

Success Story:

Lenovo

Industry

Technology Manufacturing

Headquarters

Beijing, China and Morrisville, NC

Number of Employees

60,000



Challenge

Lenovo is a global technology manufacturing company that serves customers in more than 160 countries around the world, and one that continues to grow through strategic acquisitions. The company needs to be able to support customers with its wide range of computers, tablets, smartphones and other devices, reduce the number of service repairs, and scale or adjust the support team quickly and easily. As the business expanded, it faced several key challenges:

- Supporting a wide range of products requires a robust and reliable solution for both software and hardware troubleshooting
- Reducing costly service delays was critical to maintaining customer satisfaction and minimizing downtime
- The company needed the ability to scale its support teams quickly during growth periods or acquisitions without compromising efficiency or introducing delays
- Managing and monitoring a global support team required centralized visibility and the ability to make systemwide changes with minimal effort

In a technology manufacturing environment where uptime, speed, and efficiency are paramount, the stakes were high for implementing a solution that could handle the company's global scale and technical complexity.



Solution

Lenovo has remained a Rescue customer since 2010, when the company implemented remote support for the first time. When the company acquired Motorola, also a Rescue customer, migration was not only a smooth process but also allowed for global supervision and service. The team uses Rescue + Mobile and Rescue Lens to successfully support both software and hardware issues in a wide range of devices. The interface allows admins to navigate through all technicians in all regions very easily, while flexible reporting puts the information they require at their fingertips. Additionally, the Rescue team partnered with Lenovo to integrate an API to manage agents worldwide, without having to make time-consuming changes, one agent at a time.



Results

By leveraging Rescue, Lenovo has successfully transformed its global support operations, offering faster, more efficient service while reducing costs:

- **Shortened resolution times and lowered support costs:** By achieving faster incident resolution and reducing time-to-delivery for service, the company has saved approximately \$1 million per year in support operational costs.
- **Improved scalability during growth:** Rescue's intuitive interface has allowed the company to onboard new technicians and teams quickly, enabling the organization to scale its support operations effortlessly as it grows.
- **Simplified global management:** The API integration enabled the company to streamline agent and team management processes, eliminating the inefficiencies of manual updates and configuration changes.
- **Enhanced remote troubleshooting:** Rescue Lens has played a pivotal role in reducing the need for on-site visits, allowing customers and technicians to resolve hardware issues directly through real-time video streaming, saving time and reducing downtime for customers.

Lenovo has also integrated Rescue Lens into its proprietary customer mobile app, allowing end-users to remotely troubleshoot equipment issues without requiring an agent on-site—an innovation that has further enhanced customer satisfaction and operational efficiency.

By choosing Rescue, Lenovo has ensured its ability to meet growing customer demands while reducing costs, enhancing productivity, and driving customer loyalty across the global technology manufacturing landscape.

“We use Rescue in every contact center we have around the world. The Rescue team has been very helpful as we look for ways to better manage all of our agents worldwide.”

Ronald Mitchell

Director,
Worldwide Contact Centers,
Lenovo