Transforming the Data Center -"Legacy-Free" Kirk Skaugen President, Data Center Group September 6th, 201 2017 Lenovo All rights reserved







3 out of 7 Smartphones on CNET's "Best of" list for 2017

3rd WAVE: "DEVICE + CLOUD"







3 DEVICES / SECOND -> ?

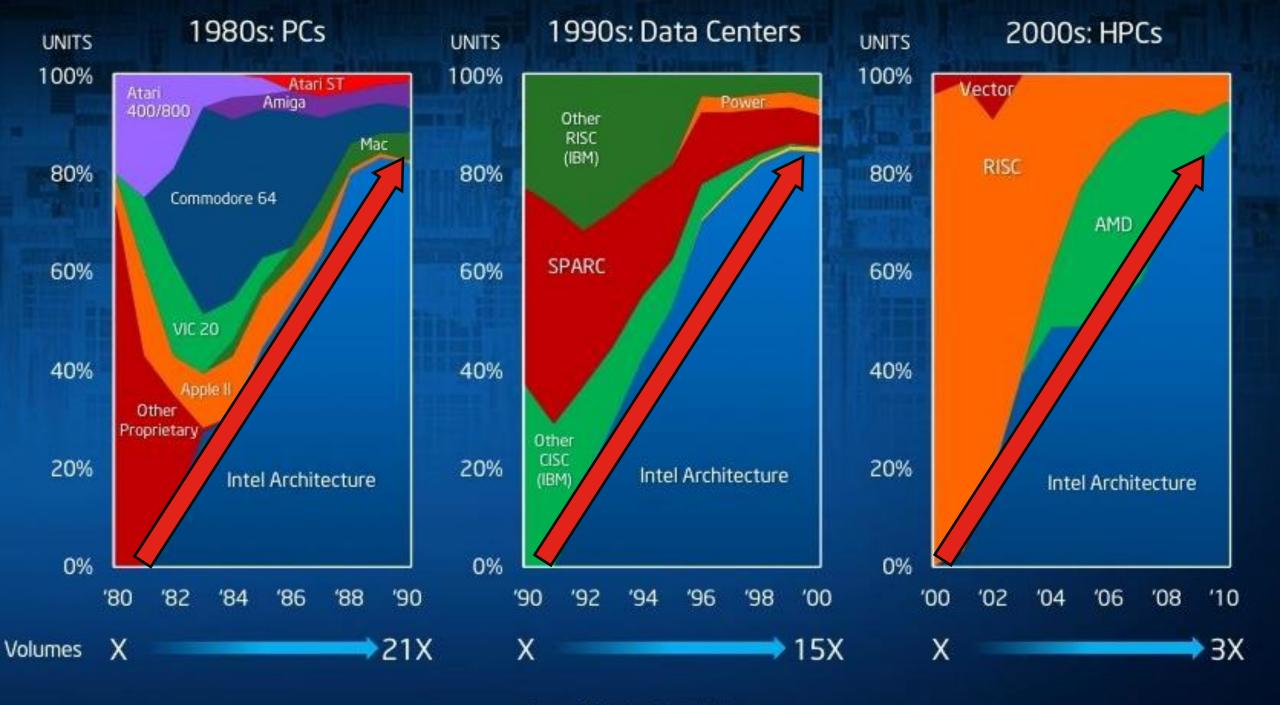
7 RESEARCH CENTER

2017 FORTUNE GLOBAL 500

#226

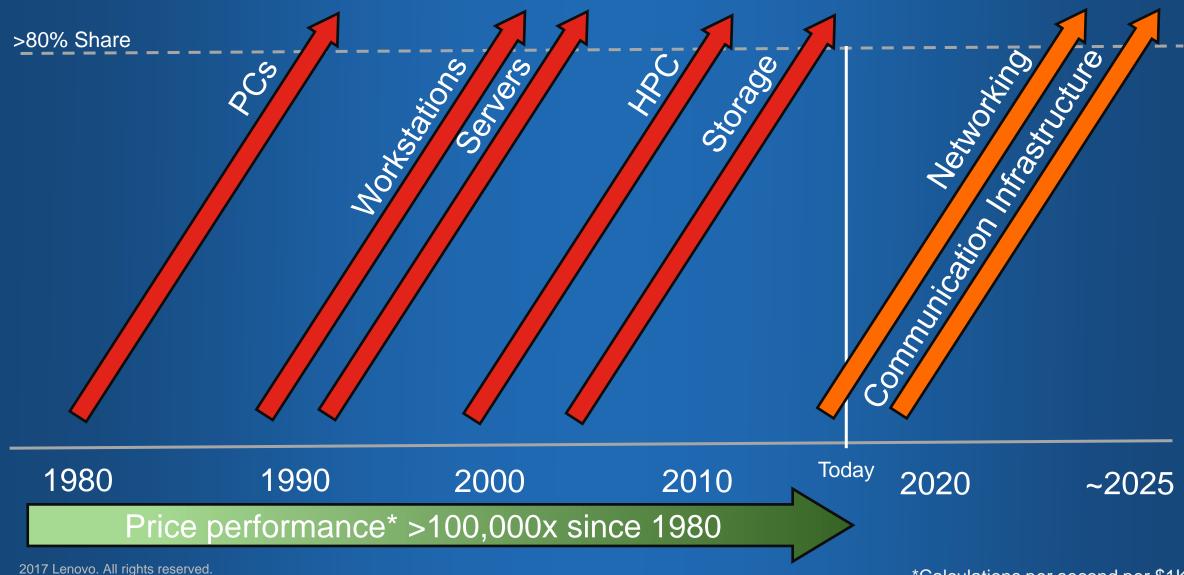
SERVICING CUSTOMERS
IN 160+ COUNTRIES

36 MANUFACTURING FACILITIES



PROPRIETARY HW GIVES WAY TO STANDARD HIGH VOLUM

Conceptual view



TRANSFORMING THE DATA CENTER

LENOVO'S LEARNING CULTURE



a



System x



Lenovo RackSwitch

lenovo

EMC²

BladeCenter

Flex System







ThinkAgile

Next Generation IT

for software-defined infrastructure

ThinkSystem

Server, Storage, & **Networking Solutions** for the future-defined data center



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14 SERVER PLATFORMS

7 STORAGE

OFFERINGS

ThinkSystem

MOST COMPREHENSIVE PORTFOLIO IN OUR HISTORY

5 NETWORK SWITCHES







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PERFORMANCE

REPLACEMENT PARTS
AVAILABILITY

PURCHASE PRICE ACQUISITION COST

POST-PURCHASE CUSTOMER CARE

ON-SITE TECHNICAL EXPERTISE

VIRTUALIZATION, EFFICIENCY, SCALABILITY

ON-SITE
RESPONSE TIME

INITIAL HARDWARE QUALITY

SELF-SUPPORT AUTOMATED SUPPORT ONGOING HARDWARE
RELIABILITY

SOCIAL MEDIA
SUPPORT

TOTAL COST OF OWNERSHIP

ONLINE TECHNICAL SUPPORT

ONGOING SERVICES
AND MAINTENANCE

ONLINE PRODUCT

H IN CUSTOMER SATISFACTION

PRODUCT DESIGN FEATURES

PHONE SUPPORT TECHNICAL EXPERTISE

PHONE SUPPORT AVAILABILITY

IN 22 OF 22 ATTRIBUTES

MANAGEMENT CAPABILITIES

SALES RESPONSIVENESS DELIVERY TIME & PRODUCT AVAILABILITY

ONE-TIME SERVICES
AND SETUP

Lenovo DCG kept our #1 position in customer satisfaction for the 7th consecutive TBR study since January 2015 and 23 of 29 since 2H 2009

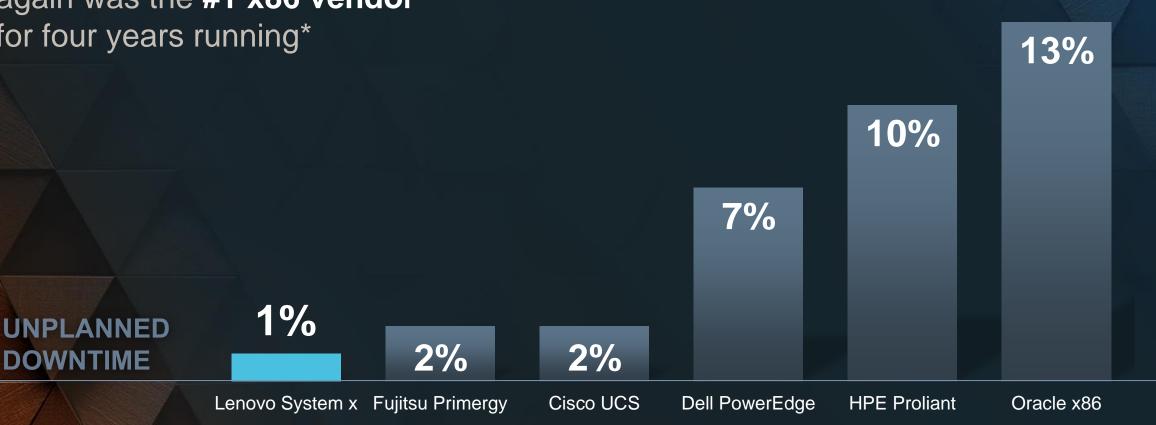
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#1 IN x86 RELIABILITY

In the latest ITIC reliability survey 2016 – 2017, Lenovo again was the #1 x86 vendor for four years running*

Lenovo servers achieved the highest levels of "five nines" or 99.999% reliability among all mainstream server hardware platforms



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SAP BWoH 4 SOCKET TPC-E (x2) 2 SOCKET SPECvirt_sc2013 (x2)
2 SOCKET

SPECpower

2 SOCKET

SPECjbb2015 4 SOCKET

STAC-M3 (x15) 2 SOCKET

SPECjbb2015 (x3) 8 SOCKET

> SPECint_base2006 8 SOCKET

44 NEW WORLD RECORD PERFORMANCE BENCHMARKS

190+ SINCE 2001

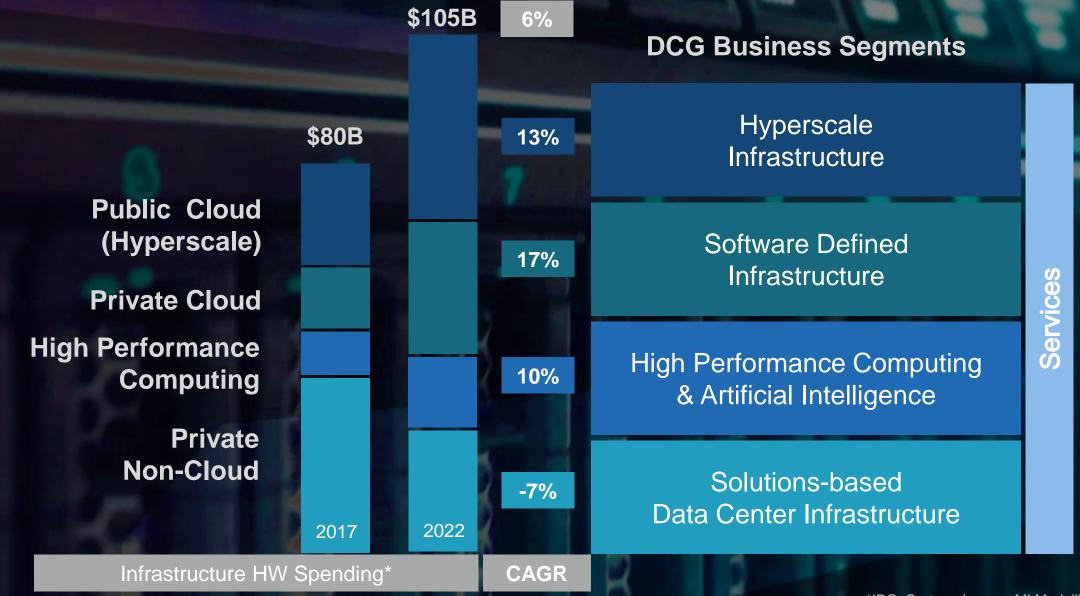
TPC-H 4 SOCKET

STAC-M3 (x11) 4 SOCKET SPECmpiM2007 2 SOCKET

SPC-1 Storage

SPECjbb2015 (x2) 2 SOCKET SPECvirt_sc2013 (x2) 4 SOCKET

CUSTOMER-CENTRIC APPROACH



LENOVO DCG TRANSFORMED

New Dedicated Sales & Marketing

New Dedicated Supply Chain & Quality

New Customer-Centric Segments

New Globally Consistent Channel Programs

New Systems Integrator Relationships

New Leadership Team





Different is better