a highly mobile workforce that use a wide range of digital services—from productivity applications to complex spatial analysis and cybersecurity systems," Hilliard explains. "We looked for a vendor that could rapidly equip hundreds of Scyne employees with secure, performant, and mobile endpoint devices."

Scyne set out several key requirements for the new solution. In addition to proven, high-quality hardware, the company looked for a vendor that could configure and deploy devices all across Australia—including highly remote locations where teams were working on-site with clients.

“Early on, we realized that the DaaS model was a far better fit for our requirements than traditional CapEx procurement. With a DaaS approach, we can **spread the cost of new devices** throughout the life of the assets, **increase the flexibility** of the warranty replacement process, and **gain the agility** to scale rapidly as the business grows.”

Richard Hilliard

Chief Information Officer, Scyne

3 The solution

Engaging a trusted partner

Scyne engaged Lenovo TruScale DaaS to help it deploy new devices to its entire business. With just three months left before the separation from PwC, Lenovo helped the company rapidly select, configure, and deploy devices to its entire employee community.

“To meet the deadline, the end-to-end process had to be seamless: from collecting the old devices to getting employees set up on their new machines,” recalls Hilliard. “TruScale DaaS offered us the speed, cost-efficiency, and support services to help us hit our go-live target.”

Services

Lenovo Asset Recovery Services
Lenovo TruScale Device as a Service
Lenovo Premier Support

Hardware

Lenovo ThinkPad P16v Gen 2
Lenovo ThinkPad T14s
Lenovo ThinkPad X1 Carbon Gen 12

3 The solution

Delivering a seamless deployment

First, the TruScale DaaS team helped Scyne select the optimal devices for each employee persona. For power users working in domains such as software development and AI, the company chose high-performance Lenovo ThinkPad P16v Gen 2 devices. For remote and hybrid workers, Scyne selected Lenovo ThinkPad T14s laptops, with Lenovo ThinkPad X1 Carbon Gen 12 devices for senior managers and executives.

“Lenovo TruScale DaaS offered us everything we wanted from our new devices, including eSIM support for seamless mobile connectivity and touchscreens for improved efficiency and collaboration,” adds Hilliard. “While the vast majority of our users work on Microsoft Windows systems, the TruScale DaaS team also helped us deploy new MacBooks to the employees who use them.”

“The TruScale DaaS team worked **hand in glove** with our managed services provider [MSP], **rapidly delivering** more than 1,150 devices. Together, Lenovo and our MSP helped to **deploy our standard operating environment** on the new laptops and put them in the hands of our employees. Whenever we hit a bump in the road, Lenovo Premier Support **responded rapidly** to get us **back on track**.”

Richard Hilliard

Chief Information Officer, Scyne

4 The results

Through its partnership with Lenovo TruScale DaaS, Scyne achieved an effective nationwide device rollout within a matter of months—comfortably meeting the end-of-support deadline.

“Lenovo and our MSP helped us design a smooth onboarding process that allowed employees to handle most of the tasks themselves, which greatly reduced our support requirements and sped up the rollout,” says Hilliard. “The performance of our new devices is excellent—they boot up to ten-times faster than our previous laptops, which empowers our teams to work more effectively than ever.”

- Eliminates up-front capital costs
- 1,150 devices deployed in just three months
- Up to 10x improvement in device performance

4 The results

Unlocking sustainability advantages

For Scyne, another key advantage of TruScale DaaS was the ability to access Lenovo's value-added sustainability services.

At the end of the device lifecycle, Scyne will use Lenovo Asset Recovery Services to dispose of its laptops in a secure and socially responsible way. Lenovo will remove all data from decommissioned devices and refurbish and reuse them wherever possible—helping to support the circular economy.

4 The results

Ensuring timely support

Staffed by elite engineers with expertise in remote troubleshooting, Lenovo Premier Support is always on hand to assist Scyne. With on-demand parts and next-business-day onsite service, Lenovo helps the company resolve issues rapidly.

“We know that we can call on Lenovo Premier Support 24 hours a day, seven days a week, which gives us great peace of mind,” says Hilliard. “The fact that Lenovo can assist our users remotely is also very valuable given our geographically distributed workforce.”

“We have a highly mobile workforce who work side-by-side with public-sector organizations all over the country. With Lenovo TruScale DaaS, I can have confidence that they are equipped with devices they can depend on.”

Richard Hilliard

Chief Information Officer, Scyne

Why Lenovo?

As well as offering high-quality and cost-effective devices through TruScale DaaS, Lenovo gave Scyne the responsive and effective support to achieve an ambitious go-live target.

“We have great support from the Lenovo TruScale DaaS team in Australia,” says Hilliard. “The TruScale DaaS team regularly checks in with how we’re doing and keeps us up to speed about other Lenovo capabilities that might help us. There aren’t many partners that could have helped us pull off a project of this level of scale, urgency, and complexity but Lenovo knocked it out of the park. Looking ahead, we’re planning to build on the partnership by working with Lenovo to deploy smart meeting rooms in our new offices.”

How can start-ups rapidly equip employees with new devices?

With Lenovo TruScale DaaS, Scyne deployed over 1,000 brand-new laptops to employees across Australia in just three months.

Explore Lenovo TruScale DaaS

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