

Professional Services

Modern employee workplace concept **saves time, money, and the environment**

Swiss Securitas Group

Boosting productivity for staff and the IT team with a sustainable workplace solution, integrated service processes, and 24x7x365 Lenovo Premier Support Plus.



Lenovo

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Who is Swiss Securitas Group?

Based in Switzerland, Swiss Securitas Group is a leading provider of security services and alarm systems. With its 16,000 employees working across around 25 independent businesses, Swiss Securitas Group offers a wide range of professional services including personal protection. Using state-of-the-art security technology, the group also develops effective security concepts for all kinds of environments, institutions, and businesses.




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The Challenge

Swiss Securitas Group is made up of 25 largely independently run group companies, each with anything from 20 to over 1,000 employees. This made providing a modern workplace experience to all staff cost-efficiently a significant challenge.

David Liechti, IT Service Manager at Swiss Securitas Group, recalls: “It was a complex situation. Some of our larger businesses worked with third parties to provide and manage notebooks and desktops, while other businesses had barely any structured processes to provide their employees with all the hardware and applications they needed.”

The group wanted to provide an improved experience for all staff while increasing efficiency and reducing costs across the entire enterprise. “Our goal was to create a long-term solution for a modern, flexible, and secure workplace that could support all our businesses’ different requirements,” adds David Liechti. “One key objective of this strategy was to consolidate device management and reduce redundancies within the group.”



By centralizing IT and support services, Swiss Securitas Group hoped to reduce provisioning and administration workloads while offering better services to its staff. “Our five largest businesses relied on an external service provider for their desktops and notebooks,” says David Liechti. “It was very expensive, and the processes were complex and slow. We wanted to take back control and manage everything ourselves in-house, to respond more flexibly to individual business needs.”



“At the beginning of our consolidation project, we analyzed support tickets. We quickly noticed that the Lenovo devices were a great asset for our businesses and users. So, we looked at deepening our relationship with Lenovo by complementing the client devices with more comprehensive service offerings to streamline provisioning and management.”

David Liechti

IT Service Manager, Swiss Securitas Group

Teaming up with **Lenovo**

Some group companies had already been using Lenovo laptops and desktops for many years. While the third-party services were lacking, employees were highly satisfied with the robustness and performance of the Lenovo devices. The team decided to expand its partnership with Lenovo and start working even more closely together to deliver a modern, end-to-end client solution for its employees.

“Lenovo offered all the features and services we needed to transform our client management, all in one convenient package,” says David Liechti.

Services


Lenovo Accidental Damage Protection
Lenovo Advanced Deployment Services
Lenovo Post Warranty Services
Lenovo Premier Support Plus
Lenovo Ready to Provision
Lenovo Warranty Upgrade
baseVISION AG

Hardware

Lenovo ThinkPad L Series, P Series, T Series, and X Series
Lenovo ThinkStation P Series

Software

Lenovo Commercial Vantage
Microsoft Intune
Microsoft Windows Autopilot
Microsoft Windows
Microsoft 365



Swiss Securitas Group engaged Lenovo to co-develop a fully integrated “OneWorkplace” solution in close collaboration with partner baseVISION AG. After baseVISION AG implemented the technical foundations for the Lenovo Ready to Provision (RTP) services, including the Microsoft Intune tool, Swiss Securitas Group started moving its client procurement and management processes over to Lenovo and the “OneWorkplace” solution.

“Thanks to the flexibility of Lenovo and their Advanced Deployment Services, we get customized laptops directly from the factory,” explains David Liechti. “Our plan is to gradually move all our staff to Lenovo ThinkPad T, X, or L Series notebooks or Lenovo ThinkPad P Series mobile workstations. The cloud-based provisioning based on Microsoft Windows Autopilot pre-configuration is integrated with Lenovo Services to create an easy, seamless, and secure user experience for our employees.”

Accelerating provisioning with Lenovo Services

The team built its new solution from the ground up, starting with a clean slate. This meant that Swiss Securitas Group didn't need to compromise on convenience or security but could align its new client procurement, deployment, and management with the latest industry best practices. "Together, baseVISION and Lenovo guided us through the process," recalls David Liechti. "We're leveraging Microsoft 365 subscriptions and integrate the provisioning with Microsoft Intune to manage our client devices from a single point of control. Now, when we order a new laptop from Lenovo, the device is already pre-configured and users can immediately set up Windows Hello for easy and secure logins using biometrics, without the need to remember complex passwords."

The IT team at Swiss Securitas Group also uses Lenovo Commercial Vantage to optimize hardware features, tune the energy management, and automate driver as well as firmware updates across its fleet of devices.

"In the past, our service provider wanted to roll out all updates at once, requiring lots of testing and slowing down the rollout of security patches and new features," notes David Liechti. "With Lenovo Commercial Vantage, we can easily manage staged rollouts to speed up the process without the risk of impacting the business. We start with a small group, and if everything works well in that group, the new firmware and patches get automatically rolled out to all users within days. It's that simple."

Relieving the pressure on IT with **Lenovo Premier Support Plus**

To ease the burden on the IT team even further, Swiss Securitas Group takes advantage of Lenovo Premier Support Plus to ensure rapid issue resolution and keep employees working productively.

David Liechti comments: “With Lenovo Premier Support Plus, we benefit from 24x7x365 technical support for both hardware and software, next-day on-site repairs, Accidental Damage Protection, and more.”

Lenovo Premier Support Plus covers everyday maintenance and repair tasks, freeing the Swiss Securitas Group IT team to focus time and resources on more strategic work. The service connects users directly with Lenovo technicians who provide fast solutions through phone, chat, or email. If a remote fix isn’t possible, then next-day on-site labor and parts help users get back on track quickly.

“Lenovo Premier Support Plus gives employees a single point of contact for technical support and on-demand access to skilled Lenovo IT specialists,” says David Liechti. “So, no matter which group company they work for or where they are based, employees will always get support when they need it.”

Looking ahead

In the future, Swiss Securitas Group plans to boost standardization and productivity by moving more and more of its businesses worldwide to the new, streamlined solution based on Lenovo notebooks and services. Supporting the ongoing workplace modernization initiative, the team is evaluating Lenovo Asset Recovery Services to mitigate the environmental and data security risks associated with end-of-life asset disposal.

What's more, some employees use Linux on their Lenovo ThinkPads, and the IT team is planning to fully integrate Linux laptops into the management solution.



“Since moving to Lenovo Services and Lenovo Premier Support Plus, we’ve seen support requests go down by about 30%. Some group companies regularly had issues with their previous hardware vendors. They have been more than happy to take advantage of our new standardized Lenovo solution.”

David Liechti

IT Service Manager, Swiss Securitas Group

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Results

By optimizing its deployment process with Lenovo Services and streamlining user support with Lenovo Premier Support Plus, Swiss Securitas Group has increased staff productivity. “Before, a major Windows upgrade would mean that staff couldn’t use their laptops for four hours—that’s half a working day,” says David Liehti. “With Lenovo Services, we cut this time by 87%, so our employees can now get back to work after just 30 minutes.”

Lenovo offers a wide range of models with very flexible options. Depending on the use case, Swiss Securitas Group can customize the laptop models to get the best value for every employee. The company equips almost all devices with mobile connectivity and touch screens for ease of use. “Some of our senior managers travel a lot. Mobile broadband connectivity is essential if they are to use the train as their office,” adds David Liehti. “Other employees need high-performance configurations to support CAD modeling and software development, while others need robust devices that can survive on building sites. And Lenovo always has the right options for every business need.”



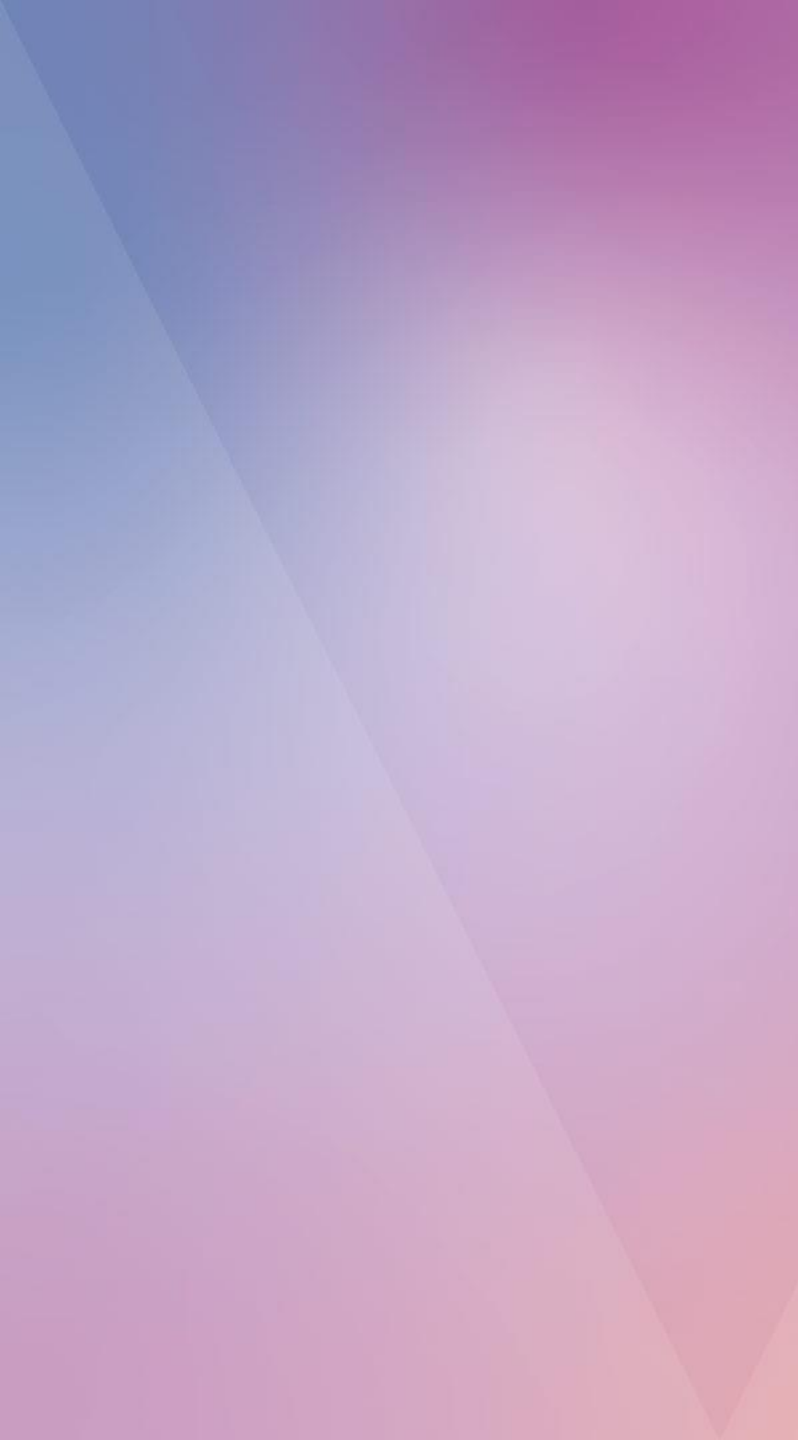
30% lower TCO per user and device



>90% faster delivery of new features and apps

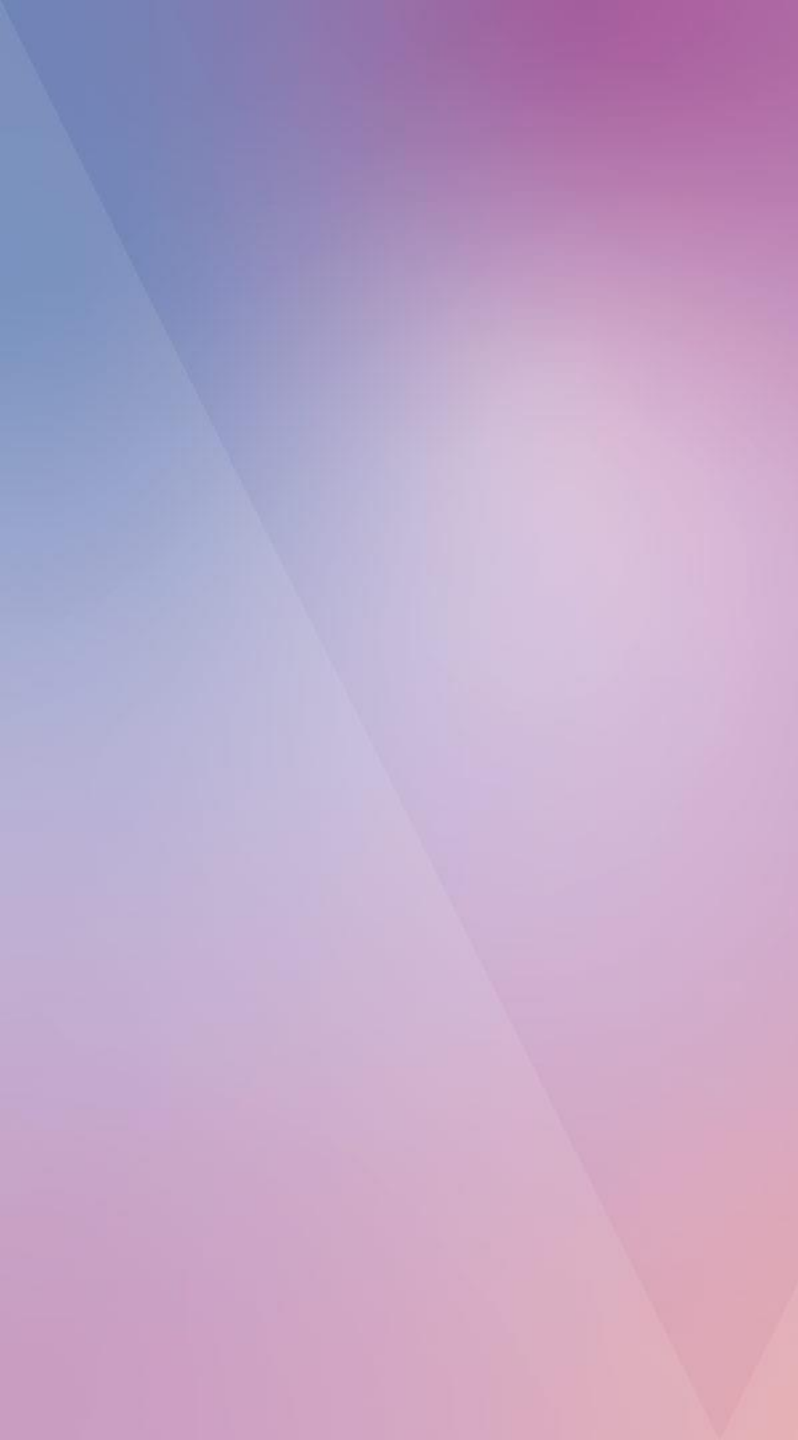


30% fewer support tickets



The integrated Lenovo solution has enabled Swiss Securitas Group to take some administration tasks back in-house, giving them more control and agility. “In the past, software packaging had to be managed through the third-party service provider,” elaborates David Liechti. “It could take four weeks until a new or updated software package was available to roll out. If we were very lucky, it was still four days. Today, we can provide new apps and features to our users within hours. As a result, we can respond to new business requirements much more quickly and provide employees with the best and latest tools to do their jobs. All group companies benefit from the same improvements right away. This is especially helpful for our smaller businesses, enabling them to stay up to date, and improve their security and protection against cyberthreats.”

Thanks to the comprehensive agreement with Lenovo, the different Swiss Securitas Group companies can now easily align their device lifecycles with their business requirements and budgets. “In the past, there was a strict five-year lifecycle for all managed devices,” says David Liechti. “With our group companies enjoying a large degree of autonomy, they also have different needs and resources. Now, some staff can get newer Lenovo ThinkPad models when they need them, while some group companies can delay upgrades, reduce costs, and still take advantage of Lenovo Premier Support Plus and Lenovo Post Warranty Services to safely extend the device lifecycle.”



Due to the restrictions of the previous managed service, some key staff like software developers had to rely on two separate devices: one centrally managed for general tasks and one where they could get actual work done. Now they need just a single device, making the solution more cost-efficient and sustainable. Swiss Securitas Group can give them the control and flexibility they need on their device to improve processes and services for our customers.

Over time, the entire group will benefit from a better quality and more reliable solution, helping everyone to work more productively. “We’re already managing 3,000 Lenovo ThinkPads with a small central team of just five people,” confirms David Liechti. “We’re planning to gradually increase the number of managed endpoints from 20% to 100% with the Lenovo Services. This will give us more control over our devices and better value for money.”

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“We’re moving towards more sustainable and paperless processes to increase our productivity. Modern Lenovo ThinkPad laptops are an essential building block of this transformation. Thanks to the robust Lenovo devices, integrated processes, and support services, we’ve cut our TCO per user by 30%. By consolidating client deployment and management, we can further reduce our internal costs and provide better services to all group companies. We’re currently rolling out our new management processes to additional group companies worldwide—our goal is to quickly scale to 6,000 Lenovo devices.”

David Liechti

IT Service Manager, Swiss Securitas Group

Why **Lenovo**?

Swiss Securitas Group selected Lenovo thanks to the outstanding quality, high employee satisfaction, and flexible service offerings. This includes the highly efficient integration of Microsoft Windows Autopilot into the manufacturing and provisioning processes right at the Lenovo factory.

“Lenovo has proven to be a great and reliable partner for us,” confirms David Liechti. “The people we work with at Lenovo are highly competent and supportive, helping us to make our vision of streamlined best practice processes for a modern employee experience a reality. It’s rewarding to see that with Lenovo as our partner, advanced solutions like Microsoft Windows Autopilot work seamlessly in our everyday operations. It’s not just a pie in the sky, it actually works and saves us time.”

Striving for excellence, every month, Swiss Securitas Group reviews its business requirements and discusses with Lenovo how the products and services could be improved further. “We’re in continuous dialogue with Lenovo,” adds David Liechti. “Whenever we come across a new use case, Lenovo listens to us and is able to suggest a reliable solution, be it the introduction of new generations or the addition of new features to existing models.”



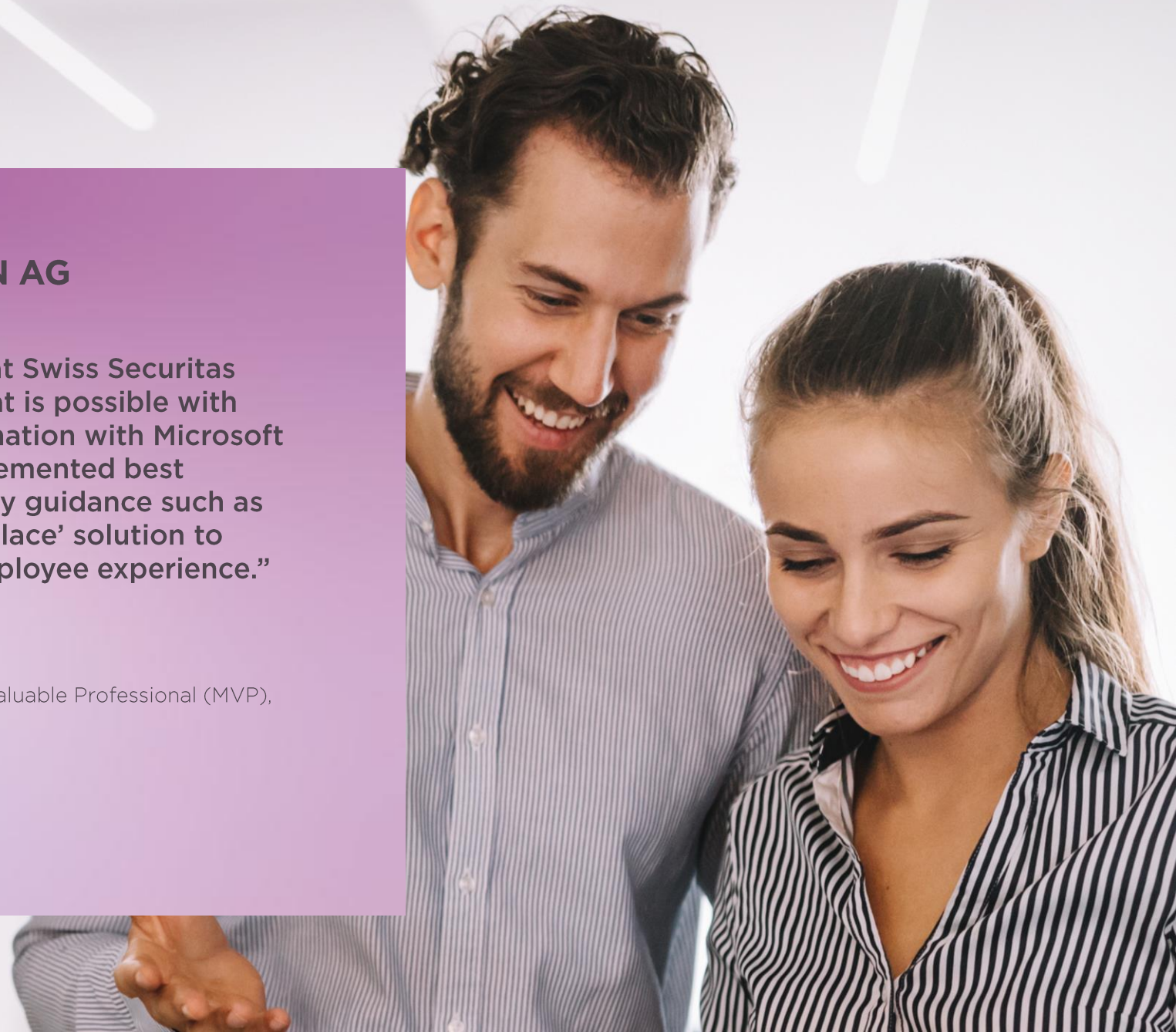
Partner perspective: baseVISION AG

“The complete process transformation at Swiss Securitas Group is an impressive showcase of what is possible with Lenovo products and services in combination with Microsoft Intune device management. We’ve implemented best practices and followed the latest security guidance such as Zero Trust principles for our ‘OneWorkplace’ solution to deliver a cost-effective and intuitive employee experience.”

Mirko Colemberg

Senior Expert Endpoint Consultant & Microsoft Most Valuable Professional (MVP),
baseVISION AG

baseVISION



How do you improve control of client devices without adding to IT's workload?

Boosting efficiency and sustainability
with integrated Lenovo Services.

[Explore Lenovo Services](#)