4 ways IT teams support a modern hybrid workplace

When the sudden shift from working in the office to working from virtually anywhere took place, IT teams in every industry scrambled to get these unexpectedly remote workers equipped to stay productive and secure. Digital transformation entered a period of forced acceleration as IT teams worked to equip and support their newly remote users.

Now, work from anywhere has become common, and the indications are that the hybrid workplace is going to be the standard going forward. But the mission-critical IT work that was put on hold still must be done. That means IT teams are going to have to think bigger and find new, more efficient ways of supporting their hybrid workforces.
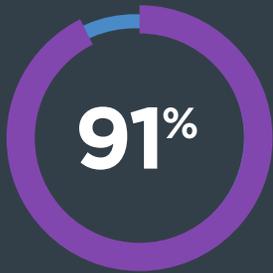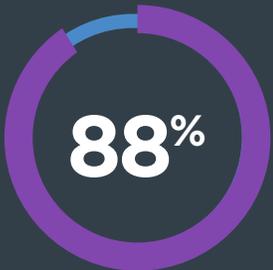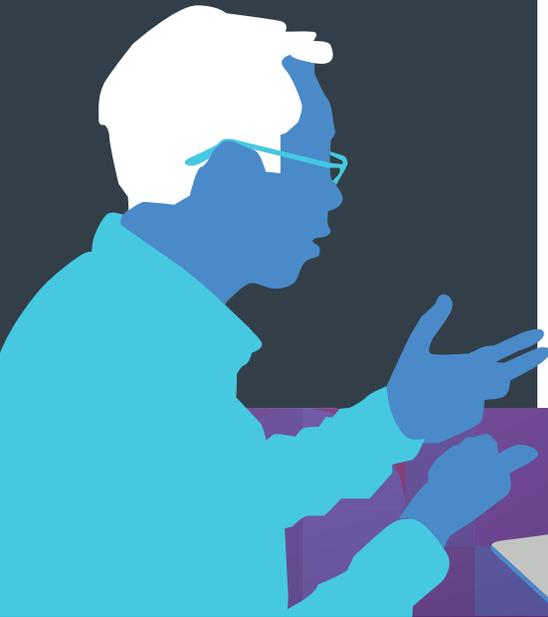
Here are four ways Lenovo can help IT teams think bigger, free up time and resources, and deliver a consistently positive employee experience.

01. Remote deployment

Preparing new devices for users is a time-consuming process even when the employees and IT staff are in the office — IT engineers spend an average of 297 minutes deskside on a new device deployment.[1]

Lenovo can configure, deliver, and deploy modern PCs like the ThinkPad® X1 Titanium Yoga running Windows 11 Pro and powered by the Intel® Evo™ vPro® platform. This exceptionally thin and light business laptop is perfect for hybrid employees — wherever they're working. Plus your IT team gets to be hands-off.

Microsoft Windows Autopilot preconfigures and provisions PCs to your corporate standards and policies — and it also speeds PC repurposing, making device reset and redeployment secure and simple.

Zero-touch deployment is easy and efficient, saving your organization significant time and costs. Your employees get the convenience and security of PC shipment right to their door — reducing downtime and improving productivity.

02. Remote technical support

With the average help desk ticket requiring 82 hours to resolve,[2] imagine what your IT team could do with the collective time saved by outsourcing the help desk function.

Lenovo Premier Support provides 24/7/365 access to advanced technical support, freeing IT to focus on strategic efforts that move the organization forward.

Boost end-user productivity and limit downtime with direct access to elite Lenovo engineers who provide advanced, unscripted hardware and software support. For more complex issues, Lenovo Technical Account Management teams provide end-to-end case management for faster first-time resolutions.

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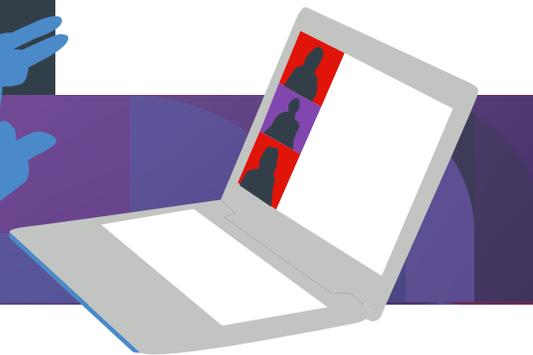Windows 11 Pro for Business.

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03. Advanced remote device monitoring

What if you could resolve technical issues before they happened? Minimizing employee downtime is more important than ever with a hybrid workforce. Not only does downtime affect productivity, it's also frustrating for users and negatively affects the overall technology experience.

Lenovo Device Intelligence is a cloud-based SaaS that incorporates both proactive device insights and predictive analytics capabilities using AI-enabled technology with reporting and dashboard functionality:

- **Easy-to-read reports and alerts** to IT when devices fail (or are at risk of failure)

- **A single pane of glass for IT admins** to see all current device failures and those predicted to fail across their fleet, along with solutions to resolve:

  - Hardware issues (HDD, SSD, batteries)
  - Blue screens of death (BSODs)
  - Issues that cause performance degradation (system slowdown or hang)

- **Lenovo Device Intelligence adds enhanced insights, alerts, reports, analytics, and more options for issue remediation.** For a deeper level of insight into PC health, get increased functionality, including:

  - Digital user experience scoring
  - Asset optimization insights
  - Productivity impact assessments
  - Root cause analyses
  - Peer benchmark comparisons

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04. Remote security

As the threat surface of the hybrid workplace continues to expand, security remains a top priority for IT teams everywhere.

ThinkShield is a seamless end-to-end portfolio of multilayered endpoint security solutions. In addition to a powerful array of built-in platform security features like self-healing BIOS and industry-leading supply chain security, ThinkShield includes best-of-breed solutions from key security partners.

ThinkShield is a fully customizable suite of processes and capabilities that protects the full lifecycle of assets from development to disposal.

With Lenovo Smart Managed Security by ThinkShield, you get automated and intelligent security down to the device — all delivered as a managed service.

• Endpoint tracking and wipe

• Endpoint security

• Antivirus and encryption management

• Privilege and license management

• Identity management

Performance for the hybrid workforce
40% more responsive while on battery, less than 1 second wake from sleep, real-world battery life improvement, and best-in-class wireless and wired connectivity.[4,5,6,7]

Protection built in
Lenovo devices like the ThinkPad® X1 Carbon feature the built-in hardware-enhanced security features of the Intel® Evo™ vPro® platform, for a more secure foundation with protection against attacks below the OS and remote recovery capabilities.

Remote management tools
Monitor, restore, and upgrade devices inside and outside your firewall, even when they're powered off.
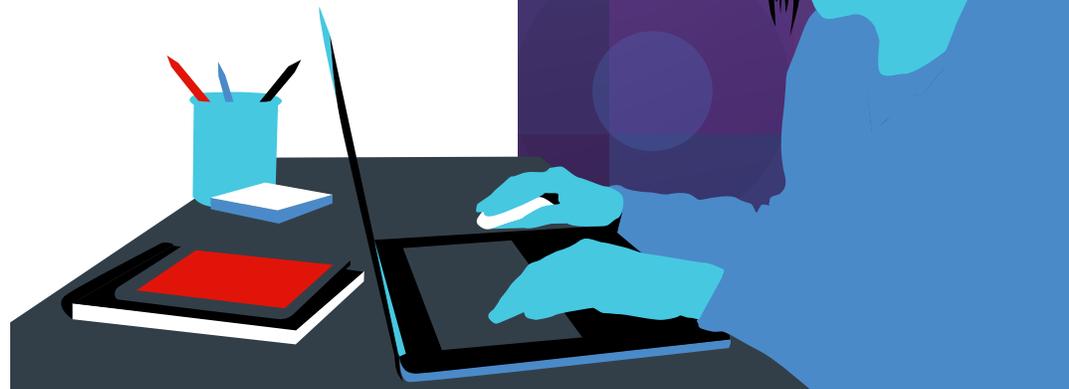
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Sources

1 Lenovo, "Lenovo Imaging Technology and First Boot Services: Optimal Operational Efficiency and Staff Utilization," 2016

2 "Average customer support metrics from 1000 companies," jitbit.com, August 2020

3 TBR, Premium PC Support Customer Satisfaction Research, March 2020

4 Measured average responsiveness of premium Windows OS-based designs while performing typical workflows in a realistic environment, compared to 3-year-old premium design. Visit www.Intel. com/11thgenvpro for details. Results may vary.

5 Time taken to drain from 100% to critical battery level while performing typical workflows in a realistic environment. Visit www.Intel.com/11thgenvpro for details. Results may vary.

6 Charge attained from OEM-default shutdown level. Visit www.Intel.com/11thgenvpro for details. Results may vary.

7 Best-in-class wireless and wired connectivity. Based on integrated Intel® Wi-Fi 6 (Gig+) and Thunderbolt™ 4 technology. For more complete information about performance and benchmark results, visit www.Intel.com/11thgen.

Simplify as you think bigger

All the solutions described here can be bundled along with the latest Lenovo devices as part of a Lenovo Device as a Service (DaaS) solution. Lenovo DaaS helps you shorten your refresh cycle for a better employee experience, frees up your IT resources, and lets you reallocate capital for other mission-critical projects.

Lenovo's DaaS solution lets you equip your workforce with the latest technology for an exceptional user experience that's exceptionally easy to manage. That means modern devices like the ThinkPad® X1 Nano with Windows 11 Pro and the Intel® Evo™ vPro® platform — built for what IT needs and users want.

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Are you ready to think bigger?

Lenovo makes it easy to support your IT team and deliver an exceptional employee experience. We have experts available to help you with every step of the process and answer any questions at any point along the way. Here are a few things to consider when thinking about a Lenovo Services solution.

☐ **How much time is spent on IT management?** Consider provisioning, deploying, updating OS and software, and troubleshooting hardware/software issues.

☐ **How many users are you supporting?** What percentage are remote, primarily in the office, or in the office part of the time?

☐ **What kind of device health info can you access?** Do you know how your devices are performing in the field?

☐ **What geographies are you covering?** Lenovo supports clients in 100+ markets around the globe.

☐ **Where are you on the journey to modern IT?** Lenovo can help you modernize and streamline your IT without user interruptions.

☐ **How many security incidents do you encounter?** With end-to-end protection, Lenovo ThinkShield can help keep your users, data, and organization safe from cyberattack.

☐ **How will your IT team utilize all the time they'll get back?** What transformational IT projects are on your to-do list?

Visit **www.lenovo.com/ModernWorkplace** to learn more about how Lenovo Services can help you meet the needs of your hybrid workplace.

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