

Media, Sports and Entertainment | United Kingdom

Relieving the pressure on IT

Future Publishing Limited

Device refreshes were always an administrative nightmare for Future. With help from Lenovo and boxxe, the company has taken the pressure off its IT team and is rolling out powerful new Lenovo ThinkPad T14s laptops to employees across the UK.



Lenovo

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Customer background

Who is Future?

Future Publishing Limited is a UK-based magazine publisher with a global audience. Future connects more than 400 million people worldwide to their passions through brands and content that span a range of specialist interests—from gaming and gardening to finance and technology to entertainment and women’s lifestyle.



2 The challenge

Headquartered in Bath, Future's teams are distributed across the globe, working remotely and from offices in the UK, US, and Australia. These teams rely on a wide range of digital tools to create and publish content, so keeping employee devices up to date is a top priority.

Nathan James, Director of IT Service at Future, begins: "We refresh employee devices every four years, and historically it was always a big job. Previous device refresh programs at Future have required a large amount of IT resources to manage the communications, shipping of the new device, and collection of the old device. This was made even more complicated by allowing end users to return devices to different UK offices, causing confusion and delays in devices being marked as returned."

2 The challenge

With a large proportion of its 1,600 PC devices due for renewal, Future looked for a solution that would meet end-user workload requirements and could be deployed without straining the resources of its IT team.



“With employees distributed globally, managing the delivery of new devices and the return and recycling of old ones was an administrative nightmare. During a refresh, that’s all my team was focused on day in, day out.”

Nathan James

Director of IT Service, Future Publishing Limited

Teaming up with the experts

Future engaged [boxxe](#), a leading provider of hardware, accessories, software, and managed IT services for business, to spearhead its device refresh program in the UK.

The boxxe team evaluated Future's end-user workloads and applications as well as future device configuration and support requirements. This included assessing the back-end services and target costs. Then, from a shortlist of two boxxe vendor partners, Future selected the Lenovo ThinkPad T14s laptop as its new device model standard.

Hardware

Lenovo ThinkPad T14s

Services

Lenovo Premier Support

Near zero-touch deployment

Working closely with boxxe, Lenovo has delivered 650 ThinkPad T14s laptops to date.

“We’re rolling out the new devices in stages,” explains Nathan James. “Both Lenovo and boxxe have worked hard to accommodate our preferred timeline. Lenovo agreed to stage the manufacturing and shipping of the devices, so I don’t end up with 300 laptops on my desk at once—something that has been an issue with other vendors in the past.”

Lenovo ships the ThinkPad T14s laptops to boxxe, where a custom ITSM Automation workflow quickly applies the necessary configurations. Next, boxxe delivers the laptops to users, either to the employee’s preferred UK office or directly to their home. boxxe also manages the collection of old devices, which are either restored to be reused or recycled as e-waste.

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“By leveraging boxxe’s lifecycle management services, we’ve been able to achieve a **near zero-touch process** that allows us to refresh hundreds of devices at once with **nominal impact** on Future IT resources.”

Nathan James

Director of IT Service, Future Publishing Limited

4 The results

Today, boxxe provides ongoing asset management and lifecycle management services for the ThinkPad T14s devices, while Lenovo provides Premier Support services. This gives Future 24x7x365 access to Lenovo elite support teams, along with next business day onsite support.

“ThinkPad laptops are extremely reliable, and we know we’re in good hands with Lenovo Premier Support,” says Nathan James. “We like that Premier Support follows the device, not the company. So if I’m at the office, Lenovo will send an engineer there, and if I’m working from home, someone will come out to my house the very next day. Again, it takes the pressure off my team, because we don’t have to pack up and ship the device to the vendor for repair and manage the process. Lenovo comes to us.”



Near zero-touch
deployment



Responsive onsite
support services



Robust, reliable
employee devices

Why Lenovo?

Future tested devices from five vendors before selecting the Lenovo ThinkPad T14s as its new employee device model standard.

“We were impressed by the performance of the ThinkPad devices, but what really sealed the deal was Lenovo Premier Support,” recalls Nathan James. “With other vendors, we used to have to wait up a week for a response to a support ticket, but Lenovo will send an engineer on site the next business day. The level of service is incredible.”

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“At boxxe, in collaboration with Lenovo, we’re here to **support you at every step**. By continually investing in our people and expanding our technical expertise, we ensure you get the right solutions from the Lenovo portfolio—designed around your needs, **making tech work better for you.**”



Trevor Payne

Senior Account Manager, boxxe

How can you make device refreshes fast and seamless?

Future teamed up with Lenovo and boxxe for near-zero-touch deployment and next-day onsite support services.

Explore Lenovo ThinkPad Solutions