

Education | Peru

# Bringing high-quality digital learning to Peru

Sisworld

Through its close collaboration with Lenovo, Sisworld is deploying Lenovo hardware and services in schools and colleges across Peru. With the backing of Lenovo's Accidental Damage Protection and On-Site Warranty, along with its own top-notch support services, Sisworld is providing thousands of students with a rich digital learning experience.



Lenovo

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## Customer background

### Who is Sisworld?

Based in Lima, Peru, Sisworld has nearly three decades of experience in the enterprise technology market. The company, a Platinum Business Partner of Lenovo, provides tailored IT solutions for multiple industries, with a special focus on the education sector.



## 2 The challenge

Sisworld was founded in 1996, when internet connectivity was rapidly spreading worldwide. From the beginning, the company has played an important role in Peru's own digital revolution: Sisworld's early projects involved building one of the first computer labs in Peruvian high schools.

Andrés Sánchez, General Manager of Sisworld, states: "Our business has consistently grown over the years, and we attribute much of our success to our focus on high-quality services. Since founding the company, we have always had a customer-centric philosophy. Our goal is to become trusted advisors to our clients, alongside a team of over 20 consultants deployed throughout the country."

## 2 The challenge

Sisworld's relationship with Lenovo began over 13 years ago. When one of Sisworld's clients had an issue with their laptop charger, Lenovo's quick and effective response left a positive and lasting impression.

"Lenovo replaced our client's hardware in just 24 hours, at no cost to them. I thought, 'This is a company that cares about its customers just as much as we do,'" Sánchez says.

## Teaming up for success



In the years since Sisworld first collaborated with Lenovo, the partnership between the two companies has gone from strength to strength. Now a certified Lenovo Platinum Business Partner, Sisworld is striving to deliver high-quality Lenovo hardware and services tailored to the needs of education providers.

“When I go and visit a prospective customer, I feel like I’m representing Lenovo—that’s how much synergy there is between our companies today,” confirms Sánchez.

### **Services**

- Lenovo Accidental Damage Protection
- Lenovo On-Site Warranty

### **Hardware**

- Lenovo 300e Yoga Gen 4
- Lenovo 500e Yoga Gen 4
- Lenovo Chromebooks
- Lenovo ThinkCentre All-in-One PCs

## Driving business growth

Sisworld is leveraging its strong relationship with Lenovo to drive significant growth in the education sector in Peru. At Santa María Marianistas School, the two companies worked together to provide students with digital learning capabilities by implementing Lenovo Chromebooks. At Colegio Claretiano, Sisworld deployed hundreds of Lenovo ThinkCentre All-in-One PCs, backed by Lenovo's Accidental Damage Protection and Lenovo's On-Site Warranty, both supported by Sisworld's own top-tier support service.

"Accidents happen, especially in classrooms, and our clients want the assurance that any damaged device will be repaired and returned quickly," Sánchez states. "Thanks to our close collaboration with Lenovo, we can offer very fast and effective support, something our clients greatly value."

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“Lenovo provides us with **excellent training resources for our salespeople and engineers.** This helps us maintain a highly prepared team to carry out new solution implementations **smoothly and effectively.**”

Andrés Sánchez

**General Manager, Sisworld**

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## The results

For Sisworld, the key metric of success is recurring business. By partnering with Lenovo, the company is forging long-term relationships with clients across the country.

Sánchez confirms: “An impressive majority of our clients believe that Lenovo offers the best combination of quality hardware and effective support. When the time comes to renew their environments, we can be sure that clients will choose Lenovo time and time again.”



Responsive support



High-quality hardware



Seamless communication





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“Our partnership with Lenovo allows us to provide **high-quality digital learning solutions** to education providers throughout Peru. Looking ahead, we are excited to collaborate with Lenovo on a new initiative that will **help make digital devices affordable for underprivileged schools and colleges.**”

Andrés Sánchez

**General Manager, Sisworld**

# Why Lenovo?

One of the key factors in the long-term partnership between Lenovo and Sisworld is the close working relationship between the teams of both organizations.

Sánchez explains: “Whenever we have an opportunity with Lenovo, communication is seamless. If we need to check a technical specification or clarify a price, all we have to do is call them. We think of Lenovo as an extension of our own business, and that trust-based relationship has always gone both ways.”

# How can solution providers meet the needs of schools and colleges?

Sisworld partners with Lenovo to deliver high-quality, cost-effective digital learning capabilities to education organizations in Peru.

[Explore Lenovo Education Solutions](#)