



Education

Enhancing learning with AI innovation

Hong Kong Metropolitan University

AI holds tremendous potential to make learning more engaging, exciting, and efficient. HKMU deployed Lenovo ThinkSystem servers to support AI-related research projects and develop AI-driven student, faculty, and administrative services—enhancing the student experience.

Lenovo

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Who is HKMU?

Established in 1989 as a distance learning institution, Hong Kong Metropolitan University (HKMU) is now one of the leading higher education providers in China. Through its seven schools, the university now offers 140 undergraduate, graduate and post graduate courses and welcomes 6,000 part-time and 13,000 full-time students each year. In addition to teaching, the university supports cutting-edge research across multiple disciplines.



香港都會大學
HONG KONG
METROPOLITAN
UNIVERSITY

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The Challenge

HKMU empowers students to build successful and fulfilling careers in a wide range of professions—from engineering to nursing and accountancy. As a modern university, the organization has always harnessed technology to enhance the student experience, provide innovative teaching resources, and support seamless administration. As soon as artificial intelligence (AI) systems such as ChatGPT became widely available, HKMU jumped at the opportunity to use AI to drive research, improve learning, and streamline its operations.

Initially, HKMU started developing a wide range of AI-enabled solutions using popular cloud services—including smart chatbots designed to help students access library resources. As the university looked to expand its use of AI to many more use cases—including research on smart city development and natural language processing, and AI-enabled self-learning—it soon realized that cloud-based development would be too costly, inflexible, and difficult to manage over the long term.



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“We saw from our initial experimentation with cloud-based services that AI had tremendous potential to help us provide students and staff with more opportunities to learn, teach, and discover. To leverage AI at scale, we recognized that we first needed to build a powerful, reliable, and flexible IT infrastructure that could support data-rich and compute-intensive AI workloads.”

Dr. Simon Cheung

Director of Information Technology,
Hong Kong Metropolitan University

Supercharging innovation

To unleash the full potential of AI innovation, HKMU deployed Lenovo ThinkSystem SR670 V2 servers on campus to provide extensive compute and storage resources for a wide variety of AI initiatives. Equipped with powerful GPUs, the Lenovo solution can support even the most complex, data-intensive research applications and delivers the processing power required to provide accurate and responsive AI-enabled chatbots.

Hardware

Lenovo ThinkSystem SR670 V2

Software

OpenAI GPT-4

Services

Lenovo Premier Support

Pioneering AI-driven university services

The IT team trained the library chatbot, which is powered by GPT-4 from OpenAI, on all the university's library policies and procedures. Now, when students want to check library opening hours, locations, or learn about their entitlement to resources, they can message the chatbot and get an instant response. HKMU is planning to launch additional services and chatbots that will support IT services and admission enquiries.

HKMU is also currently exploring how it can use the Lenovo and OpenAI solution to help faculty staff develop even more engaging and insightful lesson plans, curriculums, and teaching resources, as well as to help students learn in a smarter way. At the same time, the organization is enabling administrative staff to use ChatGPT to help automate routine tasks—freeing up more time to engage and support students. HKMU's School of Science and Technology is also harnessing the power of the Lenovo solution to support research in areas related to smart city development, natural language processing, and teaching subjects in machine learning and analytics.



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“Large-language models like ChatGPT are new and very sophisticated technologies, so it is natural to occasionally run into issues when developing new solutions. We really value Lenovo’s friendly and approachable service. If we ever run into a technical issue, experts from the Lenovo team help us to overcome them quickly, so we can focus on building new services that make life easier for our staff and for our students.”

Henry Lin Hon Wai

Assistant Director,
Hong Kong Metropolitan University

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Results

While HKMU is just at the start of its AI journey, it has already received positive feedback from students and staff about its AI services. Just months after going live, HKMU's library services chatbot can already answer questions with 80% accuracy—a figure that will continue to improve.

Crucially, the Lenovo solution provides HKMU with a stable, cost-effective, and powerful platform for AI research and innovation, eliminating the organization's dependence on cloud services. Looking ahead, the organization plans to launch an AI-powered tutoring assistant that will give students 24/7 course support.



80% accuracy for chatbot answers



Accelerates AI development



Eliminates dependence on cloud services



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“By deploying a Lenovo solution, we’ve dramatically accelerated the pace of AI innovation at HKMU. We’re excited about what the future holds, and we are confident that the AI solutions we develop on the Lenovo platform will help us to enhance the student experience.”

Dr. Simon Cheung

Director of Information Technology,
Hong Kong Metropolitan University

Why **Lenovo**?

Because of export restrictions, sourcing best-in-class technology is a logistical challenge for all organizations in Hong Kong. HKMU decided to build its AI platform with Lenovo as it could facilitate a rapid delivery of the Lenovo ThinkSystem SR670 V2 servers.

“Unlike other vendors, Lenovo was able to help us get up and running with our AI development platform incredibly quickly,” explains Dr. Simon Cheung, Director of Information Technology at HKMU. “One of the other major reasons we selected the Lenovo solution was because it is widely respected by developers and solution providers in the field, which means we can easily partner with the very best AI consultants.”



How can universities enhance the student experience with AI?

HKMU pioneers new AI learning assistants powered by Lenovo—delighting students and staff.

[Explore Lenovo ThinkSystem solutions](#)