



Lenovo



CASE STUDY

ServiceNow implementation helped  
Lenovo achieve operational efficiency  
and a greater CX



## About the Client

Lenovo is a multinational technology company operating in the Asia Pacific region. They specialize in manufacturing and marketing consumer electronics, personal computers, software, business solutions, and related services. Lenovo offers a Device as a Service (DaaS) program, providing fully-managed PC subscriptions to clients for better flexibility and accessibility without the burden of ownership.



## Challenges

**Lenovo faced several primary IT challenges before engaging with Neev Systems:**

- **Fully-Managed Subscription Model:** Lenovo required a system capable of maintaining its Device as a Service (DaaS) subscription model, which includes hardware, services, and software.
- **Integration with In-House and Third-Party Systems:** Lenovo needed seamless integration with their own systems (Recurring Revenue and Service Supply Chain) and external systems like SAP Core ECC, Salesforce (SFDC)/Apttus, and OVP/CoData/iBase/Sabrix/USFC IMPACT to ensure centralized visibility and efficient operations.
- **Lack of Secure IT Infrastructure:** Lenovo faced challenges in building a robust and secure system to maintain its entire IT infrastructure, leading to data security risks.
- **Developing Standalone Systems from Scratch:** Lenovo required custom systems developed from scratch to support their unique DaaS program.
- **Lack of User Interface (UI) and User Experience (UX):** Lenovo needed to enhance the user interface and overall experience for customers interacting with the DaaS program.
- **Absence of a Single Source of Truth:** Lenovo's resources and information were decentralized, requiring a unified system to ensure consistent and reliable data.



## Solutions

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- ▶ **Customized Customer Service Management (CSM):** We customized the ServiceNow CSM module to align with Lenovo's specific customer service processes. This ensured that Lenovo's unique customer service workflows were effectively supported within the ServiceNow platform.
- ▶ **Asset Management Customization:** We tailored the asset management capabilities of ServiceNow to meet Lenovo's specific asset tracking and management requirements. This involved configuring asset lifecycles, customizing asset details, and implementing an easy Excel import mechanism for efficient data management. Additionally, we enabled ease of data load by implementing a single-click data import feature, simplifying the process of loading data into the system.
- ▶ **Integration with Lenovo's Ecosystem:** We worked closely with Lenovo's ecosystem of in-house and third-party systems to ensure seamless integration. This involved integrating ServiceNow with Lenovo's Recurring Revenue (RR) system, Service Supply Chain System (SSC), and other systems (SAP, Salesforce, etc.) to achieve end-to-end process automation and data synchronization.

### Application/Technologies Used:

- ▶ ServiceNow (CSM, Asset Management)
- ▶ Integration with Recurring Revenue, Service Supply Chain, SAP, Salesforce, and other systems.



## Benefits

- ▶ Reduction in service request resolution time, leading to improved customer satisfaction and increased loyalty.
- ▶ Enhanced asset management efficiency, resulting in reduced manual effort and streamlined asset tracking processes.
- ▶ Increased data accuracy in asset tracking, improving asset planning, maintenance, and procurement decision-making.
- ▶ Access to enhanced reporting and analytics capabilities, enabling data-driven decision-making and optimization of service delivery and asset management strategies.

## Approach and Methodology

Neev Systems followed an agile approach that involved collaboration and partnership with Lenovo, tailored solutions to meet their specific needs, seamless integration with existing systems, change management and user adoption support, and a focus on delivering measurable results. Our team prioritized standardizing processes, enhancing communication and collaboration, fostering a culture of continuous improvement, and maintaining customer-centricity.

We followed the below methodology to ensure seamless ServiceNow implementation for the Lenovo DaaS Program:

- Neev Systems Team integrated ServiceNow with various platforms (RR, SSC, OVP, SAP, GEO Location) to connect to relevant data sources and functionality.
- We configured inbound actions to automatically handle incoming data sheets and create new projects.
- Customized the existing project life cycle to meet the needs of global customers better.
- Retrieved additional project details from other systems to complete project records in ServiceNow with priority.
- Created project tasks and assigned them to engineers based on their location.
- Submitted final project completion details to another system through web services to improve communication and collaboration.
- Maintained a record of company assets and automated the asset import process.

# About Neev Systems

Neev Systems is a reliable IT partner committed to providing tailored solutions and services in and around Digital Transformation, Cloud Computing, Integration Services, ERP Solutions, and Product Engineering Services. We take pride in helping businesses transform their vision into action by offering comprehensive implementation support where our experts collaborate closely with clients to understand their goals and challenges.

Partner with us and experience the benefits of working with a trusted IT partner that delivers exceptional quality and value.

**Contact Us**



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