

Technology

Keeping vital customer services online 24/7

Online delivery company

As its business grew, this online delivery company found it increasingly complex and costly to manage and maintain its extensive data center footprint. With Lenovo Managed Services, the company has standardized its approach—boosting efficiency and cutting the risk of service downtime.



Lenovo

1

Who is the online delivery company?

This online delivery company in China runs one of the world's largest online on-demand delivery platforms, supplying consumer products and retail services including entertainment, dining, delivery, and travel. With a portfolio of successful brands, the company serves millions of customers every month online and on mobile devices.

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The Challenge

The on-demand delivery company operates in a highly competitive sector, and its ability to adapt fast to emerging trends has played a key role in its success. A spokesperson for the company comments: “When our company was founded, the concept of online delivery was relatively new, but we recognized it was a major opportunity for business growth. Since then, demand for our services has shot up—and we now receive millions of customer orders every month.”

As new customers flocked to its online delivery platforms, the company steadily expanded its IT infrastructure. Over the years, it opened new data centers to keep pace with demand, but managing and maintaining the infrastructure was becoming a significant challenge. The spokesperson confirms: “In the past, we operated each of our data centers independently. It was difficult to implement consistent standards around training and maintenance across the business, which increased the risk of unplanned downtime for our services.”



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“We saw a big opportunity to improve operational efficiency and strengthen the availability of our digital services by standardizing on a single set of IT management practices. As the next step, we looked for an experienced partner to help us achieve our goals.”

Spokesperson

online delivery company

Partnering for **success**

Based on its many years of success with Lenovo data center solutions, the company engaged Lenovo to transform its approach to data center operations.

Through multiple workshops and meetings with teams from across the business, Lenovo helped the online delivery company develop a new set of operations and maintenance standards based on industry best practices and delivered by Lenovo as a managed service.

“We know from experience that Lenovo excels in support, operations and maintenance services, which gave us the confidence we’d chosen the right partner,” adds the spokesperson.

Services

Lenovo Managed Services

Software

Lenovo ServiceForce

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“By standardizing our approach to management and maintenance across our data centers, we’ve significantly improved operational efficiency while driving down the risk of unplanned downtime to our customer-facing services.”

Spokesperson

online delivery company

3

Results

Today, Lenovo delivers an end-to-end service for the online delivery company, including everything from infrastructure monitoring and maintenance to IT helpdesk services and service-level reporting. Based on Information Technology Infrastructure Library (ITIL) practices, the new offering leverages Lenovo ServiceForce—a cloud platform that enables the company to gain real-time insight into the health of its infrastructure and rapidly access support resources.

The spokesperson says: “By partnering with Lenovo, we’ve unified our IT management and maintenance processes—helping us to deliver high-quality digital services.”



Standardizes data center operations



>90% of tickets resolved within a month



>98% customer satisfaction score



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“Every month, millions of customers place online delivery orders through our digital platforms. Thanks to Lenovo, we get the peace of mind that an expert partner is managing our mission-critical infrastructure.”

Spokesperson

online delivery company

Why **Lenovo**?

As well as providing standardized processes for management, maintenance and reporting based on the ITIL framework, Lenovo created a targeted training program for operations and maintenance personnel—helping to ensure that the appropriate skills and competencies are always in place to manage the company’s extensive data center footprint.

“We were particularly impressed with Lenovo’s attention to detail when it came to designing the training program for the operations and maintenance project team,” says the spokesperson. “Lenovo listened carefully to our goals and developed a comprehensive training program to address our specific operational requirements—including recurrent training in key skill areas.”



How can fast-growth start-ups ensure reliable operations?

Learn how an online delivery company uses Lenovo Managed Services to keep its data centers running smoothly.

[Explore Lenovo Services](#)