

# Empowering employees to deliver **customer service excellence**

## Wesleyan

With Lenovo TruScale Device as a Service (DaaS), a component of Lenovo Digital Workplace Solutions (DWS), Wesleyan can equip every employee with the digital tools they need to deliver outstanding customer experiences, while slashing the time, effort, and cost of managing its IT estate.

### Customer Problem

End-of-support and end-of-life laptops and notebooks were beginning to cause challenges for Wesleyan's customer-facing teams—and the company looked to replace its aging IT estate.

### Lenovo Solution

TruScale DaaS enabled Wesleyan to deliver 1,400 preconfigured ThinkPad laptops to its employees. The new devices are managed by Lenovo, including device collection, reuse and recycling at the end of the lifecycle.

### Business Impact

With services and support from Lenovo, Wesleyan ensures that employees can rapidly access important digital tools from anywhere—contributing to high-quality customer experiences and relieving pressure on the company's IT team.



“Lenovo TruScale DaaS has given us breathing space to plan our future IT strategy, safe in the knowledge we are working with a trusted partner.”

#### Nik Thompson

Technology Service Operations Manager,  
Wesleyan



Empowers employees to maximize productivity



Frees up IT resources with Lenovo services and support



Cuts capital costs with flexible payment options

**WESLEYAN**