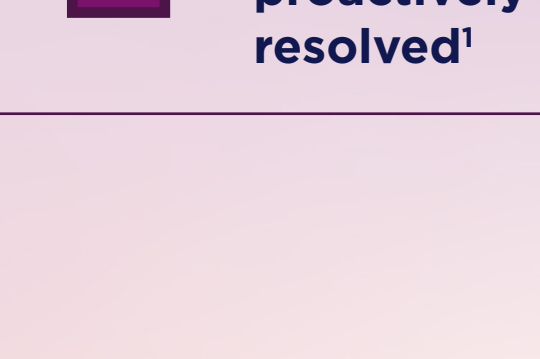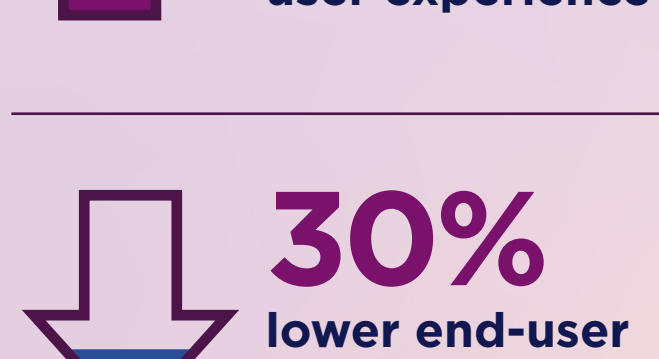# How Care of One™ raises your performance

First platform to bring the power of Gen AI to Digital Workplace Solutions (DWS) service delivery

Revolutionizes the way you design, implement, and operate optimal mixes of software, devices, and workplace services
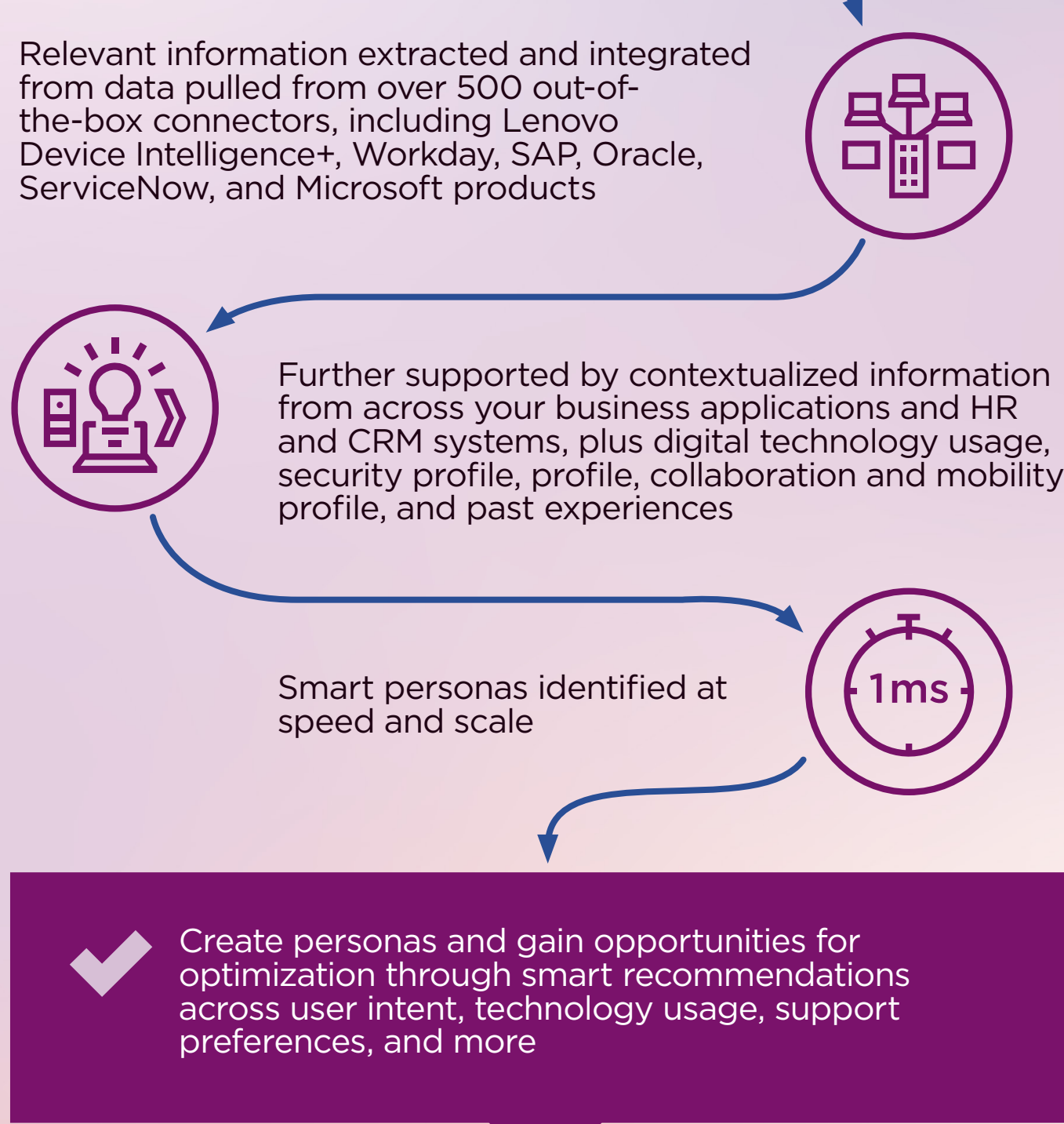
30% improvement in user experience[1]

40% of issues proactively resolved[1]

30% lower end-user support costs[1]

IDENTIFY | DESIGN | SERVICE

Care of One™ actively adapts to your organization via 3 key modules that optimize outcomes

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1 IDENTIFY
Persona identification

Automated diagnostics engine ingests data from multiple sources to identify technology experiences

Relevant information extracted and integrated from data pulled from over 500 out-of-the-box connectors, including Lenovo Device Intelligence+, Workday, SAP, Oracle, ServiceNow, and Microsoft products

Further supported by contextualized information from across your business applications and HR and CRM systems, plus digital technology usage, security profile, profile, collaboration and mobility profile, and past experiences
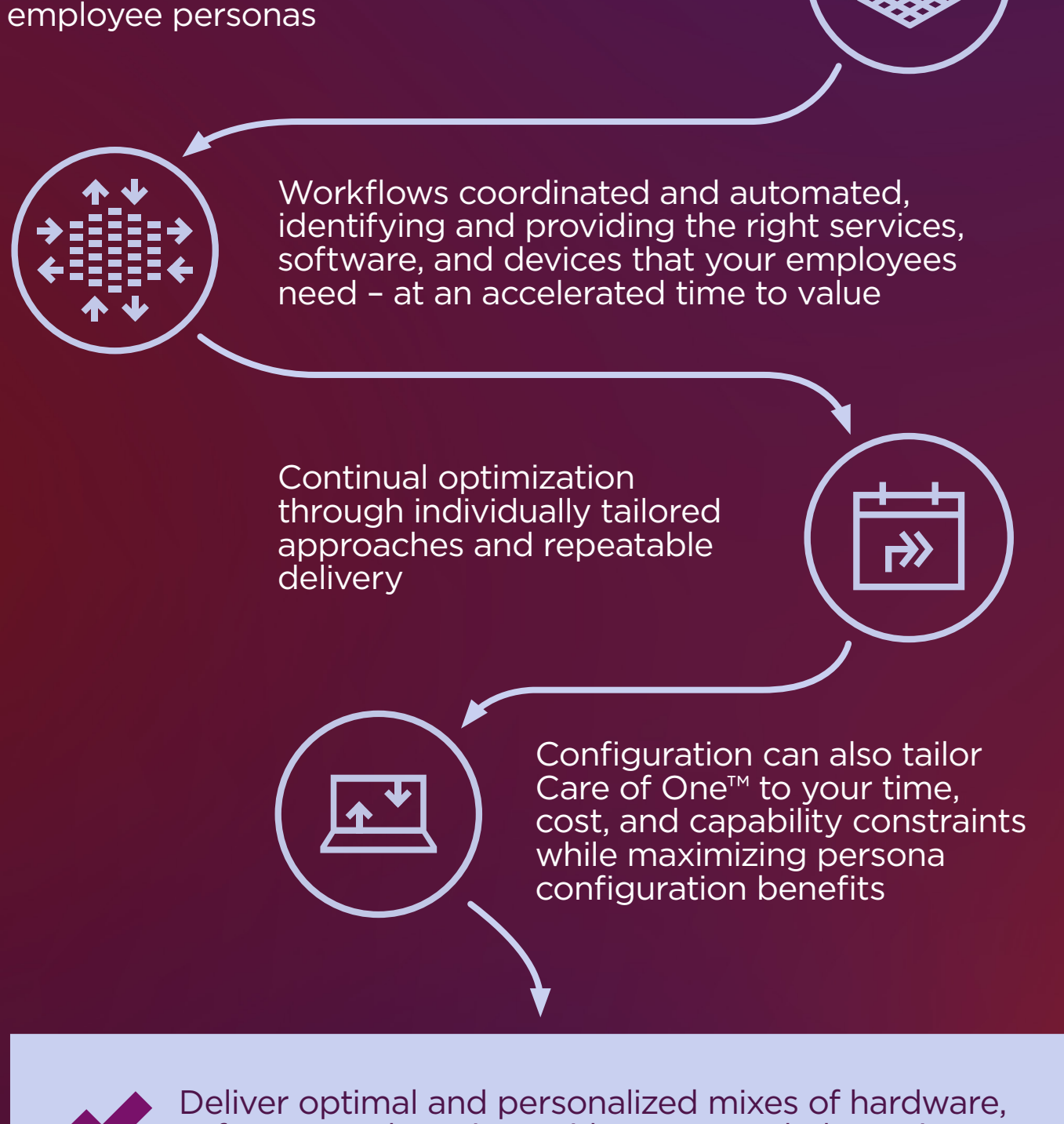
Smart personas identified at speed and scale

1ms

✓ Create personas and gain opportunities for optimization through smart recommendations across user intent, technology usage, support preferences, and more
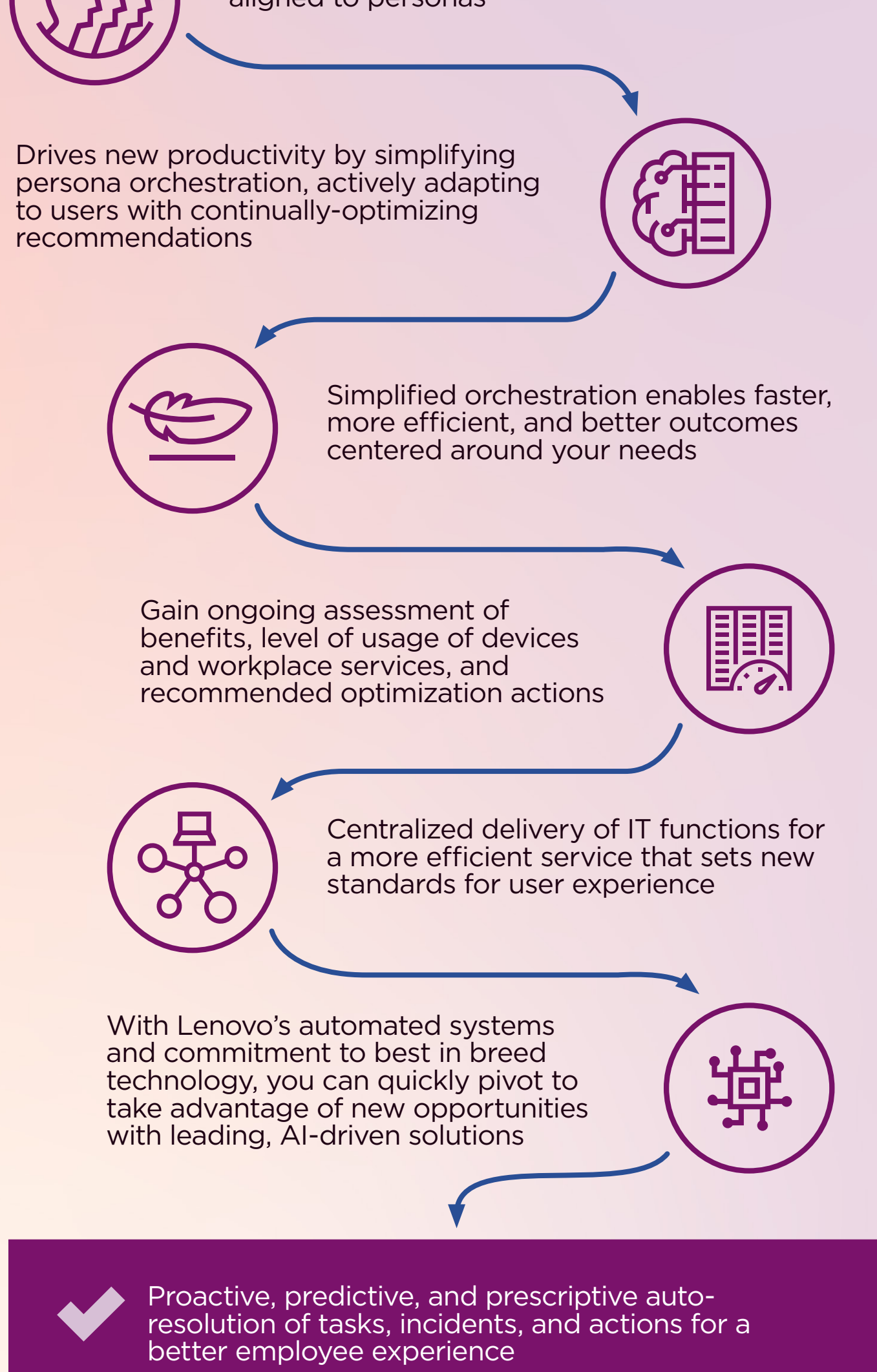
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2 DESIGN
Persona configuration

End user-level configuration and a master data platform, ingesting data from multiple sources to design optimal and personalized mixes of hardware, software, and services for employee personas

Workflows coordinated and automated, identifying and providing the right services, software, and devices that your employees need – at an accelerated time to value

Continual optimization through individually tailored approaches and repeatable delivery

Configuration can also tailor Care of One™ to your time, cost, and capability constraints while maximizing persona configuration benefits

✓ Deliver optimal and personalized mixes of hardware, software, and services with automated, dynamic workflows to improve employee experience and reduce end-user support costs

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3 SERVICE
Persona orchestration

Ongoing orchestration for persona-based configuration, with service and support aligned to personas

Drives new productivity by simplifying persona orchestration, actively adapting to users with continually-optimizing recommendations

Simplified orchestration enables faster, more efficient, and better outcomes centered around your needs

Gain ongoing assessment of benefits, level of usage of devices and workplace services, and recommended optimization actions

Centralized delivery of IT functions for a more efficient service that sets new standards for user experience

With Lenovo's automated systems and commitment to best in breed technology, you can quickly pivot to take advantage of new opportunities with leading, AI-driven solutions

✓ Proactive, predictive, and prescriptive auto-resolution of tasks, incidents, and actions for a better employee experience

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Ready to raise your performance?

For more information on how Care of One™ delivers Lenovo's comprehensive DWS service portfolio to raise your performance, get in touch