

Insurance | New Zealand

Reimagining the workplace

AIA New Zealand Limited

Working with Lenovo, leading insurer AIA NZ has transformed its head office with brand-new Lenovo ThinkPad T14 Gen 6 laptops and Lenovo ThinkVision T34w-30 34" Curved Monitors, while saving 491kg of e-waste from landfill with Lenovo Asset Recovery Services.



1

Customer background

Who is AIA New Zealand Limited?

AIA New Zealand Limited (AIA NZ) is the largest life insurer by market share in Aotearoa New Zealand, providing insurance to New Zealanders since 1981. With almost 800,000 customers, the company provides a wide range of insurance products, including life, health, income protection, and more.



2

The challenge

In the last decade, working patterns have shifted dramatically. To equip its 700 employees for success in the age of hybrid working, AIA NZ decided to design a future-ready office.

Luke Longney, CTO at AIA NZ, explains: “As we moved into our new building, our goal was to implement a technology solution that was both simple and modern. We wanted a single laptop model that would suit everyone across the business, paired with large screens to maximize productivity. Clean cabling and seamless compatibility were essential to foster a flexible, clutter-free desk environment for our people.”

2

The challenge

AIA NZ redesigned its corporate headquarters with environmental sustainability and employee wellbeing at front of mind. The new space would be based on flexible, activity-based working zones, combining open-plan areas and quiet rooms for making calls.

“Naturally, IT was a crucial part of our vision for the new office,” Longney continues. “We were keen to equip our people with high-performance laptops that could be used remotely or in conjunction with fixed monitors at the new office.”

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“We have a close and longstanding relationship with Lenovo; they’re **the strategic technology partner** to the global AIA business, and in New Zealand we’d already been using Lenovo ThinkPad devices with **great success** for several years. Based on those positive experiences, we engaged Lenovo to help us **bring our vision for the new office to life.**”

Luke Longney

CTO, AIA New Zealand

3

The
solution

Supporting activity-based working

Working with Lenovo, AIA NZ equipped its brand-new head office with 700 powerful [Lenovo ThinkPad T14 Gen 16 laptops](#) and 600 [Lenovo ThinkVision T34w-30 34" Curved Monitors](#). With built-in Lenovo ThinkVision MC60 webcams and USB-C connectivity, the new monitors enable employees to plug in their laptops and start working from any desk quickly and seamlessly.

Services

[Lenovo Asset Recovery Services](#)
[Lenovo Premier Support](#)

Hardware

[Lenovo ThinkPad T14 Gen 6 Laptop](#)
[Lenovo ThinkVision T34w-30 Monitor](#)

Software

Microsoft Windows 11

3

The solution

The new devices are backed by responsive, enterprise-grade services from Lenovo Premier Support. With 24/7 availability, next-business-day on-site support, and priority access to parts, Lenovo Premier Support helps ensure that AIA NZ employees get expert hardware and software support whenever and wherever they need it.

3

The solution

Strengthening sustainability

To help it securely and sustainably recycle its existing fleet of Lenovo laptops, AIA NZ engaged [Lenovo Asset Recovery Services](#) (ARS). The company invited employees to move over to the new office in waves, returning their previous devices and collecting their new Lenovo ThinkPad T14 laptops.

“It’s incredibly reassuring to have a partner we trust to do the right thing: both with regard to information security and environmental sustainability,” comments Longney. “With Lenovo ARS, we have complete peace of mind that any sensitive data will be securely destroyed and that old devices will be reused wherever possible—contributing to the circular economy and supporting AIA’s environmental, social, and governance objectives.”

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“We were laser-focused on delivering an excellent day-one experience for our teams. The device refresh was crucial to the overall success of the project, and **Lenovo helped make the whole process effortless.** All the new solutions were delivered exactly on time, with no fuss whatsoever.”

Luke Longney

CTO, AIA New Zealand

4

The results

Through its partnership with Lenovo, AIA NZ is shaping an even more engaging and healthy working environment for its people, underpinned by modern, intuitive technology.

“We designed our new office with a mobility-first mindset,” says Longney. “With Lenovo ThinkPad T14 laptops and ThinkVision monitors, it’s so easy to move wherever the work takes you: whether that’s a colleague’s desk, a quiet area, or an interactive whiteboard.”



Empowers teams to work effectively from anywhere



Recycles 491kg of e-waste with Lenovo ARS



Provides documented data destruction for devices

4

The results

Minimizing e-waste

The partnership with Lenovo is unlocking other advantages for AIA NZ. Reselling or recycling 93% of its previous devices via Lenovo ARS has allowed the company to save an estimated 491kg of e-waste from landfill, while Lenovo's use of recycled and renewable packaging materials helps reduce the environmental impact of the new device rollout.

"We greatly appreciate that Lenovo is just as committed to sustainability as AIA NZ," says Longney. "Lenovo also backs up its environmental commitments with data, which is extremely valuable for our own ESG reporting."

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“We now do more video meetings than ever before. Since we deployed the new Lenovo devices, so many of our people have commented on **how much they appreciate the improvements** in camera and microphone performance.”

Luke Longney

CTO, AIA New Zealand

Why Lenovo?

AIA NZ's office refresh was a complex project with many different moving parts. By partnering with Lenovo, the company gained a trusted partner to deliver on a key aspect of the work.

"The best thing about working with Lenovo is being able to trust their products, people and services," says Longney. "When you're weeks away from moving 700 people into a new office, you don't want to be on the phone to a vendor trying to troubleshoot. With Lenovo, we have a cohesive environment that works together seamlessly."

How can businesses build future-ready workplaces?

Working with Lenovo, AIA NZ has reimaged its corporate headquarters to promote environmental sustainability and employee wellbeing.

[Explore Lenovo ThinkPad Solutions](#)