

Lenovo project managed deployments

Addressing the unique needs of your organization

When considering the resources required to rollout servers, desktops, networking, mobile, and printing devices, large-scale deployments can be extremely complex and costly for many organizations. Lenovo's Project Managed Deployment services for PCs and servers combine comprehensive project management with exceptional technical execution to address the unique needs of organizations facing rollouts and migrating to new systems.

LENOVO PROJECT MANAGEMENT OFFICE

To ensure the success of your project, we have designed the Lenovo Project Management Office (PMO) to provide end-to-end management - from the ordering of PC products to the final installation of PCs at your site. A Lenovo PMO manager will work closely with your assigned project personnel to ensure successful initiation, planning, execution and completion of projects. The Lenovo PMO adheres to industry best practice standards such as PMI, ITIL and LSS to provide clear policies and methodologies including processes, procedures, tools and templates. Benefit from a single point of accountability managing all the personnel required for success, plus reporting through all engagements.

FAST AND SEAMLESS INTEGRATION

Lenovo's portfolio of IT deployment and integration services is customized to meet your unique requirements, resulting in a fast and seamless integration experience plus improved cost control. These services focus on activities that save you time and money while freeing your IT staff to focus on more strategic business initiatives. For example, in addition to the list of services below, we pre-configure your hardware and BIOS, optimize your images and first-boot steps, and develop an automated custom migration solution before your hardware arrives on-site.

ADVANCED DEPLOYMENT SERVICES & FIRST BOOT SERVICES

Advanced Deployment and First Boot Services are the cornerstone of Lenovo's automation services. Designed to enable optimal operational efficiency, they can automate manually executed functions in your image/deployment process for a zero-touch attainment. You benefit through increased PC deployment accuracy and reduced Total Cost of Ownership (TCO) for each PC deployment.

PROJECT MANAGED DEPLOYMENT ADVANTAGES

- **LENOVO'S PMO MANAGER** works closely with you to ensure successful initiation, planning, execution, and completion of projects
- **FREE YOUR IT STAFF** to focus on more strategic business initiatives
- **IT DEPLOYMENT AND INTEGRATION SERVICES** customized to meet your unique requirements

OPTIMIZE YOUR PROCESSES

We also offer Deployment Optimization Whiteboard workshops to make certain you receive the very best advice for reducing your PC deployment time and transitioning to a user self-serve deployment process. During these consultative workshops, we map your current deployment processes and make recommendations for how these processes can be improved.

Conducted via a WebConference or on-site, and taking two to four hours, these sessions enable your different organizational units to learn about best practice solutions that other Lenovo customers are using and how they can be used within your organization to create greater process efficiencies.

You'll receive a summary that provides a recommended future PC deployment solution based on your organization's unique capabilities and infrastructure, an explanation of Lenovo's automation capabilities, and industry best practices.



DESKTOP DEPLOYMENT SERVICES

- **PROJECT SCHEDULING AND PLANNING** - Based on project requirements, Lenovo's Project Manager (PM) develops a project schedule, and creates and maintains the project plan.
- **COMMUNICATION & GOVERNANCE** - The PM works with you to develop communication plans, escalation paths, reporting cadence, etc.
- **RECEIVING** - Lenovo's onsite technicians verify and validate the receipt of all systems and equipment, unpackaged, and check the condition of all systems and components.
- **ON-SITE LOGISTICS** - Lenovo's technicians coordinate site logistics with your site point of contact for delivery to end-user's desk and removal of packaging material to a predetermined on-site area.
- **INSTALLATION** - Lenovo's technicians connect, setup, boot, login and ensure network connectivity, configure network settings (Dynamic TCP/IP address) and test by connecting to your network up to the log on screen, if applicable.
 - » **NOTE:** Installation is available outside of local 9am to 5pm business hours as well as on weekends.
- **ON-SITE APPLICATION LOAD** - Lenovo's technicians install and configure your organization's applications as requested.
 - » **NOTE:** this service is also available as part of Lenovo's automation services.
- **ON-SITE DATA MIGRATION** - Lenovo's technicians, using your automation tools and/or process scripts, move data and personality settings residing in the default Windows PC location to the new device.
- **ON-SITE ADDITIONAL PERIPHERAL INSTALLATION** - Lenovo technicians install approved local peripherals.
- **REDEPLOYMENT** - Lenovo's technicians redeploy existing equipment to another end user's desk in the existing site and reconnect peripherals.
- **ASSET REPORTING** - Lenovo's technicians verify the receipt and provide a detailed electronic status report when and where installations were completed.
- **DE-INSTALLATION** - Lenovo's technicians will remove existing equipment on the end user's desk and place it at a designated customer central location.
- **ASSET RECOVERY SERVICES** - Lenovo manages the secure disposal at the product's end of life.

SERVER AND STORAGE INSTALLATION SERVICES

With rack integration services from Lenovo, you can eliminate the labor-intensive tasks you must perform each time you install new server and storage devices. By relying on Lenovo technicians to rack and cable your data center products you'll ensure consistency and high quality, regardless of the size of your deployment. Typical tasks include:

- Scheduling and Project Management
 - » Pre-warehouse, staging and customer schedule delivery service
 - » Pre-configuration and delivery service: we load your correct image and applications in our configuration center before your new server and storage arrive at your location.
 - » Unique application installation and equipment configuration
- Verify shipment and unpack equipment
- Rack design and layout suggestions
- Inventory check, labeling, and serial number recording
- Professional assembly and rack mounting
- Intra-cabinet cabling as specified
- Fully-documented cable list as required
- Final documentation of layout and cable runs
- Verify connections, power and OS are operational on installed server

A project for Server and Storage installation and associated services may also be defined in a similar fashion to ensure the full scope of services and all elements of the planned implementation are covered in the project plan.

Note that all of the services above may be components of a project. The deployment project is validated in a pilot that facilitates the identification of any gaps in the services or processes and procedures before the deployment goes into full implementation mode. The pilot brings together the full scope of the services and provides for any adjustments in commitments by either you or Lenovo to ensure success of the full scale implementation. The PM is the main point of contact for the pilot.

CONTACT A LENOVO ACCOUNT MANAGER

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