

# Lenovo TruScale

Device as a Service

## Power next-level experiences without the risk

Why organizations must act



Smarter  
technology  
for all

Lenovo

Due to the increased reliance on remote work and the resulting convergence of professional and private lives, employees are bringing consumer-style expectations to the workplace.

Your workforce prefers to use the technology they want—whenever they want it—and they’re used to customized, tailor-made experiences that suit their needs at peak efficiency. Further, there’s pressure on you as a leader to source technology sustainably and assure stakeholders that you’re making responsible decisions for both your business and the future of the planet.

Executives like you know delivering consumer-like employee experiences while controlling costs and promoting sustainability can be a major challenge. Especially when it comes to acquiring and managing technology like employee devices, software, and services that drive productivity. You need the latest-and-greatest tech to continuously innovate and stay ahead of the competition, but constantly investing in new tech can carry its own risks for both the environment and your bottom line.

---

## **Upgrading is an expensive, time-consuming, and temporary fix**

Refreshing your fleet of devices every few years is a costly, time-consuming, and often wasteful endeavor—especially when considering secondary expenditures for procurement, deployment, training, support, recovery, and asset management. While 92% of CIOs say their choice of technology vendors is the most important decision they make to ensure continued effective business operations, 21% say they spend so much time managing those vendors, it limits their overall productivity.<sup>1</sup> And yet, periodic upgrades are absolutely critical: According to a recent Forrester survey, only half of workers surveyed believed their PCs were fast, reliable, and powerful enough to handle their daily job responsibilities.<sup>2</sup>

---

## **Cutting costs can open you up to significant risks**

To combat these pressures, companies like yours often look toward cost management. You might try hoarding devices or relying on existing equipment long past its useful life to keep expenses low. Alternatively, you might lock down devices while you try and re-take control of security. Some companies even offer a completely open strategy of BYO devices to give employees what they want. But when you lock IT down, you begin to crush the user experience with laborious, process-heavy, and time-consuming steps just to get something done. On the flip side, opening device choices can expose the organization to security risks, and having no standardization means you can’t support the different hardware selections efficiently or effectively.

---

## **Your employees expect the best**

As employees have more choice of where and how to work, recruiting and retaining your best and brightest becomes even more critical. Employees view their equipment as theirs, and continuing down these paths can damage your ability to attract and retain key talent. When you create limits, you may not realize the impact. For example, according to one recent study, 35% of all U.S. employees said they are already frustrated with their organization’s technology,<sup>3</sup> frustration that can be part of why they may ultimately choose to leave.

## Sustainability is now the standard

While sustainability may have been a distant goal for businesses in years past, today it's a top-of-mind concern. How companies are perceived vis-à-vis these initiatives can make employees, prospective hires, and customers think twice. A recent Deloitte survey reveals nine in 10 Millennial and Gen Z respondents currently making an effort to protect the environment with half (48%) reporting they've already pressured their employer to take action.<sup>4</sup> And it's not just customers and employees driving the shift toward sustainability. According to CEOs polled in a recent Gartner study, investors identified environmental and social changes as among their top three priorities, just behind top-line revenue growth and generating higher profits.<sup>5</sup>

## Cutting-edge tech—as a service

You may think you have a problem with your devices—procuring, managing, and securing them. But the real opportunity here is to redefine the role of technology in the user experience. The DaaS model helps organizations mitigate both budgetary and environmental concerns by offering a standard device—such as a laptop, desktop, tablet, or mobile phone—bundled with a variety of software and services all for one, predictable monthly fee. This gives organizations a single contract framework to manage, as well as just one provider to hold accountable across the device lifecycle. Plus, TruScale DaaS powers growth with digital workplace solutions and reliable, high-quality equipment designed, delivered, and disposed of with sustainability in mind—so you can provide a user experience that benefits the planet and your business.

## With Lenovo's TruScale DaaS solution you can...



### Give employees everywhere the support they need

No matter where your employees do business, they can expect the same level of quality service—enabling productivity anywhere. Plus, with device tracking, configuration, and shipping covered, your IT department is free to focus on key business objectives.



### Take advantage of agile, flexible payment options

Whether growing or downsizing, a DaaS model frees up organizations to pay for what they need, when they need it. Through a subscription-based approach, you'll have the flexibility to return a certain percentage of unused assets when they're no longer needed, such as when supporting seasonal hires. By tightly aligning technology outlay with actual usage, you'll be better positioned to manage the ebbs and flows of your business and avoid extraneous costs.



### Ensure a reliable supply of quality devices and solutions

Under a DaaS model, you can refresh devices sooner and avoid significant downtimes while employees await replacements or repairs. And by bundling devices, software, and services together, you'll be able to more reliably support hybrid and at-home work.



### Embed sustainability in every stage of your IT lifecycle

Our TruScale DaaS solution powers growth with the broadest range of digital workplace solutions and reliable, high-quality equipment designed, delivered, and disposed of sustainably—so you can deliver a user experience that's good for business, and the planet.



Contact your Connection Account Team for more information.

Business Solutions

1.800.800.0014

Enterprise Solutions

1.800.369.1047

Public Sector Solutions

1.800.800.0019

[www.connection.com/Lenovo](http://www.connection.com/Lenovo)

## About Lenovo

Lenovo is a US\$70 billion revenue global technology powerhouse, ranked #171 in the Fortune Global 500, employing 75,000 people around the world, and serving millions of customers every day in 180 markets. Focused on a bold vision to deliver smarter technology for all, Lenovo has built on its success as the world's largest PC company by further expanding into key growth areas including server, storage, mobile, solutions and services. This transformation together with Lenovo's world-changing innovation is building a more inclusive, trustworthy, and sustainable digital society for everyone, everywhere.

C3416771-1225

<sup>1</sup> Lenovo SSO Global Study of CIOs, January 2022

<sup>2</sup> Invest in Employee Experience (EX), Drive Your Bottom Line Growth, Empower Your Employees with the Right Technology, Forrester, October 2020

<sup>3</sup> Eagle Hill Consulting with Ipsos, Employee Experience Survey 2021, <https://www.fairplaytalks.com/2021/04/05/i-in-3-employees-frustrated-with-job-related-technology/>

<sup>4</sup> Deloitte, 2022 Gen Z and Millennial Survey, April 2022, <https://www2.deloitte.com/content/dam/Deloitte/at/Documents/human-capital/at-gen-z-millennial-survey-2022.pdf>

<sup>5</sup> Gartner Group, 2022 CEO Survey: Sustainability and ESG Become Enduring Change, May 6, 2022

Lenovo reserves the right to alter product offerings and specifications, at any time, without notice. Lenovo makes every effort to ensure accuracy of information but is not liable or responsible for any editorial, photographic, or typographic errors. Images are for illustration purposes only. For full Lenovo product, service, and warranty specifications, visit [www.lenovo.com](http://www.lenovo.com). Lenovo and the Lenovo logo are trademarks or registered trademarks of Lenovo. Other company, product and service names may be trademarks or service marks of others.

© Lenovo 2023. All rights reserved.

**Smarter  
technology  
for all**

**Lenovo**