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## PC Reliability Study

Workstation Overview

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TECHNOLOGY BUSINESS RESEARCH, INC.

# Lenovo customers reported average repair rates for workstation PCs below both the industry and competitor averages across the first three years of the PC's lifecycle

## Lenovo Workstation Repair Rate Overview

### Key Takeaways

- Lenovo's global workstation repair rates trend below competitor and industry averages.
- HDDs, system boards and fans are the parts that are reported to fail most often.
- Batteries are reported to fail less frequently, but the workstation sample is a blend of mobile and fixed PCs.

*"We often have contact with other large corporations operating in the same industry. These companies have PC repairs more often than we do. We are more than satisfied with our PC repair rates."* — **Lenovo Customer, CIO, IT Services and Consulting**



### Workstation

#### Repair rates

- Below competitor average all three years
- Below industry average all three years

#### Satisfaction with quality & reliability

**88%** are satisfied with Lenovo; **3%** are dissatisfied

#### Reliability perception vs. other that of vendors

**74%** think Lenovo is at least somewhat more reliable than other vendors

#### Likelihood to buy again based on quality & reliability

**91%** are likely to buy again, which is the industry best

# Lenovo workstation PCs have fewer repairs on average than those of the competition, besting the competitor average by at least 20.3% in each of the first three years of the lifecycle

## Key findings & implications:

- Lenovo’s repair rates are the lowest among its competitors for workstation PCs across the first three years of the PC’s life cycle, with just under 4% of workstations requiring repairs in the first year and just under 8% by the end of the third year.
- Lenovo was also the only vendor to have a repair rate below the industry average for all three years.
- The difference between Lenovo’s workstation repair rate and the competitor average increased from year one to two as well as from year two to three indicating higher levels of reliability for Lenovo workstations later in their lifecycle compared to those from other vendors.



**WORKSTATION REPAIR RATE**



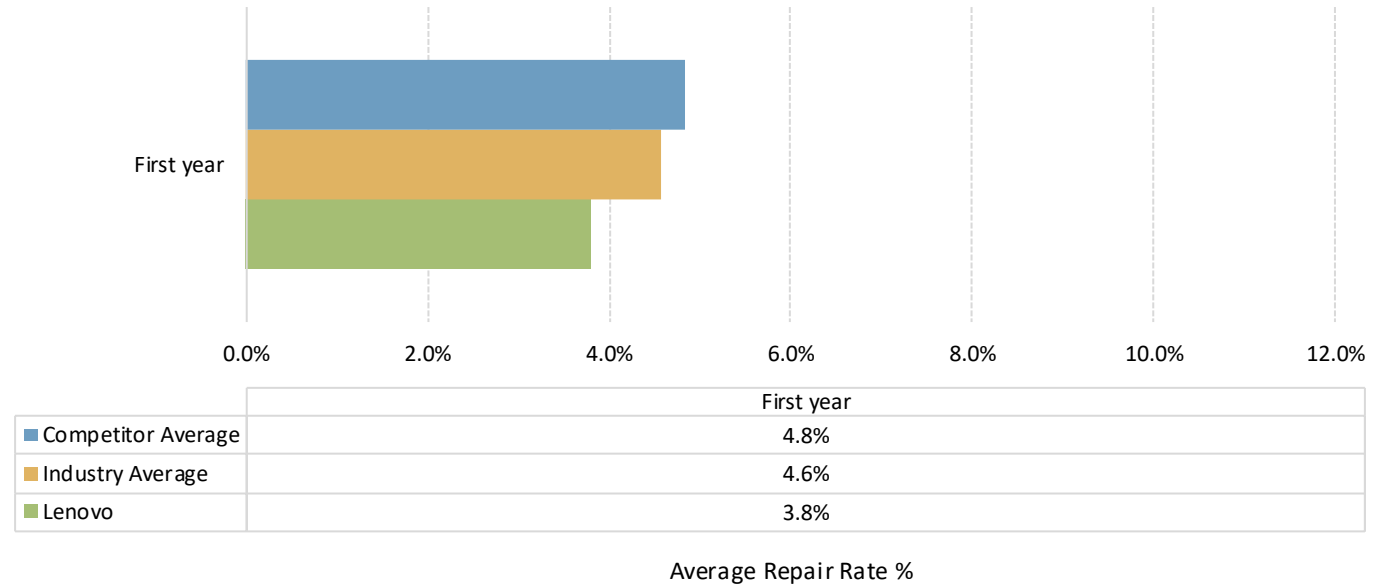
SOURCE: TBR

*Note: Averages are computed using weighting by the number of respondents, by form-factor and vendor.*

**Lenovo achieved a workstation repair rate under 4% for the first year of the product lifecycle, 16.9% lower than the industry average and 21.4% lower than the competitor average**



**WORKSTATION REPAIR RATE IN THE FIRST YEAR**



SOURCE: TBR

*Note: Averages are computed using weighting by the number of respondents, by form-factor and vendor.*

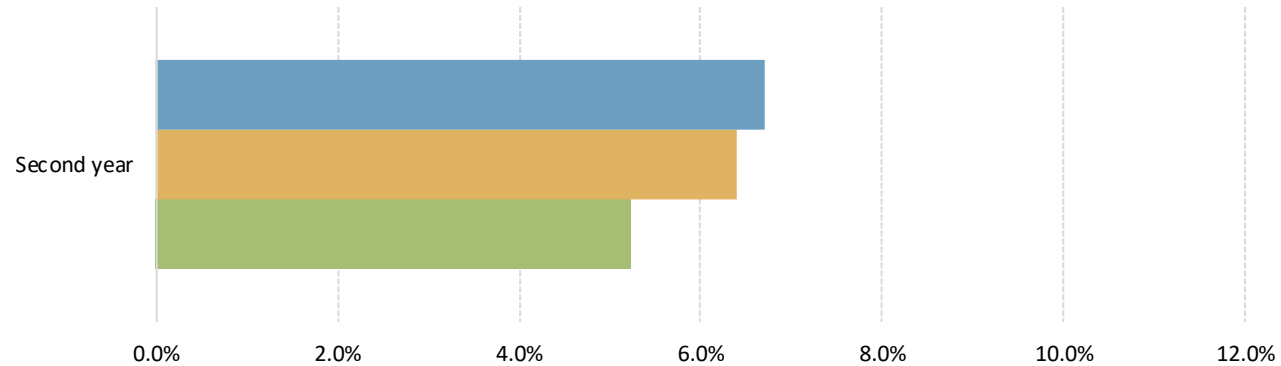
**Key Findings**

- Lenovo workstation repair rates in the first year were 21.4% lower than the average of its competitors, at 3.8% compared to 4.8%.
- Additionally, Lenovo’s workstation repair rate in year one is lower than the industry average with 16.9% fewer failures reported.

## Lenovo workstations continue to outperform the industry and competitor averages in year two of the product lifecycle with a repair rate of 5.2%



**WORKSTATION REPAIR RATE IN THE SECOND YEAR**



Second year	
Competitor Average	6.7%
Industry Average	6.4%
Lenovo	5.2%

Average Repair Rate %

SOURCE: TBR

*Note: Averages are computed using weighting by the number of respondents, by form-factor and vendor.*

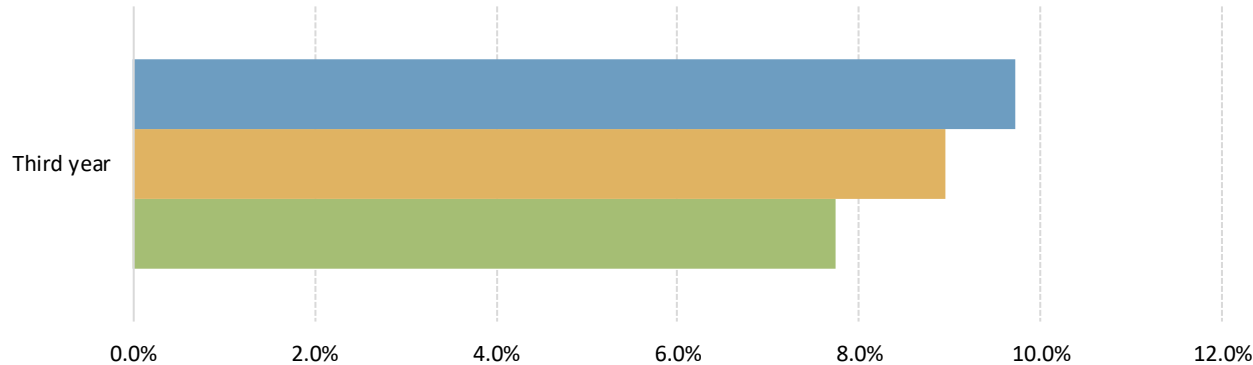
### Key Findings

- The average repair rate for Lenovo workstations in year two was 5.2%, 18.2% lower than the competitor average of 6.7% and 22.1% lower than the industry average.

**In the third year of a workstation’s lifecycle, Lenovo customers reported the largest difference in reliability as Lenovo outperformed competitors by 20.3% and the industry by 13.4%**



**WORKSTATION REPAIR RATE IN THE THIRD YEAR**



	Third year
Competitor Average	9.7%
Industry Average	9.0%
Lenovo	7.8%

Average Repair Rate %

SOURCE: TBR

*Note: Averages are computed using weighting by the number of respondents, by form-factor and vendor.*

**Key Findings**

- In the third year of a workstations’ lifecycle, the repair rate for Lenovo was 7.8%, the strongest showing in comparison to both the competitor average as well as the industry average.
- Lenovo workstations in year three had a repair rate 20.3% lower than the competitor average of 9.7%, and 13.4% lower than the industry repair rate of 9.0%.

## TBR surveyed 449 IT decision makers at organizations with more than 250 employees about their experience with workstation PCs on behalf of Lenovo

- The survey was conducted in October and November of 2018.
- TBR surveyed 449 respondents from the United States, Europe (France, Germany and the United Kingdom), and China about their workstation PCs.
- Respondents ranged from CIOs to project manager. The most common titles were CIO (27.8%), IT Director (27.4%) and IT Manager (16.9%). Respondents managed workstations from Dell, HP, and Lenovo.
- About half of the respondents were from companies with \$1 Billion or more in revenue; the rest were from smaller companies.
- All respondents had purchased workstations for their company in the last 12 months.
- Respondents reported on their experience with a total of more than 500,000 workstations, of which the majority were desktop workstations.
- Respondents were asked if they documented repair rates, or if their reported rates were estimated. The majority of respondents (82%) reported that they document their repair rates.

### Survey Distribution of Completed Responses

	Workstation
<b>Competitor PC buyers</b>	<b>300</b>
<i>United States</i>	103
<i>Europe</i>	100
<i>China</i>	97
<b>Lenovo PC buyers</b>	<b>149</b>
<i>United States</i>	49
<i>Europe</i>	50
<i>China</i>	50
<i>Total</i>	<b>449</b>

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