Bechtle IT-Forum 2021.

The Next Normal – Wie bereiten sich Unternehmen auf die Anforderungen im Bereich Kommunikation und Kollaboration vor?

Christoph Wittlinger | Client Technologist | Lenovo Schweiz
Grégory Milius | Channel Account Manager CH & A |Bechtle Schweiz AG

The future is flexible — and hybrid

> 82% of company leaders plan to allow employees to work remotely some of the time.

Source: Gartner newsroom, “Gartner Survey Reveals 82% of Company Leaders Plan to Allow Employees to Work Remotely Some of the Time,” July 2020

Lenovo 2021 Lenovo Internal. All rights reserved.

Covid19 - work has changed
Video is the new mainstream

CLOUD VIDEO MEETINGS BOOMED IN THE COVID MONTHS

Cloud Web/Video Meetings Market: Comparative License Count Forecast Pre- and Post-COVID-19, Global, 2020

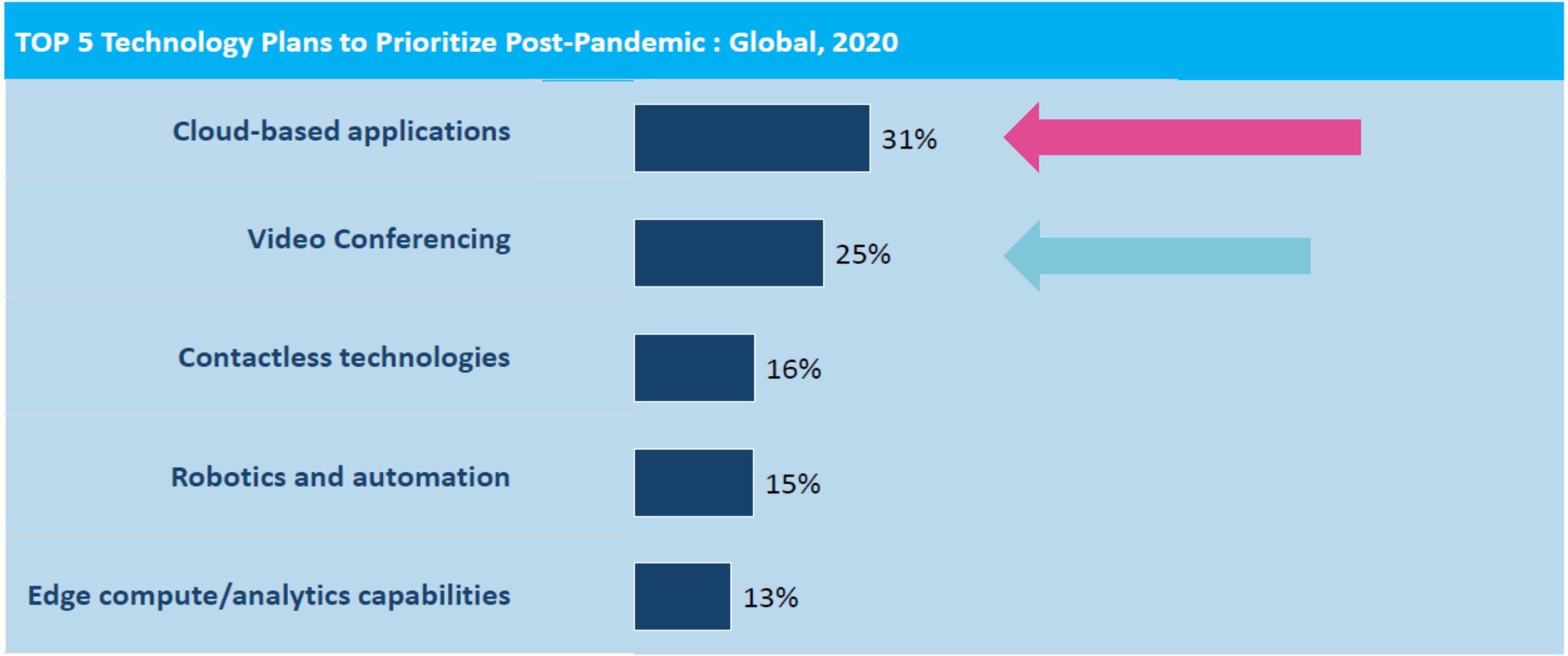
	Webex	Zoom	Microsoft Teams	Google Meet
Pre-COVID19*	163M+ Monthly Participants	10M Daily Active Participants	20 Million Daily Active Users	33 Million Daily Active Participants
Post-COVID19**	600M Monthly Participants	300 M Daily Active Participants	115 Million Daily Active Users	100 Million Daily Active Participants

Source: Frost & Sullivan; Prioritäten der IT Entscheider bei Investitionen im Bereich Kommunikation, Feb. 2021

Google Meet hardware

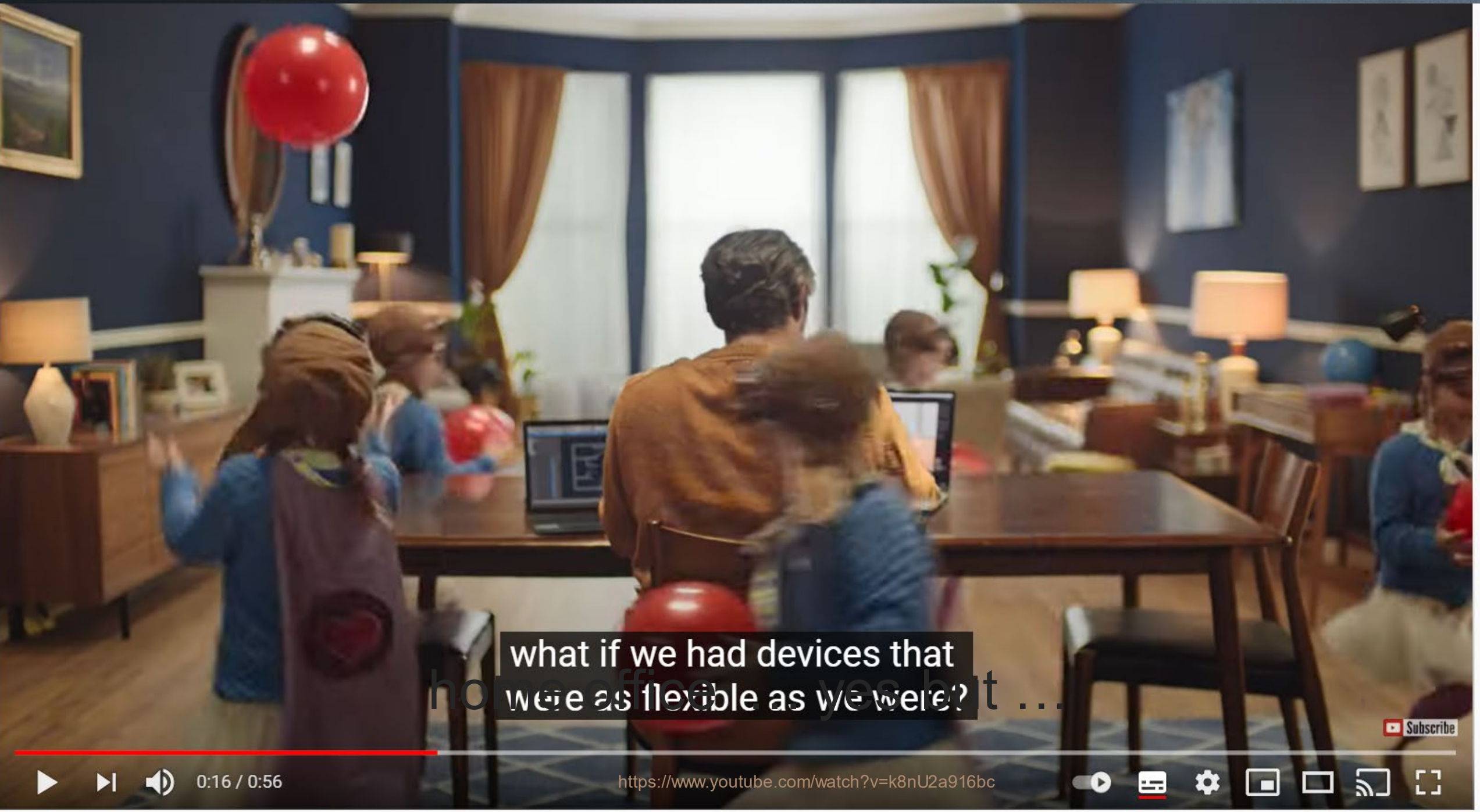
TECHNOLOGY PRIORITIZATION PLANS POST COVID-19

CLOUD AND VIDEO ARE TOP OF MIND FOR WORK FROM ANYWHERE



Base: All respondents (n=3,284)
Q15. Post-pandemic, over the next two years, which technology are you planning to prioritize?

Source: End-User Priorities in Communications and Collaboration Investments: A Frost & Sullivan, Survey of IT Decision Makers, February 2021


what if we had devices that
were as flexible as we were?
0:16 / 0:56
https://www.youtube.com/watch?v=k8nU2a916bc
Subscribe

The new office needs flexible meeting spaces with video solutions that **give everyone a seat at the table** no matter where they are.

MORE MEETINGS. MORE ROOMS

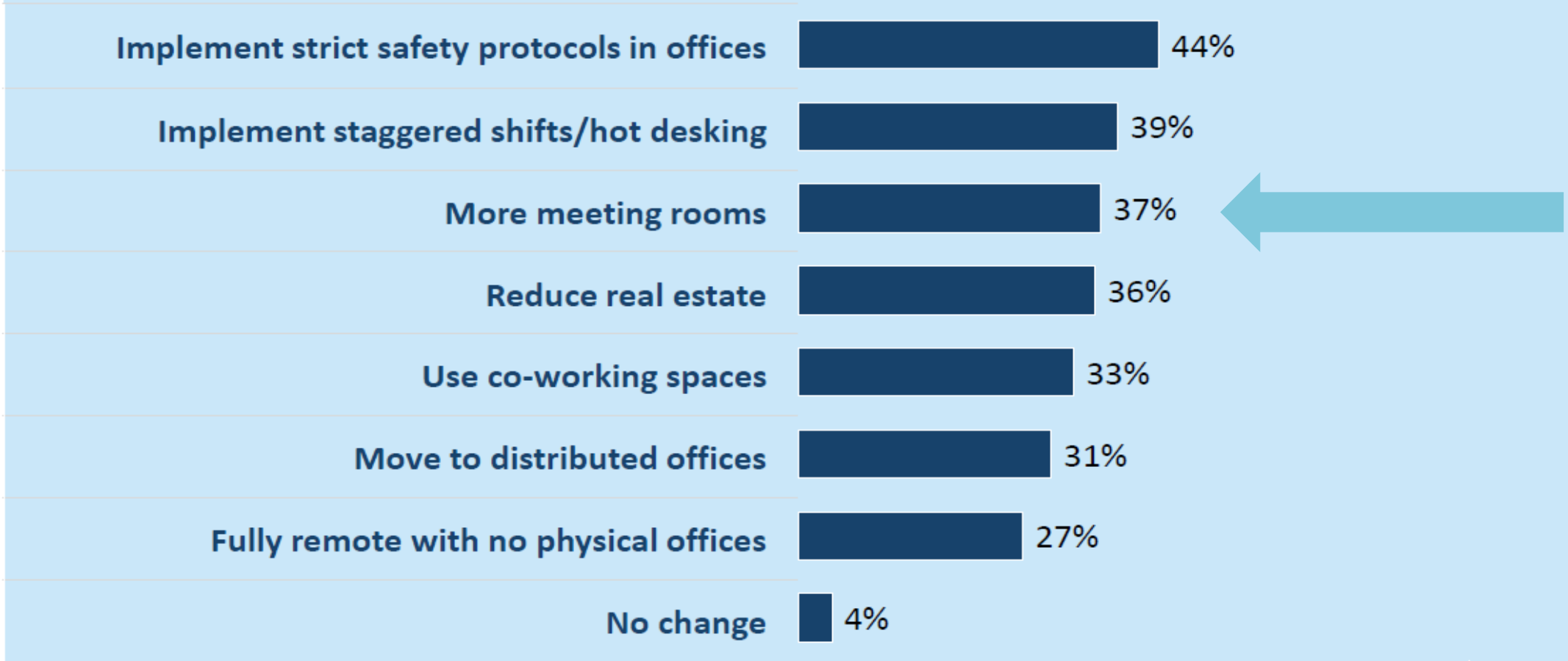
DESPITE REAL ESTATE OPTIMIZATION, NUMBER OF MEETING SPACES WILL GROW

As traditional offices and work models get upended, hybrid work will lead to dispersed teams and a sustainable demand for video meetings.

COVID-19 IMPACT ON PHYSICAL OFFICE SPACE & REAL ESTATE

ORGANIZATIONS ARE PLANNING RADICAL OPTIMIZATION OF OFFICE SPACE

Expected Changes to Physical Office Space and Real Estate Post -COVID : Global, 2020



Base: All respondents (n=3,284)
Q14. How do you expect your physical office space and real estate to change post-COVID-19?

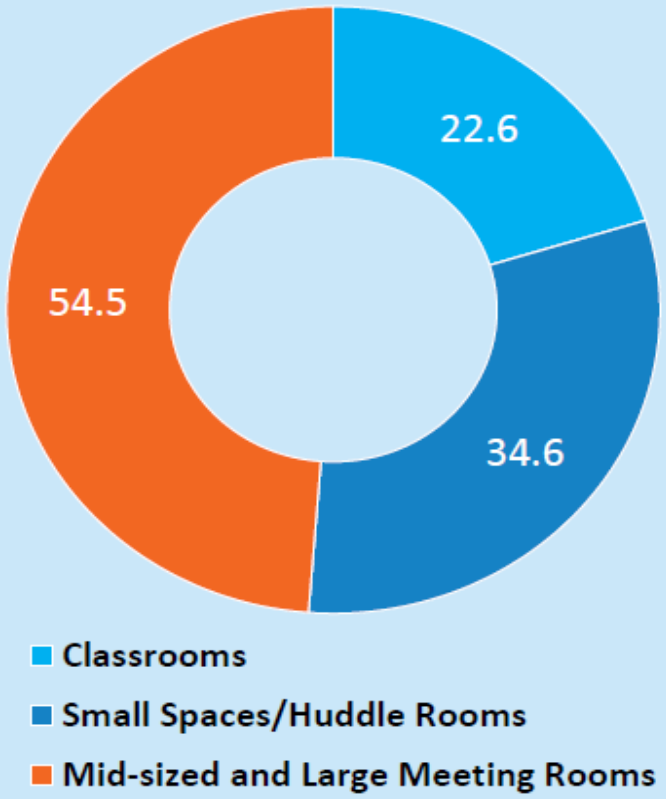
Source: End-User Priorities in Communications and Collaboration Investments: A Frost & Sullivan, Survey of IT Decision Makers, February 2021

video conferencing - the past was rather expensive

MEETING ROOM COUNT AND VIDEO CONFERENCING PENETRATION RATE

Number of Meeting Rooms and Penetration Rates, Global, 2020: Meeting Room Adoption will Grow Three Fold

Number of Meeting Rooms and Classrooms, Global, 2020 (Million)



Video Conferencing Devices*: Penetration Rate, Global

Segment	Penetration Rate (%)		
	2019	2020	2025
Small Spaces/Huddle Rooms	3.9	5.5	27.8
Mid-sized and Large Meeting Rooms	6.9	8.0	21.6
Classrooms	0.7	1.1	6.1
Total Penetration Rate	3.9	4.6	13.9

3 x

*The above data focuses on technology penetration in rooms; excludes personal and desktop video devices.

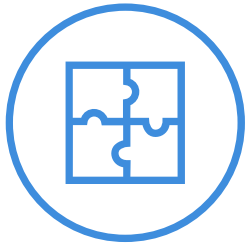
Note: All figures are rounded. The base year is 2020.

Source: Frost & Sullivan

Microsoft Teams Rooms

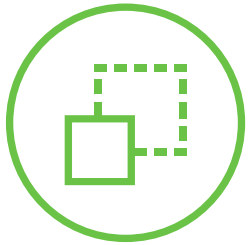
Enable everyone to be seen, heard, and fully participate from anywhere.

Lenovo collaboration solutions:
Built for the new workplace with cloud management



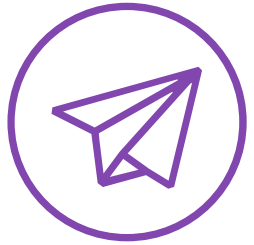
Holistic solutions

Hardware, software, services



Flexible/ scalable

Platform choice/ any room size



Enterprise-ready

Secure and manageable

Industry partnerships

Joint innovation and offerings

Lenovo 2021 Lenovo Internal. All rights reserved.

ThinkSmart Hub

All-in-one

TCO solution

- **Secure** client
- room size **scalability**
- **Remote management**

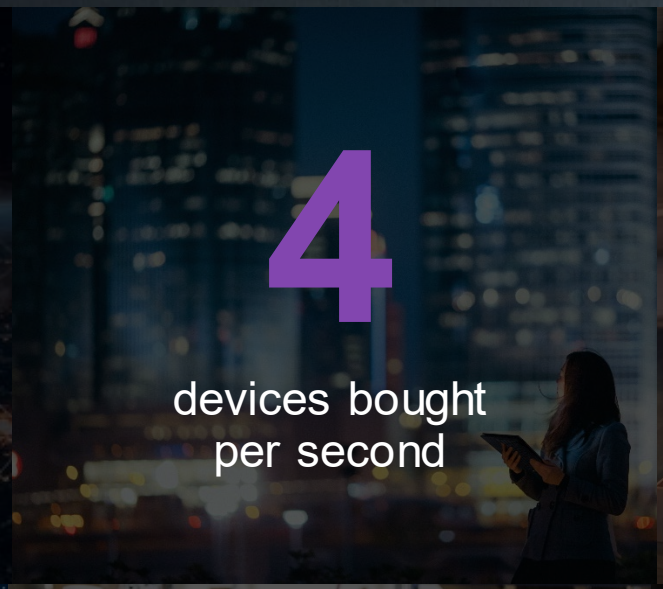
Lenovo 2021 Lenovo Internal. All rights reserved.

3:00 PM

Innovation at a global scale

Lenovo

$50B
revenue



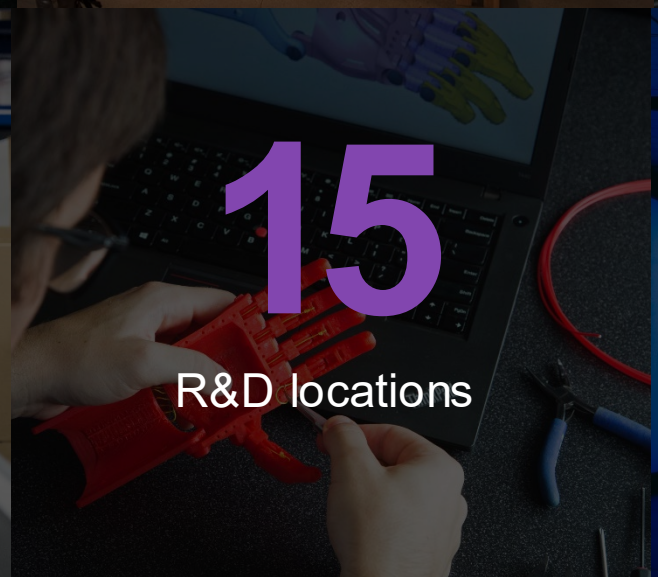
4
devices bought per second

63K
employees

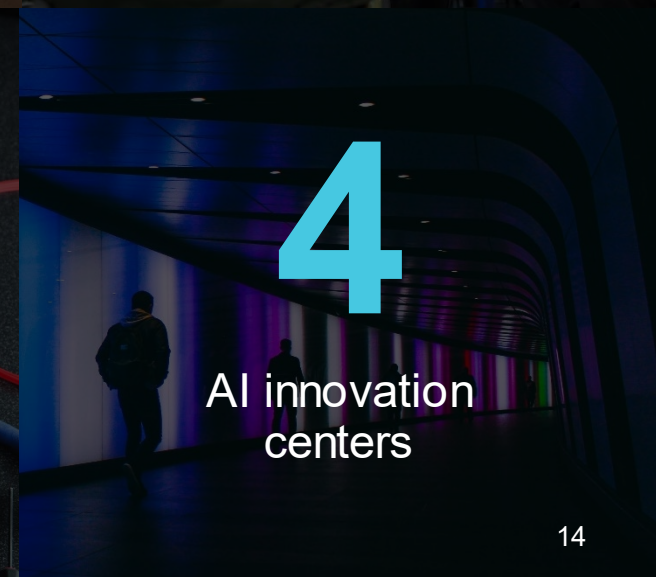
10K
engineers, researchers, and scientists

180
markets

36
manufacturing facilities



15
R&D locations

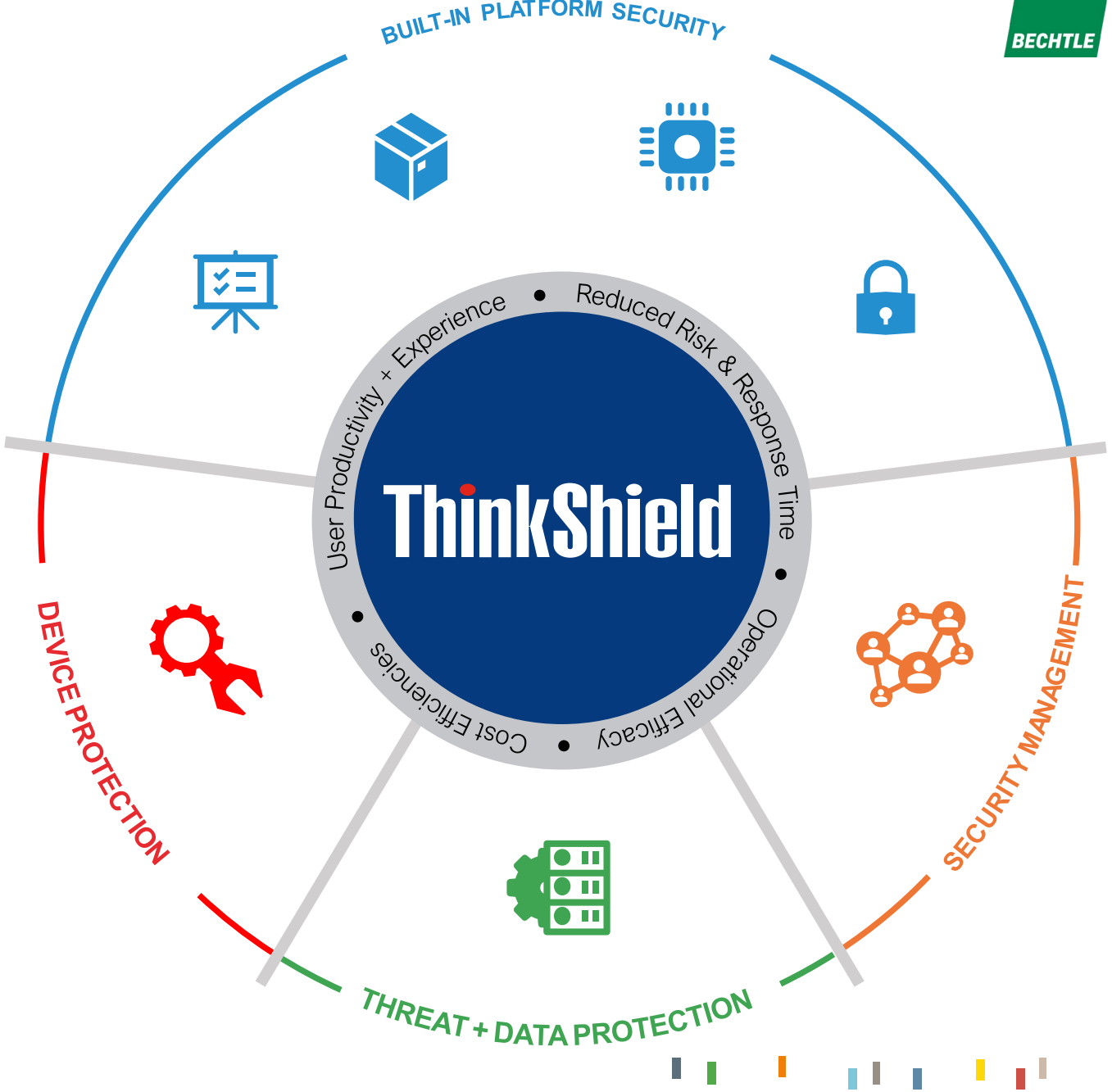


4
AI innovation centers

Lenovo 2021 Lenovo Internal. All rights reserved.

A customizable solution that secures critical data and business technologies with comprehensive end-to-end protection.

- **Security by Design** approach through the entire product lifecycle
- **Supply Chain Security** with robust policies and practices
- **Advanced solutions** that protect customers from evolving threat landscape



Self-Healing BIOS, Tamper switch, Intel vPRO and more

When BIOS is corrupted or maliciously attacked, the BIOS will "self-heal" and revert to known good backup copy

ThinkShield

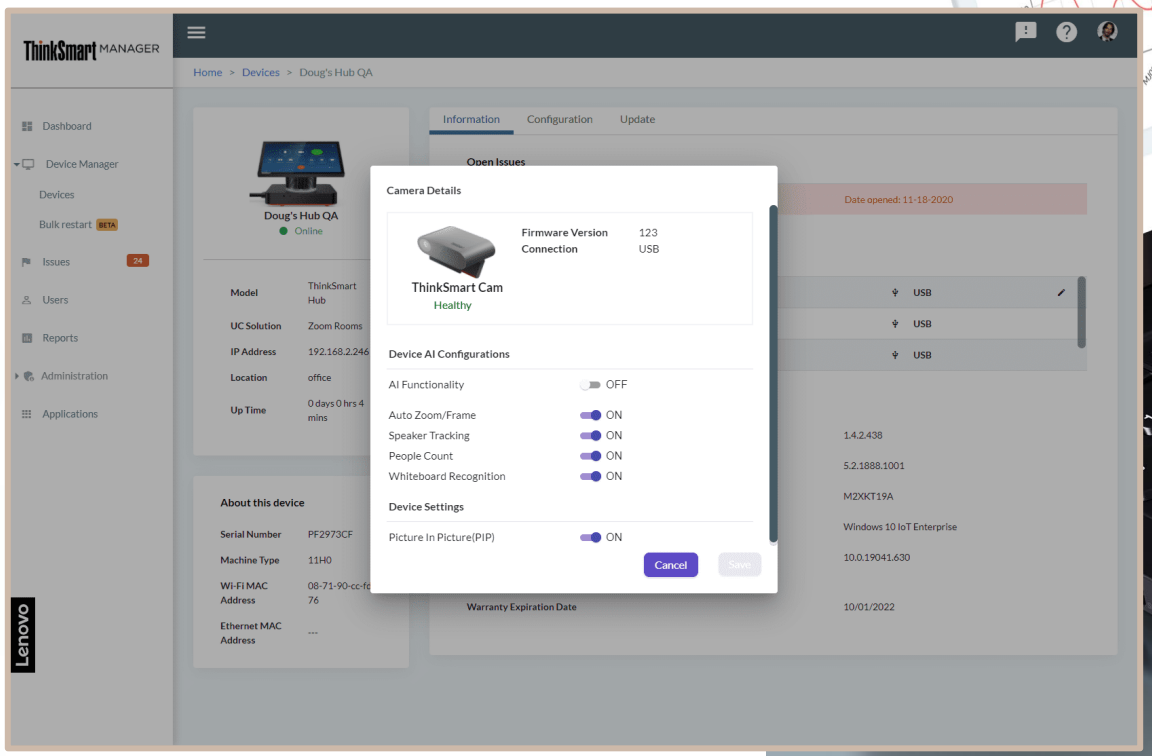
- Helps mitigate attacks against BIOS
- A resilient BIOS for less down time
- Stops "bricking" if a BIOS update is interrupted or fails
- TamperSwitch – SVP admin
- HW Shield

Lenovo 2020 Lenovo Internal. All rights reserved.

Efficient, proactive
remote management

THINKSMART MANAGER

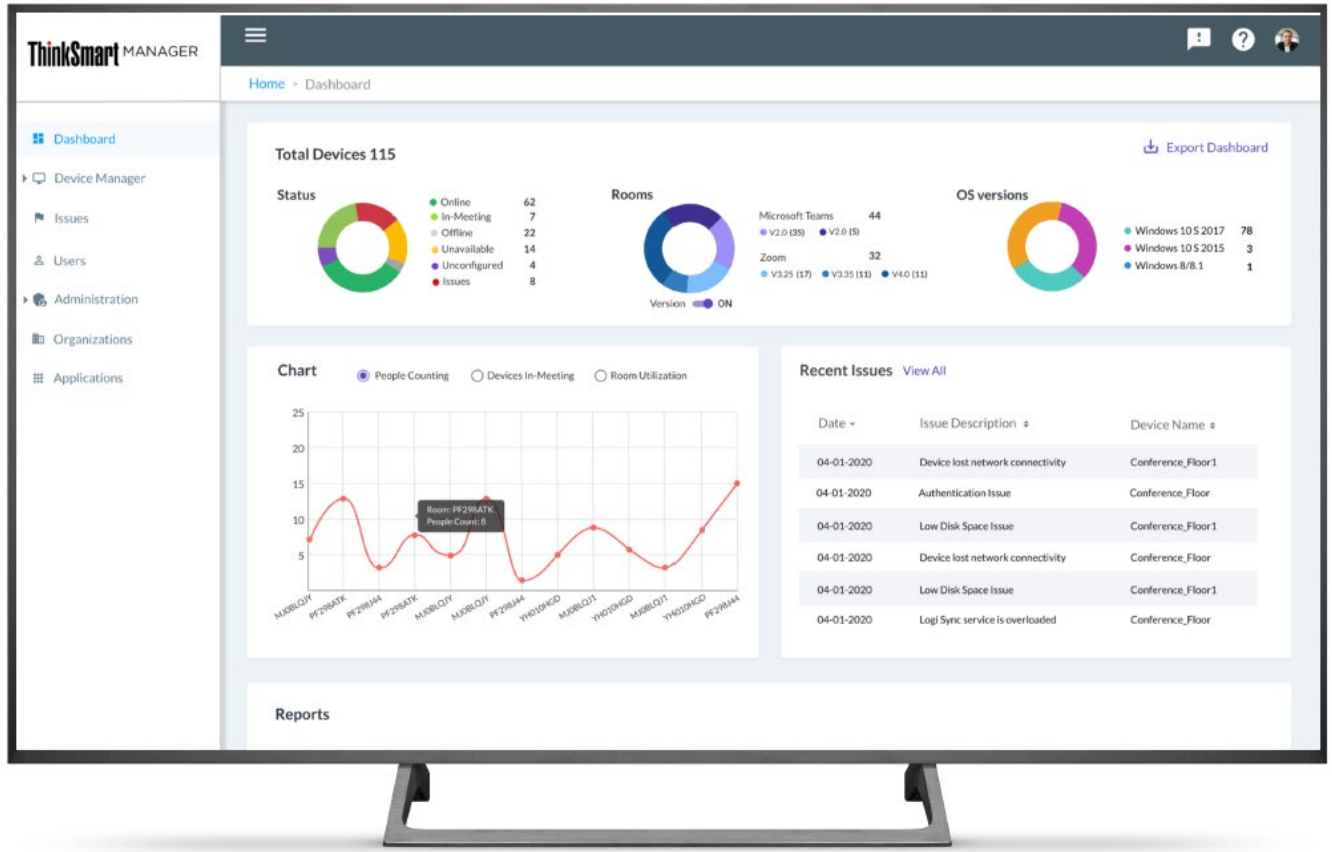
- Optimize
- Monitor
- Streamline
- **Secure**



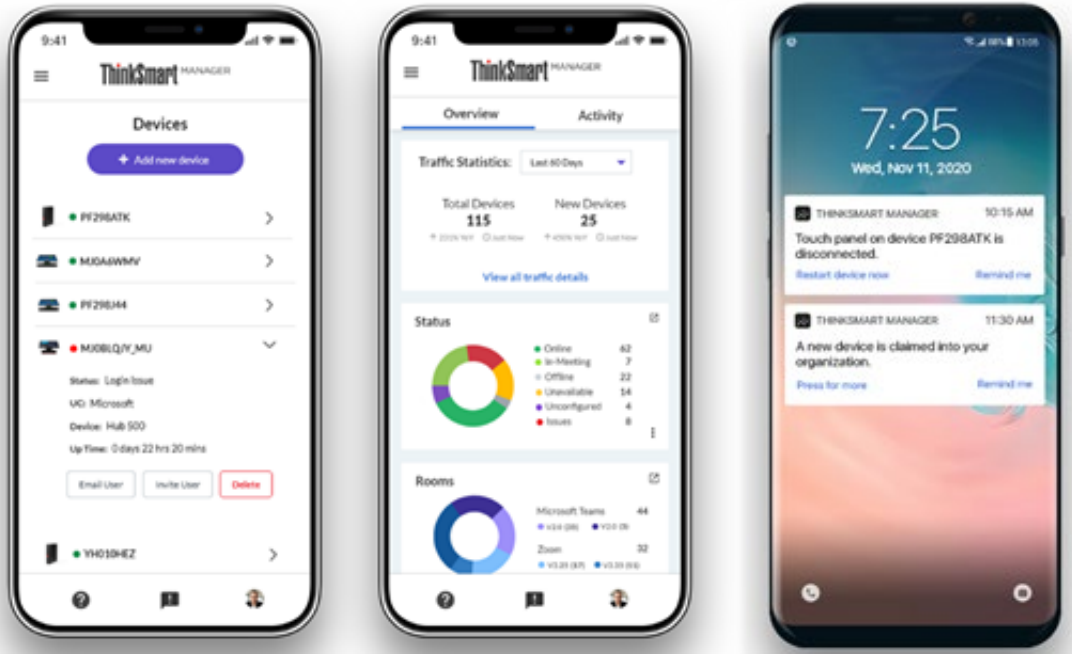
Lenovo 2021 Lenovo Internal. All rights reserved.

ThinkSmart Manager v2.0.

Enhanced Dashboard & Analytics



Windows 10 IoT



ThinkSmart Manager Mobile

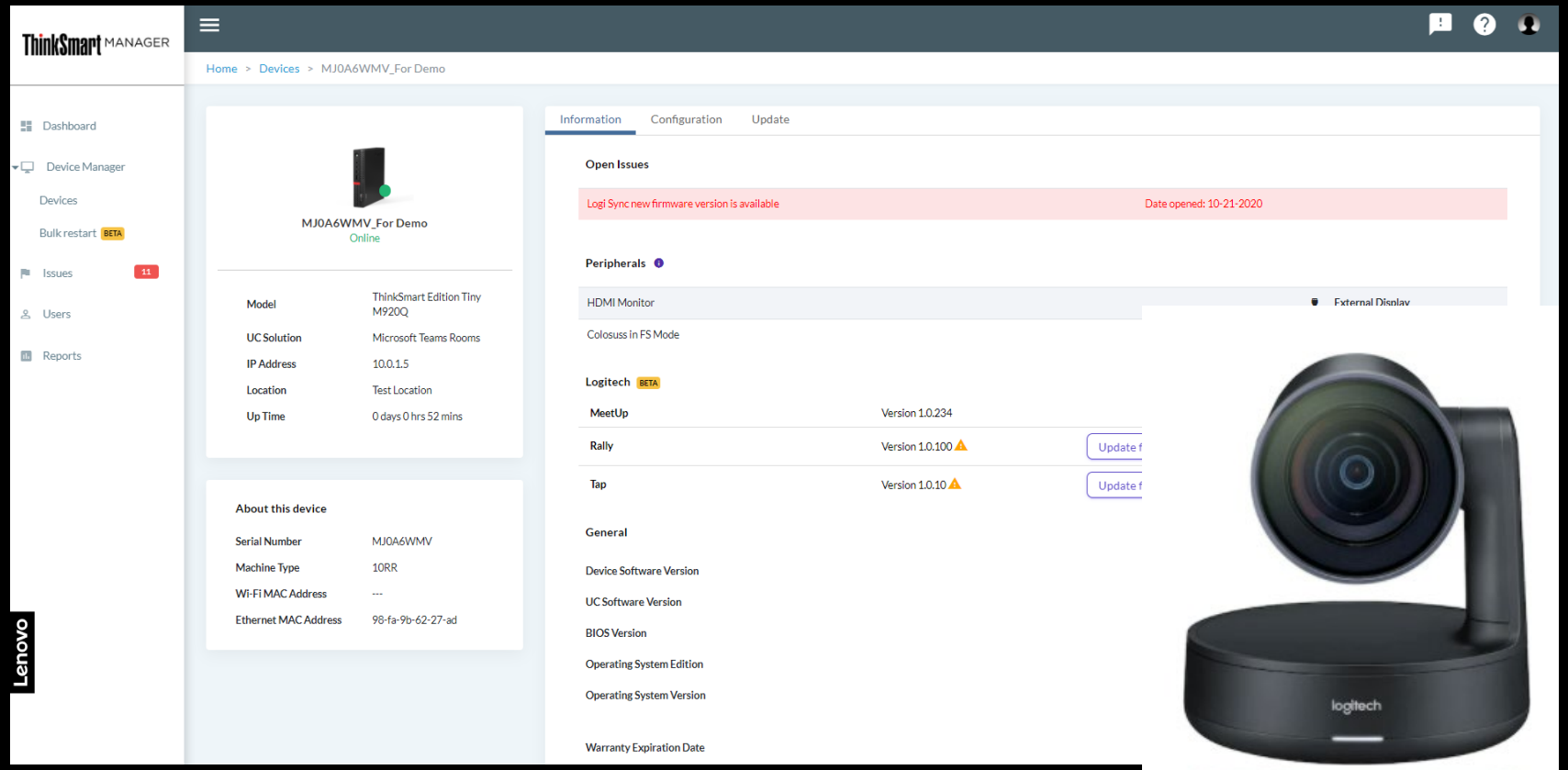
THINKSMART MANAGER PLANS

SaaS

	ThinkSmart Manager BASIC	ThinkSmart Manager PREMIUM
Can manage ThinkSmart Hub, ThinkSmart Hub 500, and ThinkSmart Edition Tiny	✓	✓
Can set up, update, and control ThinkSmart Cam and ThinkSmart Bar***	✓	✓
Can access ThinkSmart Cam app when this device is used without a ThinkSmart compute	✓	✓
See device information and configure ThinkSmart Manager updates	✓	✓
Perform bulk configuration management	✓	✓
Rotate BIOS, Windows, and Microsoft Teams passwords	✓	✓
Enable/disable Windows remote desktop functionality	✓	✓
See all the software that ThinkSmart devices are running all in one place	✓	✓
Use mobile app to see device status and register new devices	✓	✓
Perform bulk restarts		✓
Receive push notifications regarding devices via mobile app		✓
Integrate 3rd party software, Logitech Sync to manage MeetUp and Rally firmware		✓
Integrate 3rd party software Intel vPro® for BIOS-based remote management		✓
Integrate 3rd party software, ServiceNow® via API to automatically generate service tickets		✓
Access historical room meeting analytics via dashboard		✓

Logitech Sync Integration

- Ability for IT admin to:
  - Have single pane of glass between Lenovo ThinkSmart Manager and **Logitech Sync**
  - Update firmware on connected Logitech peripherals
  - See all TS Mgr and Logitech Sync issues in a consolidated listing



Compatible with Logitech: TAP, Meet-up, Rally, Swytch products.

Lenovo 2020 Lenovo Internal. All rights reserved.

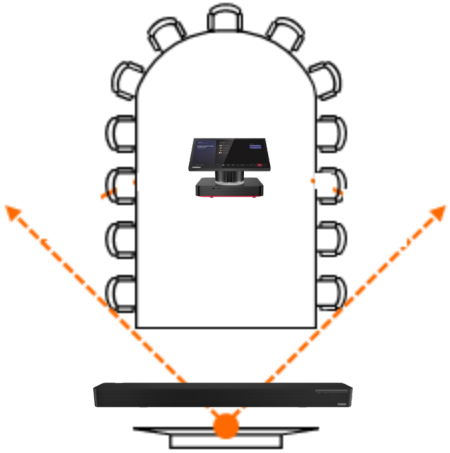
UX: Lenovo offers solutions for all kinds of meeting spaces

Personal Spaces / VIP Office Phone booth / Remote working Open space / Shared Desk / IP Phone

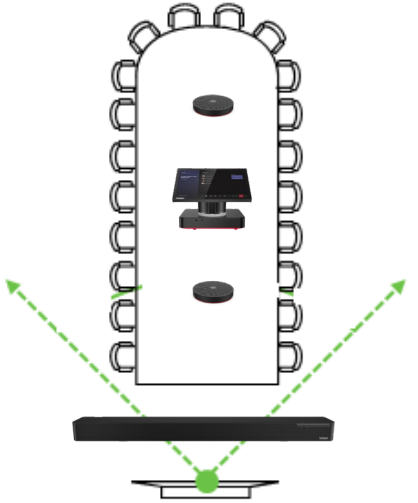
Small room

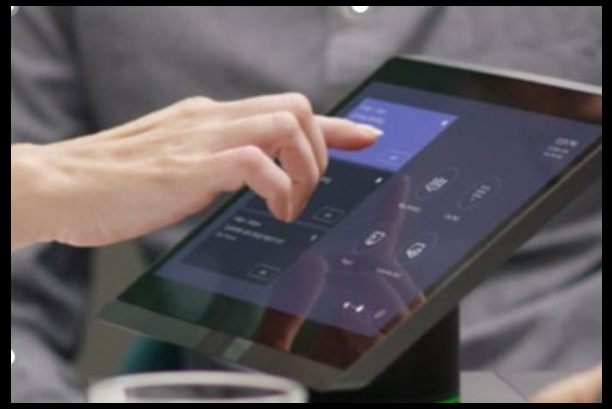
Huddle/Medium room

Large room



XL Meeting room





Microsoft Teams

zoom

Google Meet

Lenovo 2021 Lenovo Confidential. All rights reserved.

the modular - ThinkSmart **Core**

Availability by September

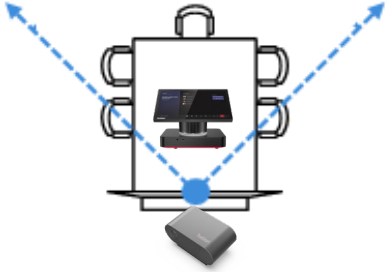
ThinkSmart Core

Our proposal for all kinds of meeting spaces

Personal Spaces / VIP Office Phone booth / Remote working Open space / Shared Desk / IP Phone

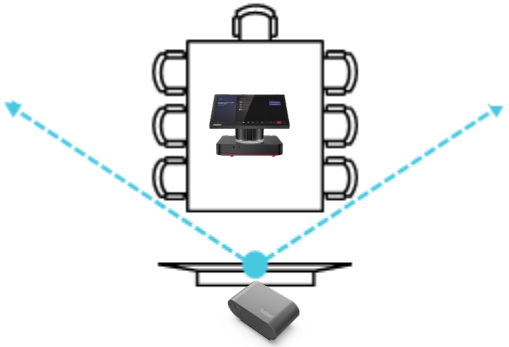
ThinkSmart View

Small room



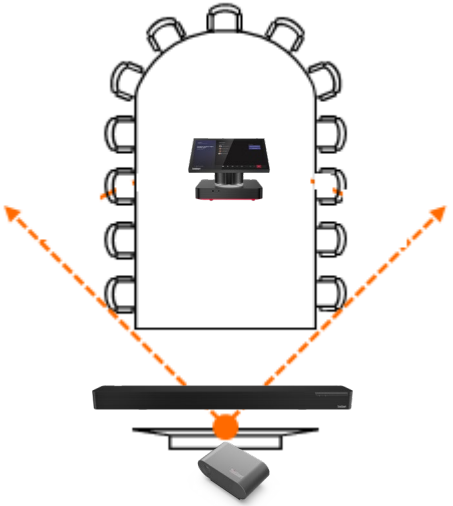
ThinkSmart Hub
ThinkSmart Cam

Huddle/Medium room



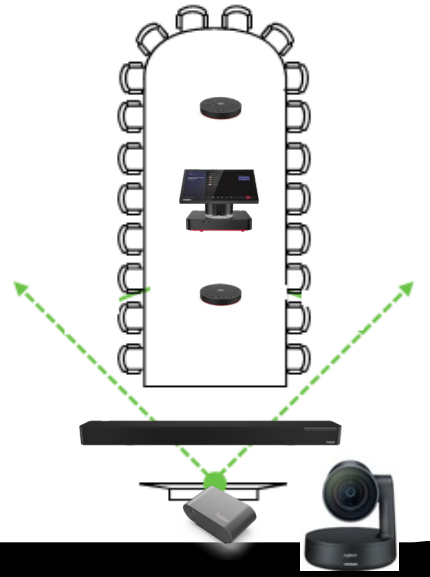
ThinkSmart Hub
ThinkSmart Cam

Large room



ThinkSmart Hub
ThinkSmart Cam
ThinkSmart Bar

XL Meeting room



ThinkSmart Hub
ThinkSmart Cam
ThinkSmart Bar XL

2021 Lenovo Confidential. All rights reserved.

Premier Support

A direct 24x7x365 line to our most elite technicians

- Advanced technical support, 24x7x365, in more than 100 markets
- Technical account managers for proactive relationship and escalation management
- Comprehensive hardware and OEM software support
- Priority on service delivery and repair parts
- Single point of contact for simplified end-to-end case management
- Lenovo Service Connect portal for customized reporting and product support

91%

of Premier Support customers indicate they would purchase again

88%

of customers indicate they would recommend Premier Support to a peer

Lenovo 2021 Lenovo Internal. All rights reserved.

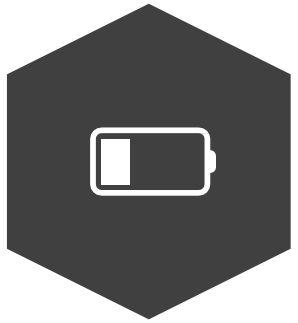
Backed by end-to-end services and support

Smart Collaboration Professional Services

ASSESS

DEPLOY

TRAIN



MAINTAIN

Lenovo 2021 Lenovo Internal. All rights reserved.

ARP Services

- Logistics | Rollout | Shipping
- Training (MS Teams)
- Solution Design
- Integration| Installation
- Firmware updates
- On site testing
- Licensing
- SLA / Maintenance
- SPOC
- Finance solution (Leasing)
- Pilot Room & Testing Materials

IT’s easy.

IT’s easy.

TEAM

Jann Furrer
Digital Signage

Didier Lüscher
Digital Signage & Meeting Room

Raphael Jöhren
Digital Signage & Collaboration

Grégory Milius
Collaboration & Meeting Room

Rosete Ciotti
Meeting Room & Mounting

Solution Videos

ThinkSmart Cam Product Tour	https://youtu.be/fghGLZUyr2g
ThinkSmart Cam Video Guide	https://youtu.be/VeSTMtIXMAs
ThinkSmart Bar Product Tour	https://youtu.be/LUC2iq03RoM
ThinkSmart Bar Demo Video	https://www.youtube.com/watch?v=BGB5abTBlow&t=8s
ThinkSmart Hub Product Tour	https://www.youtube.com/watch?v=LYoW9AWIX88
ThinkSmart Hub how to install	https://www.youtube.com/watch?v=OLWOsx1yWvE&app=desktop
ThinkSmart View Product Tour	https://youtu.be/Fpxud22iE0E
ThinkSmart View Teams Display	https://youtu.be/Fpxud22iE0E
ThinkSmart Manager	https://www.youtube.com/watch?v=Y000Z-YLGfc

Lenovo 2021 Lenovo Confidential. All rights reserved.

ThinkSmart Hub

for Microsoft Teams Rooms

ThinkSmart HUB

BECHTLE

Lenovo

intel vPro PLATFORM

Built for Business

Be Part of IT.

Vielen Dank für Ihre Teilnahme.

Lenovo Schweiz
Christoph Wittlinger | Client Technologist
cwittlinger@lenovo.com

Grégory Milius | Channel Account Manager CH & A |
Bechtle Schweiz AG
Gregory.milius@bechtle.com