



E r g o n o m i c
G R O U P

Lenovo™

Top 20 Pharmaceutical Company Optimizes the Management of Lenovo Device Ecosystem

Real-time Automated Procurement & Maintenance Workflows Drive Significant Cost Savings

THE PROBLEM

With hundreds of locations and users to manage and thousands of laptops, tablets, and desktops to update, many enterprises struggle with IT administration and workflows—particularly when it comes to the ordering, delivery, and servicing of end-user devices.

This was the issue facing one Top 20 pharmaceutical company. The global research-based organization, which is comprised of numerous international locations, was struggling to achieve efficiency and accuracy when it came to placing, processing, and receiving IT orders for new end-user devices. Unable to process each order individually, the pharmaceutical company needed a way to streamline and automate the ordering of affordable, high-quality devices, ensuring that each reached its destination—and received necessary updates—as needed. They enlisted the assistance of Ergonomic Group (EGI) to find a solution.

THE SOLUTION

Through EGI's long-standing relationship with Lenovo, the company was first able to lock in the best possible pricing options for all of the organization's end-user devices. EGI's Configuration Center in Glastonbury then took on the imaging, asset tagging, and kitting of the pharmaceutical company's incoming Lenovo devices. Now, the pharmaceutical company leverages EGI Incompass™—a web application that alleviates the administrative burden of IT management—to automate ongoing procurement and maintenance workflows into a streamlined system for accurate, as-needed IT ordering across their dozens of global locations. Incompass also allows the company to track device status in real-time, ensuring that Windows 10 migrations and ongoing Lenovo software updates are performed in order to maintain the core capabilities their various locations and users need.

THE RESULTS

For this large pharmaceutical company, the EGI Incompass application and Lenovo's end-user devices delivered:



Significant Cost Savings through EGI's competitive Lenovo pricing.



Increased Control & Care of Devices as they are ordered, delivered, and migrated to Windows 10.



Efficient IT Workflow Automation that streamlines the addition of new end-users.

Ergonomic Group (EGI) has been transforming IT obstacles into opportunities for more than 30 years.

- A unique breed of IT partner, pairing deep technology expertise with a wide breadth of business insights.
- Led by 200+ proven expert professionals including 55% technologists/engineers.
- Expert provider of Logistics Management Services.
- Complete Workflow Management Services with 24/7 proprietary web-based procurement tools.

Solution Snapshot: How it Works

The EGI Incompass web app was designed as a real-time, online product requisition, quoting, and ordering system. Today, the app includes multiple workflows and analytics for the processes of different departments and affiliates across the organization.

With Incompass, the large pharmaceutical company quickly established automated workflows for the continual ordering, delivery, and updating of Lenovo devices without having to re-enter information for tracking and configuration purposes. Each of the Incompass modules used by the pharmaceutical company were integrated with and tailored to the company's specific requirements across all of their global locations, effectively unifying and streamlining the procurement and maintenance of all Lenovo end-user devices on an ongoing basis. Thanks to a company-wide device tracking system, the organization also has complete visibility into the IT lifecycle of their current Lenovo devices, receiving real-time insights into when Windows 10 migrations and other updates are necessary. These Windows 10 migrations can then be rolled out as necessary in order to keep all end-user devices up-to-date and operating at peak efficiency.

By utilizing EGI Incompass for the procurement and optimization of Lenovo end-user devices, this large pharmaceutical company enjoyed:

- **A continuous automated ordering structure** that ensures the accurate delivery of Lenovo devices to the correct global locations.
- **Imaging, asset tagging, and kitting** at EGI's Configuration Center in Glastonbury, Connecticut.
- **Efficient Windows 10 migrations** managed via the EGI Incompass app on an ongoing basis.
- **Higher employee productivity** thanks to fully-updated, Windows 10-optimized Lenovo end-user compute devices to replace 5-6 year old devices.
- **Configurable, tiered approval systems** for all ongoing quoting, ordering, and management processes.
- **Customized data analytics reports** on orders and device status for complete transparency.
- **Tracking system** for total visibility into the technology lifecycle of all Lenovo devices in use.

Workflow Automation via EGI Incompass™ Web Application

With comprehensive mix-and-match functionality, Incompass allows users to choose from 7 pre-built modules for simplified, end-to-end IT management:

- **Web-Based Procurement**
- **Asset Management**
- **Maintenance Management**
- **Software License Management**
- **Deployment Management**
- **Cloud Management**
- **Financial Management Analytics**

**Automate Workflows.
Efficiently Manage Your Device
Ecosystem. *With EGI & Lenovo***

**Contact EGI to discuss how we can help your business
optimize its entire device ecosystem.**

Visit www.ergogroup.com/our-partnerships/lenovo to learn more.

Like this large pharmaceutical company, today's enterprises need automated solutions for the management of the desktops, laptops, and tablets that constitute their entire end-user device ecosystem. With EGI and Lenovo, companies can procure and maintain all end-user devices with accuracy, efficiency, and affordability.



Lenovo

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