

Lenovo Smart Collaboration Professional Services

Smarter technology for all **Lenovo**

Smarter instills confidence to do what's right for your business

Lenovo is your end-to-end collaboration solutions provider. Our innovative collaboration devices coupled with our ThinkSmart Manager custom-built manageability console deliver a better experience from both a user and IT admin perspective.

But Lenovo offers so much more than hardware and software. We also deliver end-to-end services that make upgrading your collaboration technology with Lenovo even easier. Our experts are here to provide personalized support, starting before you even make a purchase.

With Lenovo, you can do what is right for your organization knowing that you don't have to figure it out—or deploy, manage, and maintain it—all by yourself.

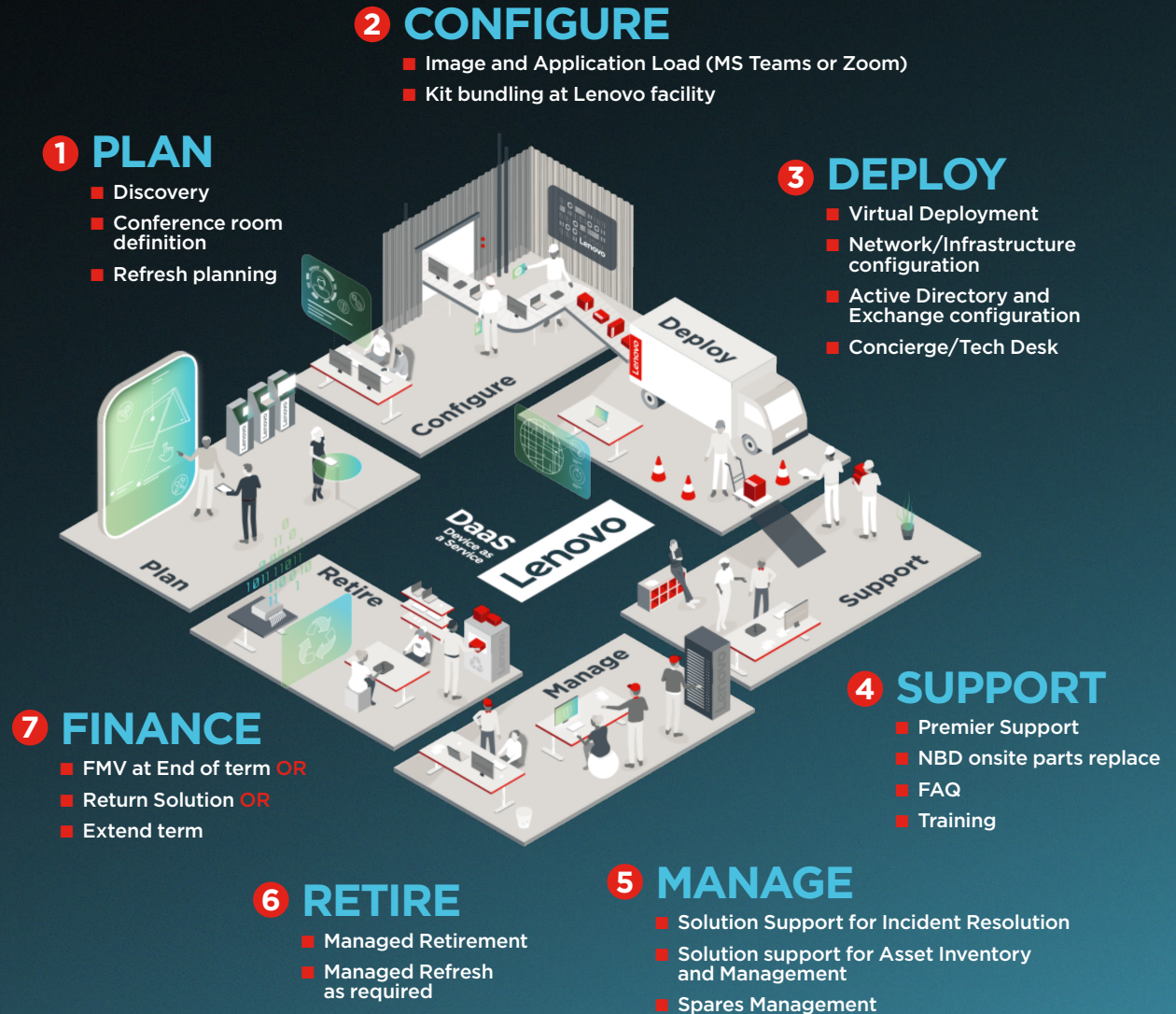


Smarter technology for all **Lenovo**

Lenovo CaaS: Collaboration as a Service

Lenovo can alleviate the stress of choosing, configuring, deploying, managing, and maintaining collaboration technology. Our Professional Services team provides expert advice and support at every step of the journey to help you make the most of your technology investment and ensure that your users have the best experience possible.

Lenovo CaaS combines hardware, software, and services into a truly 360-degree, full-lifecycle approach to collaboration solutions. This includes end-to-end project management and deployment support provided by Lenovo experts.

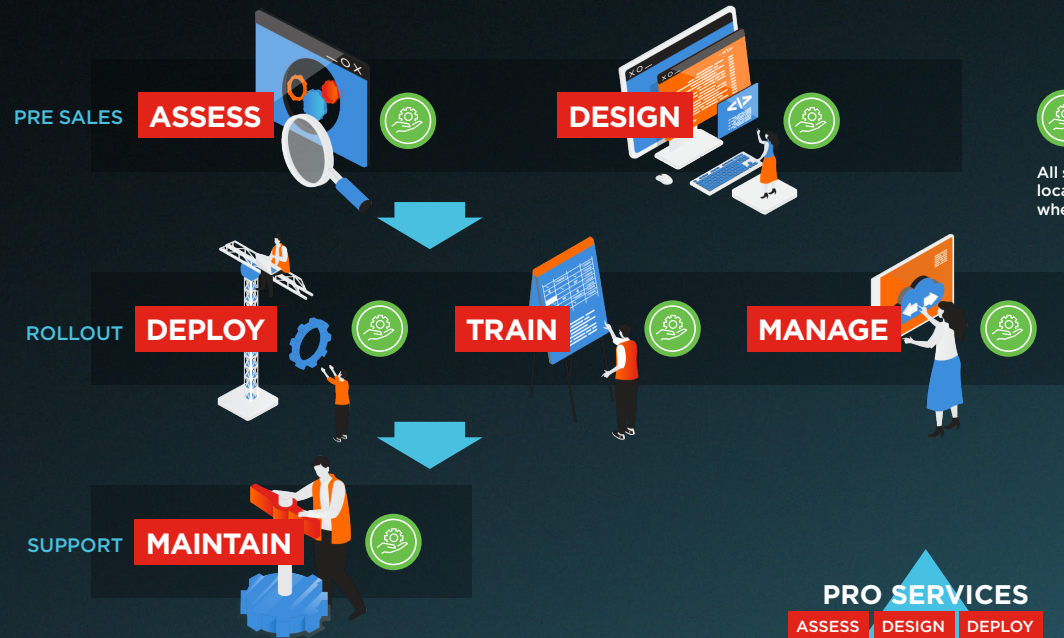


Lenovo Smart Collaboration Professional Services Offerings

Smarter
technology
for all

Lenovo

In addition to our full-service CaaS approach, we have individualized Smart Collaboration Professional Services offerings that help you save valuable time and ensure that your collaboration technology works optimally for users and within the space its deployed.



= ON SITE

All services are delivered virtually and in the local language. They can be delivered On Site when On Site services is purchased.

You can choose the combination of services you need, all of which can be delivered on-site in the local language, fully-led by Lenovo experts. These Professional Services are in addition to the warranty, factory, and DIY services offered with every ThinkSmart solution purchase.



Smarter technology for all **Lenovo**

ASSESS

Before you purchase any Lenovo collaboration solution, our experts can perform a full assessment of your organization's existing IT infrastructure and capabilities to ensure it meets the needs of any collaboration technology additions. This includes:

- Investigating potential issues and developing recommendations
- Preparing detailed guidance on ThinkSmart deployment or migration to UC platform
- Reporting via a detailed customized ThinkSmart deployment guide
- Delivering service virtually and in the local language



DESIGN

Lenovo Professional Services can provide expert advice regarding where, how, and what to outfit your organization with collaboration technology. Our solution architect-led team will develop room standards for all your meeting spaces, and provide an end-to-end solution blueprint. This includes:

- Evaluating your organization's meeting spaces for best practices in collaboration infrastructure needs
- Categorizing meeting rooms and spaces and identifying the required user experience for each unique space
- Designing a "room standard" for your organization, including all hardware, software and services recommendations
- Providing a written plan, delivered virtually in the local language



MANAGE

Planning and executing the roll-out of ThinkSmart solutions across an organization is a big undertaking. Luckily, it's one you don't have to do yourself. Lenovo Professional Services offers Virtual Project Management of the entire process that includes tracking and reporting on:

- Prerequisites
- Assessment reports
- Meeting room design
- Ordering of all hardware, software, and services
- Scheduling of equipment and people resources
- Deployment "Day-of" activities
- ThinkSmart Manager software setup
- Post-deployment system health check



DEPLOY

From helping deploy your UC platform of choice, including Microsoft Teams, Zoom, and Google Meet, to ensuring your collaboration technology integrates seamlessly with your back-end systems, like Exchange and Office 365, our Professional Services experts are here to help along every step of the set up and deployment process. This includes:

- Configuring ThinkSmart solutions within your organization's existing IT infrastructure
- Creating records of actions recommended and taken for all ThinkSmart solutions deployments
- Assisting with asset management and documentation
- Setting up your collaboration solution within your ThinkSmart Manager SaaS console



TRAIN

Once your new ThinkSmart solutions are deployed, Lenovo Professional Services can help you maximize productivity among users—and reduce the number of requests for assistance—with customized training programs based on the needs of your organization. This includes:

- Training sessions led by dedicated, experienced instructors
- Sessions and material tailored to user groups (IT, Help Desk, executives, general users, administrative staff, etc.)
- Follow-up documentation and leave-behind materials for quick reference



MAINTAIN

Lenovo Professional Services offers one-year of unlimited support for your entire collaboration solution, including all your ThinkSmart devices as well as any branded peripherals. It's the best way to ensure the greatest return on your technology investment. This service includes:

- Assistance with ThinkSmart Manager operation
- Guidance on integrating your ThinkSmart solutions with new infrastructure additions
- Ongoing remote check-ins and easy-to-follow guidelines to ensure updates are installed and to keep sites running smoothly
- Hands-on support to reinstall or deploy reallocated equipment in other locations as site needs change



CUSTOM COLLABORATION

Lenovo Professional Services offerings are not meant to be one-size-fits-all. They are a personalized approach to helping tackle many of the areas that add to an IT admin's already full workload. Still, you might not see exactly what you're looking for here.

If this is the case, Lenovo Professionals Services is able to provide any custom service not covered by Lenovo's previous listed Smart Collaboration services. Examples of these service activities could include:

- 24x7x365 proactive monitoring and maintenance of your collaboration solution
- Consulting on Microsoft Intune, Windows Autopilot, and other collaboration tools
- Complete meeting space setup including hanging displays, running wiring, etc.



To learn more about how Lenovo Smart Collaboration Professional Services is here to support you and your ThinkSmart solutions investment, contact your Lenovo sales rep or [visit us online.](#)

Smarter technology for all **Lenovo**