



SUCCESS STORY

PC-giant Lenovo says:
“ProOpti – a real TEM lifesaver”



LENOVO, a 46-billion USD, global Fortune 500 company headquartered in Beijing, is a leader in providing consumer, commercial and enterprise technologies. It is no. 1 in the PC market with a 21 percent record, global market share. It is also No. 1 in China and No. 3 worldwide in supplying servers and has solidified its position as No. 1 in tablets. It further commands a high share of the smartphone market. Lenovo turned this year to ProOpti's regional office in China, in search of a telecom expense management (TEM) solution to help control its mobile telephony costs, monitor quality and manage its communication services.





The Pro solution was officially put into operation recently. With data having been integrated for just two months now (at the time of writing), we need more time to evaluate how much Pro will end up saving us. But if I were to make a rough estimate, I'd say savings will be substantial, easily achieving a six figure SEK saving per annum.

Xu Hui, Supervisor, ADM department, Lenovo

“We are a huge company and in China alone, we have some 16,500 company mobile numbers, for which we were handling the costs, invoices and even the numbers themselves manually,” says Xu Hui, supervisor, ADM department, Lenovo. “Manual management simply could not keep up with the high demand for mobile communications here at Lenovo. In short, it was inefficient and costly.”

“Trying to manage their mobile invoices and costs for more than 16,500 mobile users efficiently and effectively around the whole of China was the biggest challenge for Lenovo,” says Guojing Li, Sales Director China, ProOpti Sweden AB. “They turned to us for help and particularly appreciated our local presence and on-site capabilities in China – i.e. being assisted in all the planning phases as well as in implementing and maintaining the solution.”

Conveniently, the ProOpti solution, named Pro, exports to most major business and financial systems. “Once we installed the export module, our consultants worked with Lenovo to configure and adapt the export file in such a way as to fit their way of managing the information in their specific business system,” says Li.

“Now, rather than service providers invoicing each subscription and cost account, with Pro, all invoicing is centralized, with costs distributed.”

Through entirely web-based portals, the system allows for easy distribution of information – e.g. scheduled reports

– throughout the organization. Pushing cost reports to management through an automated e-mail function enables and supplies data for cost control within departments. This has been winning great feedback from many departments within Lenovo.

“Pro now makes the telecom costs and structure clearly visible. It's much easier to effectively monitor and control employee mobile costs,” says Hui. “We can quickly and easily check that the right invoicing amount is being charged and paid. In other words, we're back in the driver's seat. It feels good to have regained control over costs that were starting to feel like they were running away.”

Lenovo has already seen noticeable improvements in mobile-management efficiency, auditing and supervision. Pro has cut costs, streamlined administration and simplified Lenovo's internal processes.

“The best part is that it has dramatically increased employees' awareness of mobile costs, which helped change their communication behavior, leading them to proactively use their mobile phones in a more reasonable way,” says Hui.

“Without Pro, this could not have been achieved. All in all, this TEM solution has boosted our management quality and efficiency of our mobile communication, so we're very pleased with our decision to have implemented Pro,” concludes Hui.



Lenovo owns the greatest track record for innovation in the PC industry, consistently winning awards and receiving rave reviews. Lenovo remains committed to innovation across our entire device portfolio and will continue to leverage our history of technological break-throughs into new product categories that drive future growth. Innovation is how Lenovo achieves competitive differentiation and drives new market opportunities, such as mobile Internet, digital home and cloud computing. Lenovo operates 46 world-class labs, including research centers in Yokohama, Japan; Beijing, Shanghai, Wuhan and Shenzhen, China; and Morrisville, North Carolina, U.S.



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