

LENOVO® PROJECT MANAGED DEPLOYMENTS

PROVIDING ESSENTIAL RESOURCES

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.

To ensure the success of your project, we have designed the Lenovo Project Management Office (PMO) to provide end-to-end management of the entire process – from the ordering of PC products to the final installation of PC's 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 employs a combination of industry best practices (PMI, ITIL, LSS) to provide you with clear policies, methodologies (processes, procedures, tools and templates), a single point of accountability with personnel required for success, management, and reporting through all engagements.

- 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

Because Lenovo's portfolio of IT deployment and integration services is customized to meet your unique requirements, you will experience fast and seamless integration together with 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.

As a cornerstone of Lenovo's automation services designed to help optimize your operational efficiency, our Advanced Deployment Services and First Boot Services enable you to 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.

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 AND SERVER SERVICES TO MEET YOUR IT NEEDS

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's 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.

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.

Lenovo's Project Managed Deployments, First Boot Services and Automated Deployment Services are part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs. For more information on this, or other service offerings, please contact your Lenovo Sales Representative or visit www.lenovo.com.

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Services