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2026

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Featured Application

Overview

Today's employees rely on their devices not simply to work, but as strategic enablers of efficiency, collaboration and innovation. As AI-native devices and increasingly complex IT environments become the norm, keeping employees productive requires more than traditional break-fix support.

Lenovo Premier Support for Devices Suite was designed to meet this need. By combining AI-powered automation and predictive insights with direct access to Lenovo's engineers, Premier Support shifts support from a reactive cost center to a productivity engine. The suite integrates Lenovo's advanced support capabilities—expert troubleshooting, proactive issue detection, global service consistency—into a unified support experience that ensures device reliability while enabling IT teams to focus on driving positive business outcomes.

Innovation & Creativity

Through close collaboration with customers, Lenovo identified an opportunity to make device support more predictive, connected and personalized. Rather than treating each incident as an isolated case, Lenovo set out to create a model that uses device-level intelligence to identify emerging issues earlier and guide customers more quickly to the right resolution. As the original equipment manufacturer (OEM), Lenovo reimagined device support by integrating AI-driven proactive capabilities with expert human support to create a seamless support experience that anticipates and resolves issues before they disrupt business operations.

Premier Support for Devices Suite combines AI-powered diagnostics, predictive issue detection and Lenovo Device Orchestration help identify potential problems early, while automation streamlines routine activities so Lenovo's engineers can spend more time delivering personalized, expert support.

To further personalize the customer experience, Lenovo launched its Premier Support AI Agent in early 2026 as part of its omnichannel support strategy, giving customers the flexibility to engage through AI, live engineers, chat or e-support. Importantly, AI enhances rather than replaces human expertise: customers can seamlessly transition to an accredited Premier Support engineer at any point, yet **fewer than 2.5% of interactions currently require escalation**. Early results demonstrate strong customer adoption, with satisfaction ratings of up to 90% and a ‘helpful’ rating that is twice that of Lenovo's standard AI Agent.

This innovative combination of predictive technology and expert-led support enables organizations to maximize uptime while allowing internal IT teams to focus on strategic initiatives instead of day-to-day troubleshooting.

Impact & Results

Premier Support for Devices Suite delivers measurable outcomes that improve both business performance and customer loyalty. Premier Support provides:

- Compared with Standard Support, 3x faster phone pick up response
- Over 90% of customers rated their experience as exceptional
- 85% first-time issue resolution, compared with an industry average of 65%.
- Between FY25/26 and FY26/27, Lenovo’s Net Promoter Score increased from 67 to 69—well above the benchmark considered “excellent”—while its Ease of Doing Business score improved from 87.5% to 88.9%.

These operational improvements translate directly into stronger customer relationships. Today, **91% of customers say they would choose to purchase Premier Support again**.

Customer-Centric Approach

Premier Support for Devices is built around a simple principle: support should empower IT teams, not

burden them. Rather than navigating multiple support tiers, customers receive direct access to technical experts, providing faster issue resolution and greater continuity throughout every support interaction.

Customer engagement does not end when a support case is resolved. Premier Support continuously evolves through ongoing customer feedback, Quarterly Business Reviews (QBRs), proactive onboarding programs and regular service enhancements that help ensure the support experience continue to meet customers' changing needs. Service Engagement Managers (SEMs) work closely with key customers to review performance, identify opportunities for improvement and strengthen long-term partnerships, while proactive onboarding programs help customers maximize the value of Premier Support from day one.

Lenovo further personalizes the customer experience through its **Certified Accounts for Self-Troubleshooting (CAST)** program. Designed for customers with experienced IT teams seeking greater autonomy, CAST combines AI-driven service analytics with consultative support from SEMs to strengthen trusted partnerships, not replace them. Specifically, AI identifies service trends and opportunities for improvement, while Lenovo experts work alongside customers to translate those insights into tailored recommendations, validate troubleshooting approaches and provide ongoing guidance tailored to each customer's environment and business priorities. Premier Support engineers remain available for complex issues, advanced diagnostics and expert recommendations, ensuring customers gain greater independence while maintaining direct access to Lenovo's expertise. For one strategic customer, CAST increased average customer satisfaction (OSAT) from 9.17 to 9.38 while achieving a 95.9% successful self-troubleshooting rate over six months.

AI also plays a key role in Lenovo's continuous improvement strategy. AI-powered analytics identify conversation trends and recurring issues that inform coaching, process improvements and future service enhancements, while customer feedback directly shapes the ongoing evolution of the Premier AI Agent. By combining continuous feedback with AI-driven insights and expert human engagement, Lenovo delivers a support experience that becomes more personalized, proactive and valuable over time.

Execution & Implementation

Lenovo successfully operationalized this next-generation support model through a combination of standardized global processes, continuous investment in its people, AI-enabled support capabilities, and proactive customer engagement programs.

Premier Support delivers consistent service across more than **100 countries**, providing 24/7 access to Lenovo's advanced technical engineers through standardized support processes, local-language capabilities and globally coordinated operations. Operational investments such as expanded digital support channels, AI-assisted diagnostics and predictive support technologies, have allowed Lenovo to scale personalized customer experiences while still maintaining consistently high service quality worldwide.

Equally important is Lenovo's investment in its people. Engineers complete comprehensive onboarding and ongoing technical and customer experience training to ensure they deliver both technical excellence and empathetic customer engagement. AI-powered coaching and analytics help identify opportunities for continuous improvement, while enabling engineers to spend less time on administrative work and more time helping customers succeed.

This combination of intelligent technology, operational discipline and expert human support enables Lenovo to deliver predictable, proactive support that grows alongside customers' evolving IT environments. The result is a scalable support model that strengthens customer relationships, improves productivity and demonstrates how AI and human expertise work together to deliver the next generation of relationship leadership.


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