

Consumer Products

# Going global with Lenovo

## Electrical appliance manufacturer

To help it continue its fast-paced international expansion, this leading electrical appliance manufacturer engaged Lenovo Managed Services. The new approach combines expert global support with effective employee self-services, helping to cut the risk of unplanned downtime for key business systems.



Lenovo

1

## **Who is the electrical appliance manufacturer?**

Based in China, this leading electrical appliance manufacturer produces a wide range of products for both domestic and international markets. With a portfolio of products that includes everything from white goods to heating, ventilation, and air conditioning (HVAC) systems, the company is now pioneering the development of smart home solutions.

2

## The Challenge

Building on decades of success in China, the manufacturer has set its sights on global growth. The company is opening new manufacturing facilities in key international markets, with the aim of increasing its reach and its market share.

A spokesperson for the company confirms: “Demand for our low-carbon, energy-saving smart building solutions has never been higher. We are ramping up our business growth to bring innovative products to global consumers.”

Every part of the company’s fast-growing business depends on data. More than 15,000 employees rely on its marketing, finance, supply chain, and R&D applications, hosted in multiple global data centers. The spokesperson continues: “As the business grew, we were steadily scaling out our IT systems—and it was becoming increasingly complex and costly to manage our IT estate. To mitigate the business risk of downtime to our mission-critical systems, we looked for a new approach.”

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“To achieve our goals, we searched for a partner with the IT operations and maintenance experience to help us rapidly improve the quality and reliability of our digital systems. Of all the potential operations and maintenance partners we evaluated, we were most impressed with Lenovo.”

**Spokesperson**

Electrical appliance manufacturer

# Selecting a trusted partner

With its deep experience and global footprint, Lenovo stood out as the clear choice to provide the new approach to operations and maintenance. Today, Lenovo delivers first-line operation and maintenance services covering all mission-critical business systems, with service teams covering Asia Pacific and beyond.

“One aspect of the Lenovo offering that really impressed us was the combination of human-led services and intelligent automation,” recalls the spokesperson. “With Lenovo’s IT service management platform, all support resources are right at our fingertips.”

## Services

Lenovo Managed Services



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“We worked closely with Lenovo to reimagine our operations and maintenance processes with the user experience at the center. Backed by this robust framework and global support resources from Lenovo, we’ve created a single, unified service desk for our entire business.”

**Spokesperson**

Electrical appliance manufacturer

3

## Results

Today, the manufacturer has shifted from a reactive, break-fix approach to maintenance to a proactive methodology built on standard processes. As a result, the company is boosting the reliability of its digital platforms—helping to ensure its business systems are always available.

“One of the best things about using Lenovo’s IT service management platform is that it’s getting smarter all the time,” says the spokesperson. “The platform learns from past user support enquiries, helping us to provide ever-more effective employee self-service.”

- ✓ Delivers global support coverage
- ✓ Offers effective employee self-services
- ✓ Boosts reliability for key applications



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“Through our partnership with Lenovo, we no longer spend our time firefighting IT issues. Instead, we can focus on driving international growth.”

**Spokesperson**

Electrical appliance manufacturer



# Why **Lenovo**?

One of the key reasons that the electrical appliance manufacturer selected Lenovo was its global coverage. The manufacturer has operations that span the Americas, Europe, the Middle East, and Africa, the Lenovo team was able to offer a follow-the-sun approach to support that ensures all employees can access expert assistance.

The spokesperson adds: “We also greatly value the effort that Lenovo put in to understand our business and the applications we use to drive our operations. Lenovo has put in place a strong program for training its operations and maintenance teams on our specific technologies, which helps mitigate the risk of unplanned downtime.”



# How can enterprises drive global expansion?

With Lenovo Managed Services, this electrical appliance manufacturer is free to focus on business growth.

[Explore Lenovo Managed Services](#)