

Smart Technology for all

Lenovo

Device as a Service

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Lenovo DaaS leverages global scale and innovation

100

we do business
in 100+ markets

1

world's largest
PC company

36

manufacturing
facilities

4

new devices
bought per second

1M+

as a service
seats

4

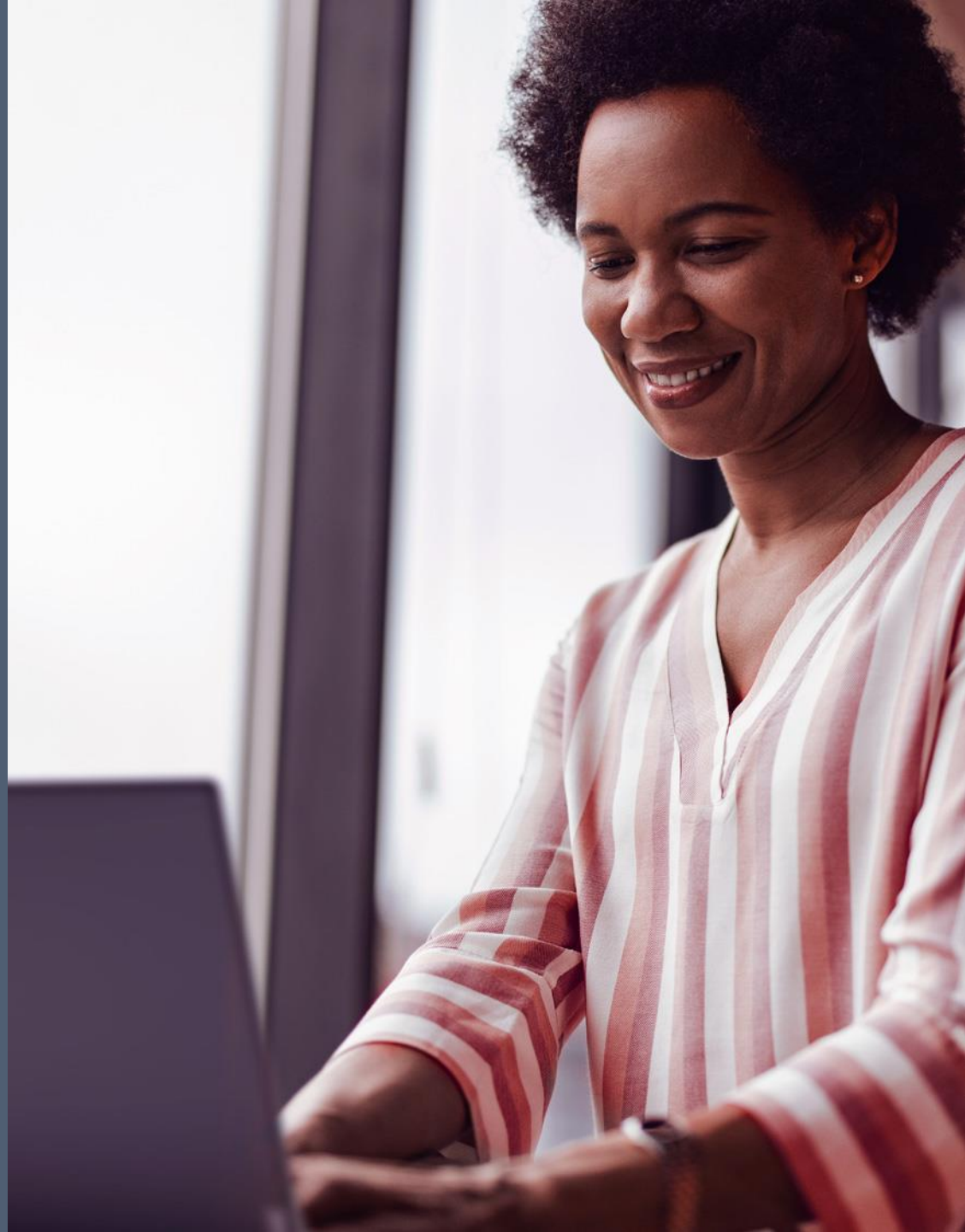
new AI innovation
centers

What is Device as a Service (DaaS)?

Modern IT Device Consumption Model

DaaS bundles hardware, software, and lifecycle services into one billed agreement –monthly or annually.

The device is owned, deployed, and refreshed by Lenovo, allowing the flexibility to scale up or down as needed.



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Our Approach to Device as a Service



Lifecycle transformation

- Unified endpoint management strategy
- Remove lifecycle technician touch points
- Enable user self service
- Leverage AI to fix user issues before they see them
- Measure and benchmark the user experience



Unified program management

- Combined, cohesive program approach
- Links procurement, software, services, and support together for greater value
- E2E portfolio across PC, Storage, Server
- Measured accountability to customer needs



Streamlined Financing

- Flexible financial models
- Predictable Cost Structure
- Capex to Opex shift
- No upfront costs

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DaaS begins with a solid services foundation



Hardware

Laptop, Desktop, Tablet, Phone, IOT, AR/VR, Conference Rooms...



Configuration

Custom Image, BIOS, Image Management tools, Encryption



Deployment

Install, domain join, VPN connect, Data Migration, Autopilot Pre-Provision



Warranty Support

Premier, Premier Support +, Onsite, ADP, etc



Fleet Flexibility

Options for scalability over contract term. Flex Down and Flex Pause



Managed Services

Lifecycle, Stocking, Unified Endpoint, Reassignment, Service Desk, etc



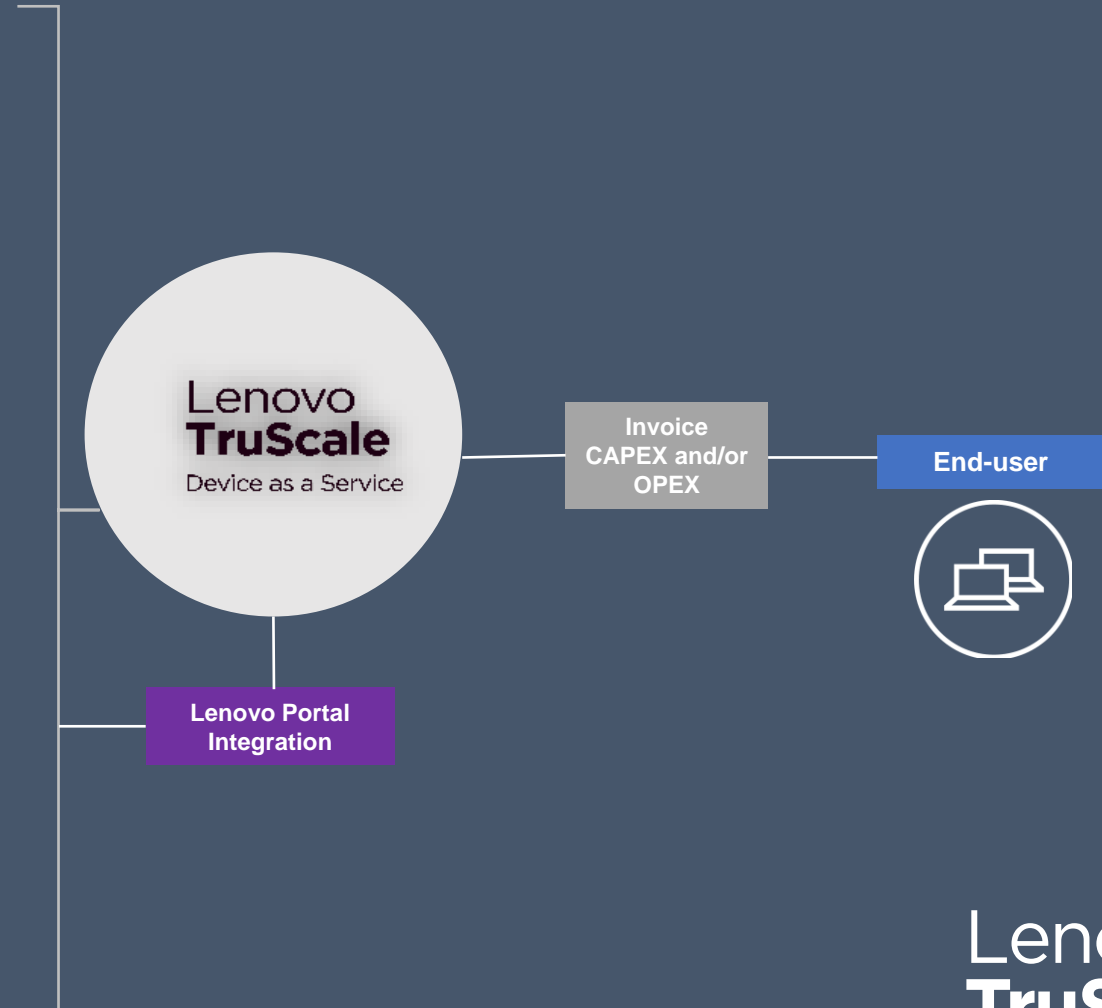
Value-adds

Office 365, Lenovo Device Intelligence, New Hire Kitting, Peripherals, etc.



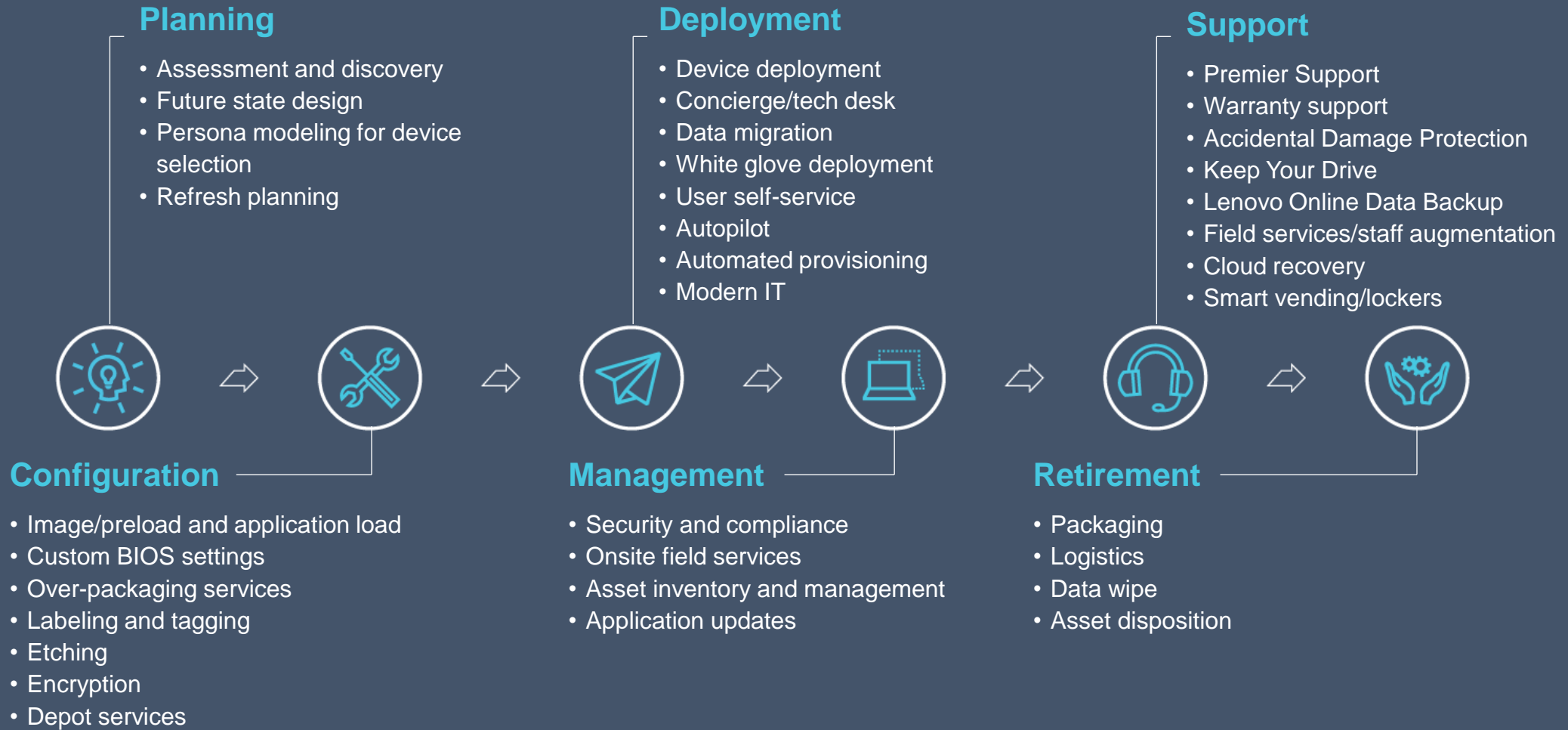
Asset Recovery

Fully managed retirement including removal of old assets and secure data erasure



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Modular, scalable, end-to-end lifecycle support



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Digital Workplace Solutions

Competencies



**Digital
workplace
advisory
services**



**Persona-based
configuration**



**Collaboration
and
productivity**



**Unified endpoint
management**



Service desk



Security

Simplify life for the end-users **Enhance** EU work habitat to perform at peak **Drive** superior business outcomes

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DaaS

One program, including onboarding and service management



Transition Management

- Transition Planning
- Process Transition
- Transition Testing



Service Management

- Account Ownership
- Reporting and Analysis
- Proactive Services Planning



Service Management Portal

- ITSM Integration
- Lifecycle Service Integration
- Secure Rest API based communication

Create single managed program with defined outcomes

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The Services Management Office



Personal Accountability

Your global, single point of contact committed to ensuring you have an exceptional Lenovo services experience.



Account Ownership

SDMs are dedicated to your account and provide customer advocacy, escalation management, and coordination of resources between your organization and Lenovo.



Local

Based in the same region as your corporate HQ, your SDM will be available for on-site visits.



Blanket PC Coverage

Lenovo's SDM service covers your entire PC install base (not just Premier Support covered devices).



Reporting & Analysis

SDMs provide regular, comprehensive reporting of key metrics, analyze the results, then proactively work with your team to address issues and improve processes.



Proactive Services Planning

An expert Lenovo Services resource and trusted advisor, a SDM works with your sales account team to recommend the right set of service and support solutions based on your needs.



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What if you could...

- **Eliminate** financial constraints?
- Experience simple, predictable financing?
- Sync tech spending with utilization?

That would mean...

- Adapting to the future
- Seamless payment experiences
- Greater control over IT budget & lifecycles

Lenovo Global Financial Services

- Specialized, customer financing business
- A simplified philosophy toward financing
 - Customer-first finance solutions

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Why DaaS for education?



A BETTER EMPLOYEE EXPERIENCE

- Modern devices with shorter refresh times
- Productivity from day one
- Less downtime



SUPPORT & SECURITY FOR THE MODERN WORKPLACE

- Keep workforce connected, supported, and productive
- Reliable, stable, customized solutions
- Multilayer lifecycle endpoint security

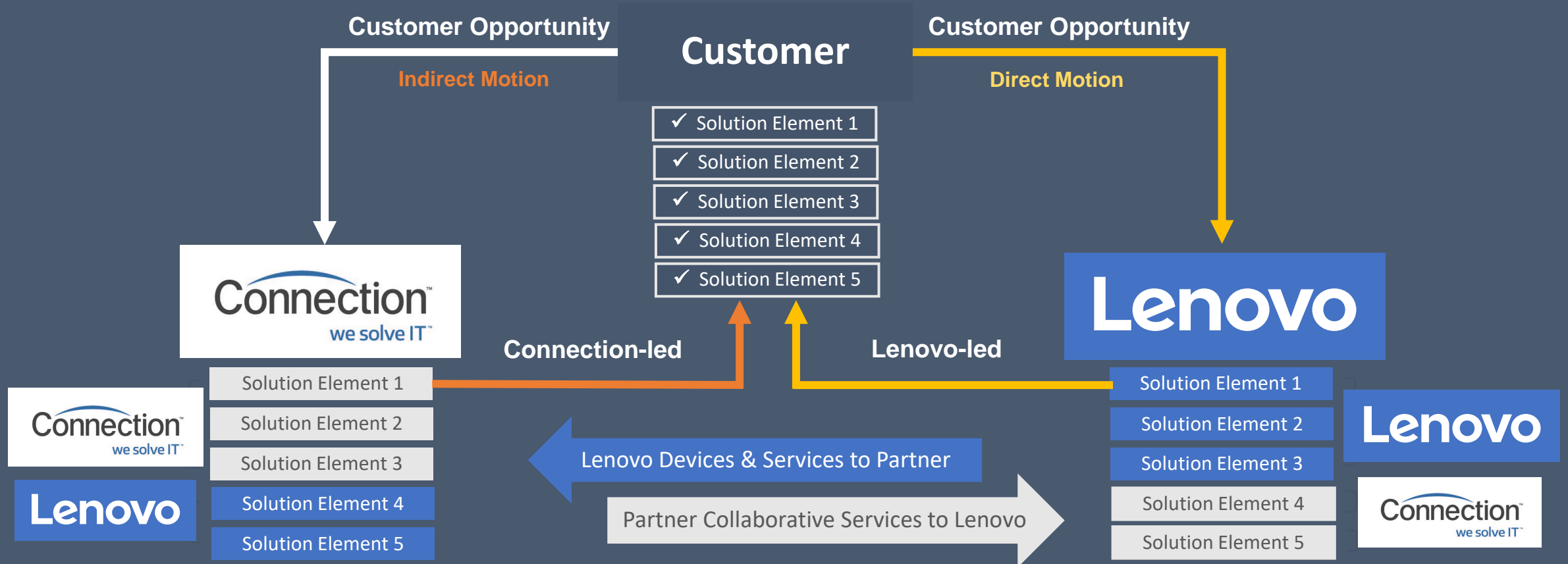


SUPPORT BUSINESS CONTINUITY THROUGH DIGITAL TRANSFORMATION

- Free up internal IT resources
- Single point of accountability
- Global contract approach
- Free up cash flow for transformational efforts

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Partner Synergies Model



Potential Next steps

- ✓ Schedule a **Digital Workplace Solutions** workshop to dive deeper into potential cost savings
- ✓ Solution **Rough Order of Magnitude Proposal** for review and validation

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DaaS for education –What is possible?

Lenovo Device as a Service Deliverables (Reference - summary view)						
Device	Example Monthly fee 48 Months 3K devices	Configure	Deploy	Support	Manage	Retire
ThinkPad L14 Gen3 i5	\$tbd	<ul style="list-style-type: none"> <input type="checkbox"/> Custom (Standard) Image <input type="checkbox"/> Welcome Documents in the Box 	<ul style="list-style-type: none"> <input type="checkbox"/> Device Shipping to Customer offices or homes in the US <input type="checkbox"/> 60 days stock-holding based on Client-provided forecast 	<ul style="list-style-type: none"> <input type="checkbox"/> Premier Support Warranty for full term of 4Y <input type="checkbox"/> 24x7x365 Dedicated Phone Support (part of Premier) <input type="checkbox"/> Parts Prioritization (part of Premier) <input type="checkbox"/> Accidental Damage Protection (ADP) for full term of 4Y <input type="checkbox"/> Sealed Battery Warranty for 3Y 	<ul style="list-style-type: none"> <input type="checkbox"/> Assigned Service Delivery Manager <input type="checkbox"/> Service Management and Contract Reporting <input type="checkbox"/> ServiceNow Ordering and Account Management Portal <input type="checkbox"/> ServiceNow Catalog Development and Management Asset Reporting <input type="checkbox"/> Monthly and Quarterly Reporting and meetings <input type="checkbox"/> Quarterly Preload Management <input type="checkbox"/> Financing Management <input type="checkbox"/> Refresh Planning & Management <input type="checkbox"/> Managed Absolute (Standard) 	<ul style="list-style-type: none"> <input type="checkbox"/> Managed Retirement <input type="checkbox"/> NIST Compliant Data Destruction Dedicated Customer Support & Service <input type="checkbox"/> ZERO Landfill Processing (Industry Standards & Certified Compliant)
Reassignment Service	\$tbd per returned device	For Reassignment Service, Lenovo will: <ul style="list-style-type: none"> <input type="checkbox"/> Send box and return shipping label to end user <input type="checkbox"/> Receive equipment from end user <input type="checkbox"/> Clean, re-image, and make ready for new usage <input type="checkbox"/> Store device as "next-out" inventory¹ <input type="checkbox"/> Ship device to newly enrolled end user 				
Advanced Exchange Service	\$tbd per returned device	For Advanced Exchange Service, Lenovo will: <ul style="list-style-type: none"> <input type="checkbox"/> Send new device overnight, with a box and return shipping label to end user <input type="checkbox"/> Receive equipment from end user <input type="checkbox"/> Clean, re-image, and make ready for new usage <input type="checkbox"/> Store device as "next-out" inventory¹ <input type="checkbox"/> Ship device to newly enrolled end user 				
¹ Returned devices warehousing beyond 30 days	\$tbd per Month per pallet	Warehousing of devices reconditioned under the Reassignment Services <ul style="list-style-type: none"> <input type="checkbox"/> A single pallet can store only 1 device SKU 				

thanks.

**Smarter
technology
for all**

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