

How are CIOs delivering their vision?

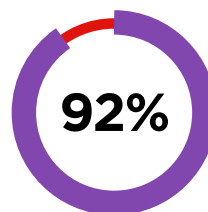
With help from their (tech) friends

As CIO roles evolve, the technology vendors they choose — and their deepening relationships — are critical components of IT investment and enterprise success.

More than ever, today's **CIOs need true technology partners** who share their vision and help pave the path to get there — partners who play a strategic, proactive role in delivering solutions focused on business outcomes.

CIOs weigh in

Many organizations are already working with tech partners in this way. Lenovo commissioned new research surveying more than 500 CIOs worldwide.¹ Eight in 10 agree their technology vendors are so well integrated into the organization that they increase the CIO's overall productivity.¹ And 92% consider their technology vendors among the most important or very important factors ensuring continued effective business operations.



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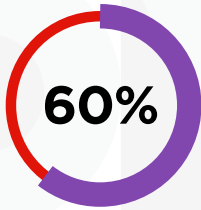


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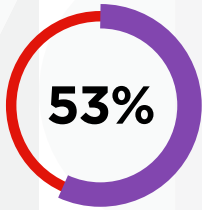
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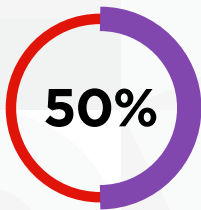
CIOs say technology vendors can help address a range of business objectives:¹



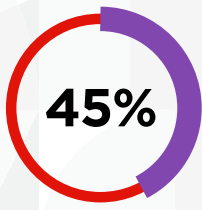
Increase organizational agility



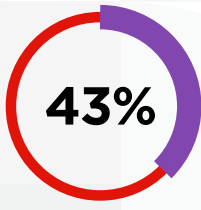
Provide systems and operations security



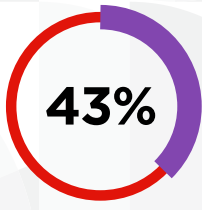
Simplify technology configuration/deployment/maintenance



Enable cloud migration



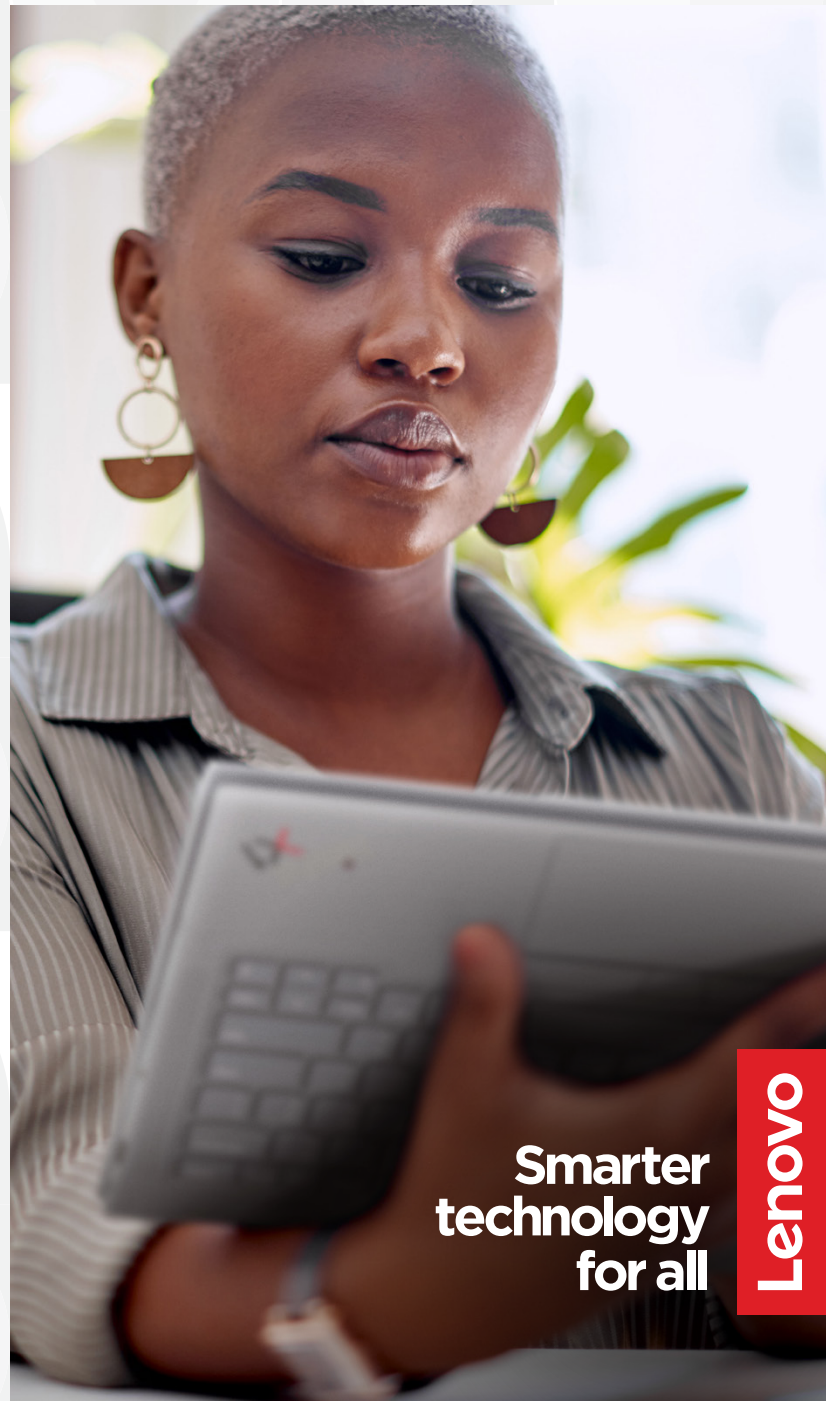
Optimize costs



Drive industry best practices

With swiftly changing workplace needs, simplifying and accelerating tech adoption is vital. Vendors who focus in these four areas deliver significant value to IT organizations.

- **One-vendor solutions** remove complexity from sourcing and integrating
- **End-to-end services** take the burden off IT, from planning to deployment to maintenance
- **Easy-to-use technology** meets employee expectations and reduces support needs
- **Remote manageability** provides efficient visibility and control



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The challenge of multiple vendors

In Lenovo's CIO survey, 61% of respondents find managing an increasingly large and fragmented IT vendor ecosystem extremely or very challenging.¹ Vendor management systems (VMS) can help manage everything from vetting, purchasing, and onboarding to performance monitoring and invoicing with varying degrees of automation.

The perfect complement to a strategic approach

As-a-Service (aaS) models, also known as consumption models, are an increasingly important way to modernize, simplify, secure, and scale while handing off device, platform, or infrastructure management.

Strategic vendors can enable cost-efficient digital transformation and free up IT teams to focus on innovation and trusted advisor collaboration for big-picture initiatives.

Nearly one-quarter of Lenovo CIO survey respondents say 31%–40% of their tech stack is delivered as a service, and 92% would consider adding new as-a-Service offerings in the next two years.

31-40%

of CIOs say their technology stacks are currently delivered via as a Service.



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Consumption models make it easy for enterprises to equip their hybrid workforce with the latest compute and collaboration devices like the **Lenovo ThinkPad® X1 Yoga**, powered by Intel vPro®, an Intel® Evo™ design, for an exceptional thin and light business laptop experience, and the **ThinkBook Plus Gen 3** powered by 12th Gen Intel® Core™ processing.



Lenovo ThinkPad® X1 Yoga

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Collaboration is crucial

In a survey of more than 100 large organizations in multiple sectors, McKinsey found companies who regularly collaborated with suppliers demonstrated higher growth, lower operating costs, and greater profitability than their industry peers.² Reaping those benefits, however, requires new thinking — a different mindset for buyers and suppliers who may be used to more transactional or even adversarial relationships, cost-based versus value-based paradigms, and comfort zones in more siloed than cross-functional communications.



Typical levels of customer-supplier relationships

- **Transactional.** Straightforward purchase with contractual fulfillment
- **Partnership.** Longer-term contracts with trusted advisor relationship and transparency of information, goals, and roadmaps
- **Strategic alliance.** Long-term relationship, typically exclusive, with shared business goals and joint solutions

From vendor to partner

With deepening relationships come deeper understanding, insight, and commitment. Deeper relationships are built on alignment of vision and values, collaboration, and trust. Strategic vendor partners:



Learn the organization's needs, goals, unique challenges, and IT perspectives



Educate on what's possible, recommend customized solutions, and give a range of choices



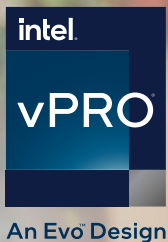
Support the cadence appropriate for the organization's scaling goals, upgrade objectives, and budget



Engage for configuration, deployment, services, and next-round strategic planning

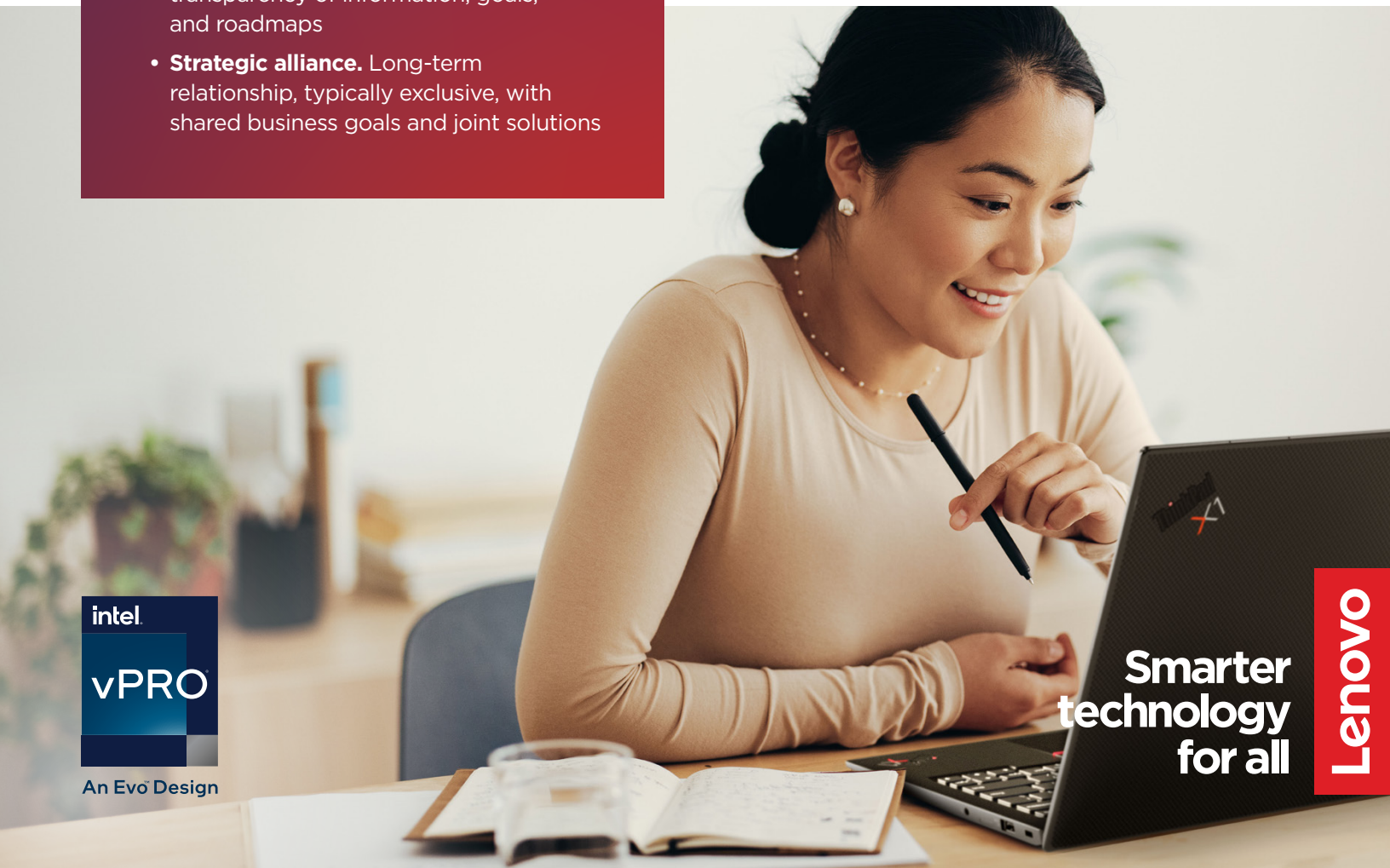



Continually share industry knowledge, trends, new technology innovations, and advice



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When buyers and suppliers are willing and able to cooperate, they can often find ways to unlock significant new sources of value that benefit them both.

McKinsey²

Creating value together

In the McKinsey report “Taking supplier collaboration to the next level,”² analysts suggest companies who look beyond the limits of focusing on product and service prices can move from cost management to shared revenue generation. Examples include joint development of products, an integrated approach to supply chain optimization, redesigning waste reduction processes together, and collaborative forecasting, planning, and capacity management.

Creating the future together

It’s a new era of technology vendor relationships. And, as with most aspects of the new era of work, collaboration is a central value. We’ve created a checklist of three key areas to consider when seeking a collaborative technology partner.

Looking for a vendor? Look for a partner.

Together with industry leaders, Lenovo delivers smarter solutions that solve business challenges, so organizations can thrive and do what they do best — innovate. **When you’re ready, we’re here to help.**

Contact your Lenovo Account Representative or local Business Partner

Visit www.lenovo.com/Pursue-Innovation

Sources

1 Lenovo and Zeno, “SSG Global Study of CIOs,” January 2022

2 McKinsey, “Taking supplier collaboration to the next level,” July 2020

Finding collaborative, strategic vendor partners

To find a tech vendor aligned with your vision, take time to do a little organizational soul-searching. The better you can articulate your needs and expectations, the stronger your benchmarks will be as you evaluate vendors. Here are three key areas to consider.

01. Partnership

Look for a true partner with shared aspirations who will work with you to accomplish your goals.

- Committed to achieving business outcomes that go beyond simply performing IT tasks
- Aligned with your vision and ready to support your path to get there
- Transparent and collaborative

02. Solutions

Look for a technology expert with a track record and an innovative eye on the future.

- Focused on whole solutions meant to work and scale together, rather than disparate components
- End-to-end offerings, including hardware, software, and services, designed to lighten the load for IT management
- Comprehensive security coverage with a Zero Trust end-to-end portfolio to safeguard the entire device lifecycle
- Future-forward; embraces innovation, new as-a-service models, and joint value creation opportunities

03. Value

Look for a trusted advisor who invests time to really know your industry, organization, customers, and employees.

- Shares knowledge, insights, and resources to help you understand trends and make strategic choices
- Flexibility to tailor solutions to your specific needs
- Industry partnerships to deliver a range of technology choices and compatibility with your existing infrastructure

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