

Manufacturing

# Supporting rapid worldwide growth with **agile IT support**

Large-scale manufacturer

This large-scale manufacturer uses Lenovo's managed service desk offering to build a more effective IT support model, helping users work more productively.



Lenovo

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## **Who is this large-scale manufacturer?**

Based in China, this large-scale manufacturer operates in an extremely competitive marketplace. Long-term success depends upon improving production efficiency, minimizing costs, and continuous research and development (R&D) into new technologies, such as automation and electrification.

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# The Challenge

In recent years, the manufacturer has achieved significant international growth, with operations now spread across 150 countries. To support the overseas locations, the company invested heavily in new IT equipment, including 20,000 PCs. At the same time, the company has pursued a digitalization program in China, adding many smart devices at manufacturing sites.

However, the manufacturer failed to scale its IT management resources in line with the growth of new systems. As a result, internal IT teams were overstretched dealing with support requests, and often lacked the skills to tackle issues effectively—especially for overseas users. As more problems emerged, there was a risk of lengthy downtime impacting productivity. The company looked to outsource its service desk function to improve IT management for the global workforce, and to support digitalization in China.

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“To safeguard the operation of our systems, we aimed to outsource our service desk function in its entirety. We looked for a trusted vendor to manage the service desk on our behalf. Crucially, the vendor needed to be able to provide bilingual support to local and international teams, and leverage ITIL best practices to optimize quality of service.”

**Spokesperson**

Large-scale manufacturer

# Planning a more **agile** service model

To help employees to work more productively, the manufacturer engaged Lenovo to deliver an agile, global IT support service. First, as part of Lenovo's Digital Workplace Advisory Services, the team built a knowledge base covering existing processes and pain-points, created a service catalogue, and planned new standard operating procedures. The manufacturer then worked with Lenovo to define service level agreements (SLAs) for incident resolution.

Using an IT service management platform, the Lenovo team can ensure integrated service delivery across the company. Ongoing data analysis helps Lenovo to optimize the efficiency of incident management processes.

## Services

Lenovo Digital Workplace  
Advisory Services  
Lenovo Digital Workplace –  
Service Desk

# Supporting users in China and **beyond**

Whenever business users now encounter IT issues, they simply contact the central service desk—run by Lenovo as a managed service—via telephone, email, or online portal. Although located in China, the Lenovo support resources are bilingual and can assist users facing any issues with applications and operating systems, laptops and desktop devices, office equipment, network hardware, and smart devices.

To ensure the highest service standards, the support model combines ITIL frameworks with best practices developed by Lenovo during engagements with many other enterprises. Furthermore, the approach incorporates localized policies to match the requirements of users in different countries.



**“Lenovo displayed meticulous planning and execution, which helped to simplify and accelerate the transition to the new service model. We also appreciate the regular reports we now receive, which highlight areas where Lenovo have introduced process improvements.”**

**Spokesperson**  
Large-scale manufacturer

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## Results

Working with Lenovo, the manufacturer has replaced inconsistent support with comprehensive, effective IT services managed by Lenovo. The advanced service management tools and streamlined support processes implemented by Lenovo ensure issues are resolved faster, boosting the availability, performance, and environmental sustainability of critical IT equipment both in China and overseas. Crucially, this helps users to work more productively, supporting the next phase of the manufacturer's global growth.



Improves performance of IT devices with faster support processes



Supports worldwide business growth as employees work more productively



Enables internal IT to focus on strategic projects rather than troubleshooting

# Freeing resources for innovation

By enlisting expert support from Lenovo, the manufacturer has also improved management of smart devices used in many Chinese manufacturing facilities. Moving forward, this will help the manufacturer to accelerate digital transformation, reducing costs and improving operational efficiency.

Finally, the manufacturer's internal IT team is now able to focus more time and resources on value-add projects rather than basic troubleshooting. For example, the company is working to automate manufacturing processes to shorten production cycles and increase output, and conducting R&D into new equipment designs that will help sharpen its competitiveness on the global stage.



**“Managing so many IT platforms, applications, and devices has always been complex and demanding for us. The Lenovo managed service desk makes things much easier for us, providing the expertise and scalable support resources we need to keep everything running smoothly.”**

**Spokesperson**  
Large-scale manufacturer

# Why **Lenovo**?

Based on its long collaboration with Lenovo covering servers, storage, PCs, and network hardware, the manufacturer chose to outsource its service desk function to Lenovo.

During the engagement, the company noted the strong managed service desk references provided by Lenovo and excellent communications, including site visits by Lenovo executives to build trust and understanding. Finally, the company believed Lenovo offered stronger service capabilities than other vendors, with skilled technical teams available to manage high volumes of support requests.



# How can companies deliver agile IT support to a global workforce?

Delivering bilingual IT support to users with  
Lenovo's managed service desk offering.

[Explore Lenovo Digital Workplace Solutions](#)