

Outsourcing device management to focus resources on **customer experience**

Fairstone Financial Inc.

To focus maximum resources on what it does best, Fairstone outsources much of its IT—from employee desktops to the data center—to third-party providers. With Lenovo TruScale Device as a Service (TruScale DaaS), Fairstone ensures that employees always have the tools they need to serve customers without getting bogged down in device lifecycle management—saving valuable time and resources.

Customer Problem

When Fairstone chose to move its employees from virtual, cloud-based desktops to on-site devices, it looked to outsource the entire lifecycle management operation to a reliable partner with proven hardware.

Lenovo Solution

TruScale DaaS now manages the device lifecycle from end to end, including configuration and deployment, delivery to employees across Canada, technical support, returns, and attrition services.

Business Impact

Tight integration between TruScale DaaS and Fairstone's ServiceNow platform gives the company a real-time overview of device location and status. Crucially, Lenovo TruScale DaaS frees up internal resources to focus on customer service.



“We decided to move from cloud desktops to on-site devices but didn't want the hassle of managing thousands of employee PCs. Lenovo TruScale Device as a Service was the answer—now, Lenovo takes care of everything, and we can focus on other things whilst still having full visibility and control.”

Vlad Tsymbalyuk

Vice President, Technical Services and IT Controls, Fairstone Financial Inc.



Swift deployment—3-5 business days to deliver devices to employees



Industry-best reliability and technical support—delivering increased uptime and employee experience, coast to coast



Reduced operational costs

