



# Development of a Token Management System for Lenovo



TalentPace solution helped Lenovo serving their repair line customer orders more efficiently and to establish great customer loyalties.

## Customer Profile

Founded in 1984, Lenovo is one of the world's leading personal technology companies, producing innovative PCs and mobile internet devices. Now, #286 on fortune 500 list, Lenovo is the world's largest PC vendor and fourth largest smartphone company.

Whether a PC, smartphone, tablet, smart TV, server, workstation or storage, Lenovo makes the products that customers need. Whether smart connected or infrastructure devices, Lenovo is creating real differentiation from the competition thanks to its vertically integrated end-to-end business.

## Business Scenario

- Lenovo's service centers is entrusted to serve the customers with repair line orders more efficiently. In order to achieve the strategic goals, Lenovo decided to launch fully integrated self-service queue management system.
- This solution has to help reducing customer waiting time, ensuring all the customers served in order or in a priority basis.
- Ultimately, the solution had to provide Lenovo with insights of corporate functions to better monitor their activities and optimize decisions.
- The software should serve as a mission critical business application allowing Lenovo smooth operations at store counters and should not fail at any point in time as such failure will result in serious customer dissatisfaction.

## Solution Delivered

- TalentPace team had designed and developed sophisticated hybrid Mobile solution using Ionic framework.
- Integrated multiple third party tools and technologies enabling smoother back-office functions of Lenovo Service Centers across the globe.
- Provided robust, scalable and secured architecture and also developed the entire system in quick turnaround time.
- CMM standards are followed throughout the development life cycle and delivered quality system.
- Database Administration and Management services include administration tasks that are required for the physical database organization such as systems DBA activities.

## Business Benefits

- Mobile/tablet based solution helped Lenovo handling day to day operations at Lenovo service centers allowing customers enrolling their repair issues and get register the issue with an interactive touch screens.
- The completely automated repair line order processing at the service centers helped the customers of Lenovo realizing the wait time, Charges or claiming the warranty of the product with an easy to use graphical interface.
- Thoughtful interface design, supplemented with formal usability aspects and integrated testing ensured a great self-serving experience.
- Our reliable and scalable software implementation ensured Lenovo's service order processes fulfilled and delivered in a timely manner.

## Technologies

- .NET
- MVC5
- Dapper
- WEB API
- Android
- Ionic
- Angular JS
- HTML5/CSS3



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*TalentPace provided Lenovo India with software development services building a comprehensive Token Management system with remarkable quality. They have delivered a robust and a scalable solution helped us launching this across the nation at Lenovo service center within a short turnaround time. We are very happy with TalentPace and continue working with them.*

**Yathish**

Head, Services division  
Lenovo India

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## About TalentPace

TalentPace is a leading new generation information technology and global consulting services company delivering IT enabled solutions to the customers from across the geographies. Deep industry experience combined with customer centric approach makes TalentPace a remarkable partner in successful business outcomes. Our strong commitment and demonstrable capabilities TalentPace always delivered measurable and sustainable services to our customers. For more information, please visit [www.talentpace.com](http://www.talentpace.com) or write to us at [info@talentpace.com](mailto:info@talentpace.com)

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