

Banking

Helping companies scale fast with **tailored banking services**

Leading Chinese bank

This leading Chinese bank turned to Lenovo's digital workplace solutions for endpoint management and to support collaboration and productivity applications, enabling ongoing product innovation and five-star client services.



Lenovo

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Who is this leading Chinese bank?

This leading Chinese bank aims to help companies to scale their operations quickly and seize emerging market opportunities. Working primarily with Asian companies and investors, the bank offers a wide range of business banking solutions, as well as market analysis and consultancy services.

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The Challenge

The bank differentiates itself in a crowded marketplace by offering clients a highly tailored service to help accelerate their growth. To deliver a premium client experience, users across the bank rely on an extensive suite of digital applications that support product development and innovation. For example, the bank has recently looked to deploy Microsoft collaboration and productivity solutions.

To manage all employee devices, the bank turned to an external provider—but quality of service fell below expectations. The vendor relied on outdated processes, and was unable to meet demand for new applications, while support requests were poorly tracked. Furthermore, the vendor lacked expertise and specialist skills, especially for the Microsoft rollout. As a result, users were left using inefficient technologies, with a high risk of downtime, and the bank was falling behind more agile competitors.

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“Our previous managed service provider experienced high employee turnover, and replacements rarely had the same level of training or qualifications as their predecessors. We wanted a partner that we could count on, with the knowledge and experience to help us to optimize our application landscape.”

Spokesperson

Leading Chinese bank

Engaging an **expert** service provider

To help users work more efficiently and productively, the bank selected Lenovo to take over endpoint management. Today, a dedicated service team from Lenovo manages all device infrastructure including laptops, PCs, and tablets. Lenovo also provides a suite of fully integrated Microsoft collaboration and productivity applications.

As part of Lenovo's Digital Workplace Advisory Services, the bank worked with the Lenovo team to gather requirements and develop structured processes for support delivery, reporting, and quality management.

Services

Lenovo Digital Workplace
Advisory Services
Lenovo Digital Workplace –
Managed Endpoint
Lenovo Digital Workplace –
Collaboration and Productivity

Building an intelligent support model

To deliver responsive support, the bank harnesses Lenovo's IT service management platform. Business users at the bank can access the portal via an online portal or mobile app to report issues and track the status of their requests and work orders. Within the portal, Lenovo stores a detailed knowledge base on the bank's IT assets that helps the support team to tackle problems quickly and efficiently.



“Whereas our users lost all confidence in the previous managed service provider, they absolutely trust Lenovo to deliver. Our IT department is now a much more valuable partner to the rest of the business.”

Spokesperson

Leading Chinese bank

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Results

By outsourcing endpoint management to Lenovo, the bank can ensure that employee devices are always up to date and performing as they should—reducing the risk of potential issues and enabling users to work more productively on market analysis, product development, and client-facing activities.

The collaboration with Lenovo has also enabled the bank to modernize its applications. The Lenovo team oversees software distribution and updates, and recently implemented a pre-packaged suite of fully integrated Microsoft collaboration and productivity apps. By placing advanced digital tools in the hands of users, the bank will be able to innovate, enhance its services, and deliver a five-star client experience.



Ensures that employee devices are always up to date



Supports rollout of modern collaboration and productivity apps



Enables product innovation and enhanced client services

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“Lenovo digital workplace solutions have transformed our IT operations, improving efficiency and quality of service. With Lenovo taking care of endpoint management, employees always have the tools they need to deliver tailored financial services that help our clients to grow.”

Spokesperson

Leading Chinese bank

Why **Lenovo**?

The failure of the previous provider led the bank to search for a vendor with proven success managing enterprise-scale IT environments. Lenovo was the natural choice, combining technical expertise with long experience managing IT operations for many global companies.

In particular, the bank was attracted by Lenovo's packaged suite of Microsoft collaboration and productivity apps—including deployment, authentication, integration, and management.



How can banks innovate and deliver tailored services?

Engaging Lenovo to deliver responsive endpoint management support.

[Explore Lenovo Digital Workplace Solutions](#)