



Manufacturing

Improving IT efficiency to **boost business performance**

Elevator manufacturer

This company wanted to handle increased business volumes reliably, efficiently, and at low environmental impact. By outsourcing endpoint and service desk management to Lenovo, the company is ready for whatever tomorrow brings.

Lenovo

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Who is this elevator manufacturer?

This company designs and manufactures elevators and moving walkways for industrial and commercial customers. To accompany the physical products, the company also provides service and support, combined with digital solutions to enhance control, efficiency, and environmental performance.

With offices worldwide, the company employs tens of thousands of people. With a large global workforce, the company relies on its IT infrastructure to deliver always-on services for human resources, payroll, production, and enterprise management.

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The Challenge

The company outsourced endpoint management and its service desk function to an external organization. However, the provider struggled to keep pace with growth, and management and personnel issues started to affect service quality. With constantly changing team members, there was a lack of consistency, and standards were not being met.

To support international expansion easily and cost-effectively, the company wanted to ensure that its IT operations followed best-management practices and ITIL service management processes. In addition, as a global company working in multiple jurisdictions, ensuring compliance with sustainability regulations represents a significant business challenge.

Taking action to resolve the issue

The company looked for a global partner to take over endpoint management and its service desk function. After reviewing potential providers, the company selected Lenovo, based on wide industry experience and international capabilities.

Today, Lenovo is responsible for unified endpoint management services and running the company's central service desk. Lenovo's IT service management platform provides a single-pane-of-glass portal for intelligent IT operations and maintenance.

Services

Lenovo Digital Workplace –
Managed Endpoint
Lenovo Digital Workplace –
Service Desk

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“Lenovo helps keep endpoints running at peak performance. The IT service management portal gives us a business advantage, and its capabilities distinguish Lenovo from other service providers.”

Spokesperson

Elevator manufacturer

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Results

The company has replaced inconsistent support with comprehensive, effective IT services managed by Lenovo.

To ensure very high service levels, Lenovo offers a Key Account guarantee—the managed service desk is open 24/7, ensuring users always have access to support when they need it. Coupled with Lenovo's strong technical delivery strength and the IT service management portal, the company is now fully ready to take advantage of tomorrow's business expansion opportunities.



Streamlines endpoint management



Ensures support is always available with 24/7 service desk



Establishes efficient, sustainable IT operations

Why **Lenovo**?

Lenovo provides the global scale, technical expertise, and industry experience capable of meeting this international company's IT service needs. Lenovo's IT service management platform delivers streamlined management and enables the company to focus on its core mission of designing, manufacturing, and delivering world-leading elevator and walkway solutions.



How can a global company cut risk and improve efficiency?

Outsourcing endpoint and service desk management to Lenovo to enhance business performance.

[Explore Lenovo Digital Workplace Solutions](#)