

Automotive

Cutting IT costs and **driving innovation** with AI

EV manufacturer

With Managed Services provided by Lenovo Digital Workplace Solutions (DWS) and Lenovo ServiceForce, this leading electric vehicle (EV) manufacturer in China can deliver reliable IT services to its growing business, reduce operational costs, and focus on product innovation.



Lenovo

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Who is this EV manufacturer?

Based in China, this EV manufacturer has built an industry-leading position through its relentless innovation in the automotive and renewable energy sectors. The company's commitment to sustainability and cutting-edge technology has positioned it as a key player in the global transition to clean energy and transportation.

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The challenge

To stay at the forefront of its sector, the EV manufacturer depends on its digital systems. The organization operates from multiple sites across China, where hundreds of employees work together to develop the next generation of automotive and energy technologies.

A spokesperson for the EV manufacturer says: “In recent years, we’ve expanded our business significantly—which means that our IT landscape has grown too. In addition to an extensive data center infrastructure to host our key business systems, we have a large estate of workstations and laptops. Our employees depend on our systems for their day-to-day work, so it’s crucial to keep everything running smoothly.”

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“As we continue on our business growth journey, our IT service requirements have evolved. We now operate a much more diverse and complex set of business applications and IT infrastructure, which means we need support teams with the right skills and competencies.”

Spokesperson

EV manufacturer

Supercharging IT management with AI

For more than a decade, the EV manufacturer has relied on Managed Services provided by Lenovo DWS to help ensure its vital IT infrastructure is available to employees around the clock. The EV manufacturer has access to a complete portfolio of customizable managed services from Lenovo DWS. To further enhance the efficiency of its services, Lenovo has recently augmented its offering with Lenovo ServiceForce—an AI-powered cloud platform.

“Lenovo gives us a one-stop shop for all our management, maintenance, and technical support needs,” says the spokesperson. “With the Lenovo ServiceForce platform, we now gain real-time, AI-powered insights into the status of infrastructure, as well as instant access to support resources.”

Services

Managed Services from Lenovo
Digital Workplace Solutions (DWS)

Software

Lenovo ServiceForce

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“We continue to enjoy an excellent relationship with Lenovo—their team is always on hand to help us. Whether it’s monitoring our infrastructure or delivering helpdesk services to our employees, we know we can count on Lenovo to keep our systems at peak performance. And with the introduction of AI capabilities from Lenovo ServiceForce, we have seen a substantial reduction in operational costs.”

Spokesperson
EV manufacturer

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Results

With unified management services from Lenovo, the EV manufacturer is free to focus on product and service innovation. Behind the scenes, Lenovo delivers continuous monitoring, regular system health checks, and proactive incident response.

The addition of Lenovo ServiceForce offers the EV manufacturer an even more responsive and cost-effective service. For example, many helpdesk enquiries are now solved or triaged using an AI assistant, while an AI-powered knowledge base enables Lenovo experts to diagnose and solve issues faster than ever.



Enables faster issue resolution



Delivers real-time infrastructure and service monitoring



Reduces operational costs with AI automation

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“By partnering with Lenovo, we get comprehensive, continuous, and high-quality IT operations and maintenance support. With Lenovo taking care of our digital systems, we’re free to focus on what we do best: pushing the frontiers of green technology.”

Spokesperson

EV manufacturer

Why **Lenovo**?

For more than 10 years, the EV manufacturer has trusted Managed Services provided by Lenovo DWS to support its employee devices, data center network operations, and business systems. One of the reasons behind this long and successful partnership is Lenovo's commitment to service innovation.

"Lenovo ServiceForce exemplifies what we value most about our partnership with Lenovo," explains the spokesperson. "By investing in AI and intelligent process automation, Lenovo is empowering us to boost the reliability of our IT services while simultaneously driving down operational costs. Thanks to Managed Services provided by Lenovo DWS and Lenovo ServiceForce, we can let IT management fade into the background."



How can businesses reduce the burden of digital service delivery?

With Managed Services provided by Lenovo DWS and Lenovo ServiceForce, this EV manufacturer keeps its systems running smoothly while reducing costs.

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