**Lenovo**
**Device Intelligence**

# PREVENT COMMON PC HEALTH & PERFORMANCE ISSUES. BEFORE THEY BECOME ISSUES.

Using predictive, AI-enabled technology, Lenovo Device Intelligence gives IT teams the tools to predict, diagnose, and prevent common PC health and performance problems, at scale, improving employee uptime and productivity.

**Smarter technology for all**

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**It's not easy for IT to stay on top of the health and maintenance of all PCs,** especially when managing large asset fleets and adapting to new digital workstreams. With enough devices deployed, common PC failures – even when occurring rarely – become a drag on employee productivity, uptime, and IT resources.

## INTRODUCING LENOVO DEVICE INTELLIGENCE

Lenovo Device Intelligence is a **cloud-based, AI-driven SaaS solution** using advanced predictive analytics and proactive device insights to monitor your fleet's performance.

### Predict & Prevent Failures

Lenovo Device Intelligence identifies critical issues across the fleet: hardware functionality, potential failures (the dreaded Blue Screen of Death), and issues causing performance degradation. The system flags current problems, failures that have already occurred, and issues likely to result in future problems.

### Get Helpful, Proactive Insights

Through the Lenovo Device Intelligence dashboard, IT can access fleet-wide and granular insights into device failures, apps affecting performance, Windows Device Manager errors, battery levels, storage, and more. Lenovo Device Intelligence even provides fleet-wide and device-level PC health scores.

### Swiftly Resolve Issues

Whenever Lenovo Device Intelligence detects a potential area of concern, the system alerts IT with insights and recommendations to help keep fleets running at peak performance. The tool is compatible with commercial PCs running Windows 10 with Intel or AMD processors (not only Lenovo machines).

### Leverage Self-Learning Technology

Lenovo Device Intelligence leverages PC health data from a base of millions of Lenovo devices. The tool uses machine learning to become more adept at predicting issues based on your company's specific usage patterns.

### Ensure Sensitive Business Data Stays Secure

Lenovo Device Intelligence operates within a multi-layered security technology stack, keeping your company's PC health data private and inaccessible to anyone but authorized users.

### Improve Your Organization's Tech Experience

By helping IT proactively address PC health and performance, end-user downtime is reduced and productivity increases. At the same time, you can expect fewer helpdesk calls and less time spent diagnosing issues.

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## LENOVO DEVICE INTELLIGENCE: A DIGITAL EXPERIENCE MANAGEMENT SOLUTION

Improving employees' experience is a strategic part of digital transformation. Digital Experience Management (DEM) solutions bring IT teams visibility into their device fleets, allowing companies to analyze and quantify traditionally subjective parts of end-user computing and address questions like:

- Why is a user experiencing a slow computer?

- What's driving systemic or isolated issues across fleets?

- Has the latest OS patch impacted performance?

- Is the end-user experience where it should be for all our employees?

With the right DEM tool—particularly one harnessing AI and machine learning—an IT department can answer these questions to optimize their helpdesk costs while **increasing employee productivity and satisfaction**.

## LENOVO DEVICE INTELLIGENCE DASHBOARD

When using Lenovo Device Intelligence, IT administrators have access to a secure dashboard providing key metrics and deep insights into device status, performance, and history, including:

- PC health scores for fleets and individual devices

- Proactive alerts of potential problems

- Recommended remediations

- Top crash types and crash frequency by device type

- Apps affecting system performance

- Storage capacity usage

- Battery warranty

- Windows Device Manager errors

- ...and more

**93%**

of IT leaders say investing in IT automation gets teams focused on more strategic tasks[1]

**77%**

of IT staff time is dedicated to maintenance and support[2]

Lenovo Device Intelligence in action:

**85%**

accuracy rate for predicting the most common Blue Screens of Death prior to failure[3]

Talk to your Lenovo representative to see how Lenovo Device Intelligence can ease PC health maintenance tasks and improve employee productivity.

www.lenovo.com/device-intelligence

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