

LENOVO® SMART IMAGE SERVICES

HARDWARE-INDEPENDENT IMAGE

MANAGING MULTIPLE IMAGES

Traditionally, organizations create and manage multiple images to cover hardware differences within their environment. This process results in IT organizations spending precious time focused on managing multiple images, drivers, and the problems typically found in driver installation.

INTRODUCING SMART IMAGE

Smart Image ensures you have compatibility across all Lenovo-based hardware platforms by combining Lenovo hardware and your Windows® 7 image in a single dynamic imaging solution.

With Smart Image, you no longer need to be concerned about hardware support issues (drivers, hardware-specific apps, Lenovo hot fixes, and more) because your tested and verified hardware-independent image is installed during manufacturing. And, since you won't have to locate and test solutions while integrating them into your image, the operational efficiency you've gained will enable you to shift this time to other productive activities.

A MODULAR DESIGN

Lenovo's Smart Image service encompasses a modular design that provides inherent advantages to a traditional image management process. For example:

- A modular installation process enables you to choose what content you need in your solution
- Drivers are compartmentalized to prevent any cross contamination when new content is added and to minimize regression testing
- Adding drivers for new systems does not affect old systems
- Process ID changes do not affect the process
- You reduce the storage footprint necessary in the image with drivers used across models
- Evaluation media is provided to you to validate the updated image in your environment before the project is completed
- Driver content is frozen and not changed unless you need a particular driver changed



Manage many vs manage one

Our verification process is thorough. After we receive your image, Lenovo's Imaging Technology Center (ITC) executes functionality and stability testing against it. Testing is documented in a mutually agreed upon test plan and results of the testing are supplied in the completed test. If image errors are discovered, you can simply update your image and resubmit it to the ITC.

- The image is supplied to you with drivers staged for steady state deployments
- Network, Service Partition, USB, and DVD deployable

- The current scope is to cover currently shipping systems going forward, but the scope can be changed to include support for older Lenovo configurations or non-Lenovo configurations
- Lenovo supplies your image with drivers staged for steady state deployments, full verification to retain quality, and unnecessary drivers removed. The solution is network, service partition, USB, and DVD deployable

SMART IMAGE ULTIMATE VALUE

Because hardware transitions can be reduced from weeks to a matter of days, you can increase operational efficiencies and redirect technicians to more critical projects

Your image maintenance costs can be significantly reduced as a result of your ability to leverage Lenovo's scalability in managing driver maintenance.

Lenovo Smart Image is 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/services.