

# PRODUCTIVITY SOLUTIONS FOR A BETTER WORKPLACE EXPERIENCE.

Industry leadership and pioneering technology make Lenovo the ideal productivity partner, meeting your unique needs with smart, innovative approaches. ThinkSmart by Lenovo delivers tailored, turnkey solutions in the modern workplace—empowering your people and elevating your business.



ThinkSmart Hub 500

Lenovo

## Personalized services to maximize results.

Lenovo's Smart Office Professional Services provides custom services tailored for the Smart Office lineup, so you can make the most of these cutting-edge collaboration solutions.

## ASSESS



Lenovo helps you prepare for your Smart Office solutions deployment through organization-specific evaluations and customized guidance.

### • INVESTIGATE

Lenovo engineers engage with you and evaluate your infrastructure to confirm environmental readiness for Smart Office solutions.

### • REPORT

Full investigation reports with meticulous documentation and cloud-based storage are generated and sent to both you and Lenovo.

### • PREPARE

Planning and installation guidance is provided for deployment of your Smart Office solutions. We provide easy-to-follow readiness and troubleshooting checklists.



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Intel® vPro™ Platform

Smarter meetings start with ThinkSmart.  
Learn more at [www.lenovo.com/ThinkSmart](http://www.lenovo.com/ThinkSmart)

ThinkSmart

## DEPLOY



Lenovo is here to help you set up your Smart Office solutions so you can hit the ground running.

- **CONFIGURATION**  
Smart Office Services specializes in configuring Smart Office solutions within your existing IT infrastructure to ensure easy deployment and a great experience.
- **ASSET MANAGEMENT**  
Following industry best practices for asset management, we provide clear guidance on how best to add all Smart Office solutions and related devices into your existing asset databases.
- **DOCUMENTATION**  
Engineers provide clear records of actions taken and recommended for all Smart Office solutions deployments to ensure effective and fast integrations.

## MAINTAIN



Keep all your devices in top working order with the Maintain offering from Smart Office Services.

- **BEST PRACTICES**  
An industry leader in deployment of managed conferencing, our Smart Office Services team delivers on time and on target, tailoring solutions and advice to fit each client.
- **SUPPORT**  
With multilingual techs available around the globe, we are ready to handle live support via phone, email, or instant messaging.
- **HEALTH**  
In addition to giving you easy-to-follow guidelines, our team will remotely check in to ensure updates are installed to keep sites running smoothly. Onsite staff can confirm with our engineers any live changes to be made within the current environment, helping to shorten the technical maintenance cycle.

## TRAIN



Get the most from your technology investment and positively impact your company culture. Interactive use-case training built on real-world scenarios helps make meetings easier and more productive.

### Smart Office Services classes include:

- **Awareness**—High-level introduction and demos to increase Smart Office solutions awareness
- **Executive**—Focused, role-based use-case training for execs, VIPs, and assistants
- **New User**—Microsoft Teams Rooms and productivity training
- **Help Desk**—Support for IT and AV teams on deployment, troubleshooting, and administration

## ONSITE SERVICES



If you prefer working with a dedicated specialist onsite, we offer white glove service to complete physical setup, installation, configuration, and device troubleshooting.

- **PHYSICAL SETUP**  
Our global team works onsite every day with clients all over the world. Quickly stepping into new environments, we help deploy, configure, and maintain your technology.
- **OPTIMIZATION**  
Using industry best practices, combined with robust knowledge of Microsoft technologies, our engineers ensure optimal collaboration.
- **INSTALLATION & CONFIGURATION**  
Our onsite experts help you get Lenovo Smart Office devices up and running.

When your employees are equipped with smart, innovative solutions, **you win**. ThinkSmart by Lenovo empowers your organization to do more. Better.



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