

# Workstation Warranty Repair Rate Study

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**Report sponsored by Lenovo**

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TECHNOLOGY BUSINESS RESEARCH, INC.

# Lenovo workstations repair rates fare better than competitor averages

## Lenovo workstations are very reliable, boosting end-user productivity



Lenovo's mobile and desktop workstation repair rates, as reported by customers, mean that end users can expect fewer interruptions in their work, compared to competitor averages.

TBR believes repair rates are highly important in supporting productivity and affecting IT reputation.

# Lenovo's investments in desktop and mobile workstation design, engineering and manufacturing processes lead to fewer failures than competitors

## Key findings & implications:

Due to Lenovo's attention to design, engineering (especially attention to temperature control) and manufacture, TBR believes the company's workstations have demonstrably low repair rates than competitor averages.

### The result:

Lenovo workstations had lower than top vendor average repair rates in all three years represented in this study, leading to 23% fewer interruptions in the first year of ownership, 19% in the second year, and 36% in the third year.



AGGREGATED DESKTOP AND MOBILE WORKSTATION REPAIR RATES  
(Mean % of Systems Requiring Warranty Repair)



SOURCE: LARGE ENTERPRISE REPAIR RATE STUDY, APR/MAY 2012, TBR; TOTAL N=440

# Lenovo's mobile and desktop workstation portfolio is more dependable than competitors' averages

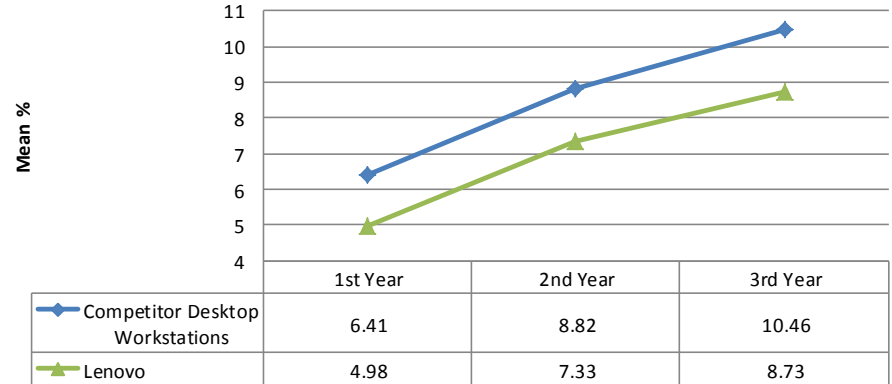
**Lenovo ThinkPad W mobile workstations and ThinkStation desktop workstations are more durable over time than competitors' averages, requiring fewer repairs than average systems.**

## Key Findings

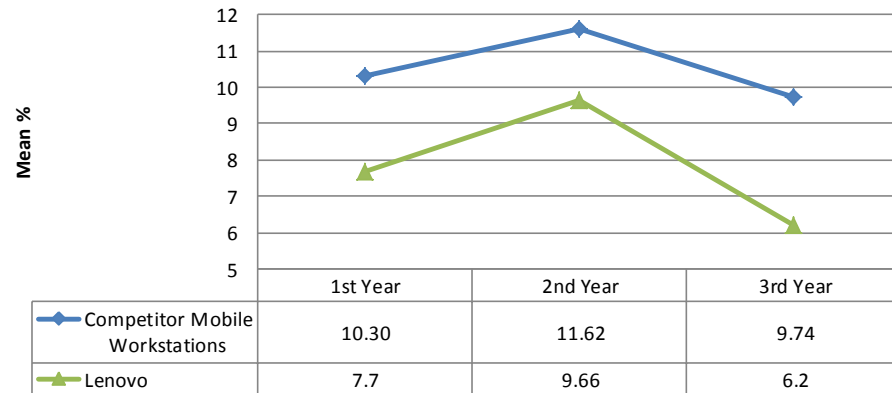
- Lenovo ThinkPad W mobile workstation repair rates were lower than competitors' averages over time.
- ThinkPad W proved more reliable in year three than in year one.
- Lenovo ThinkStations had lower repair rates than top vendor averages throughout the first three years.



DESKTOP WORKSTATION REPAIR RATES  
(Mean % of Systems Requiring Warranty Repair)

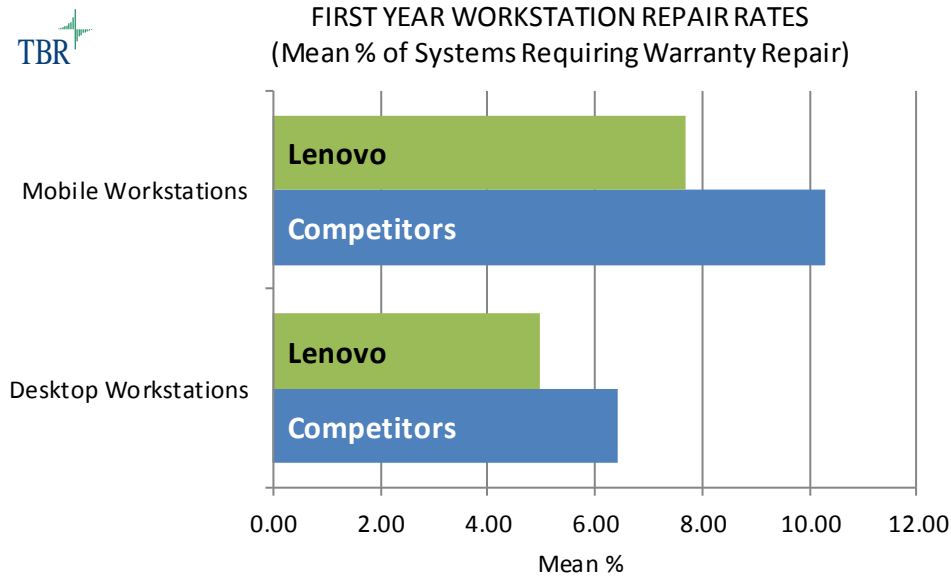


MOBILE WORKSTATION REPAIR RATES  
(Mean % of Systems Requiring Warranty Repair)



SOURCE: LARGE ENTERPRISE REPAIR RATE STUDY, APR/MAY 2012, TBR; TOTAL N=440

# Starting in year one, Lenovo desktop workstations had the fewest repairs

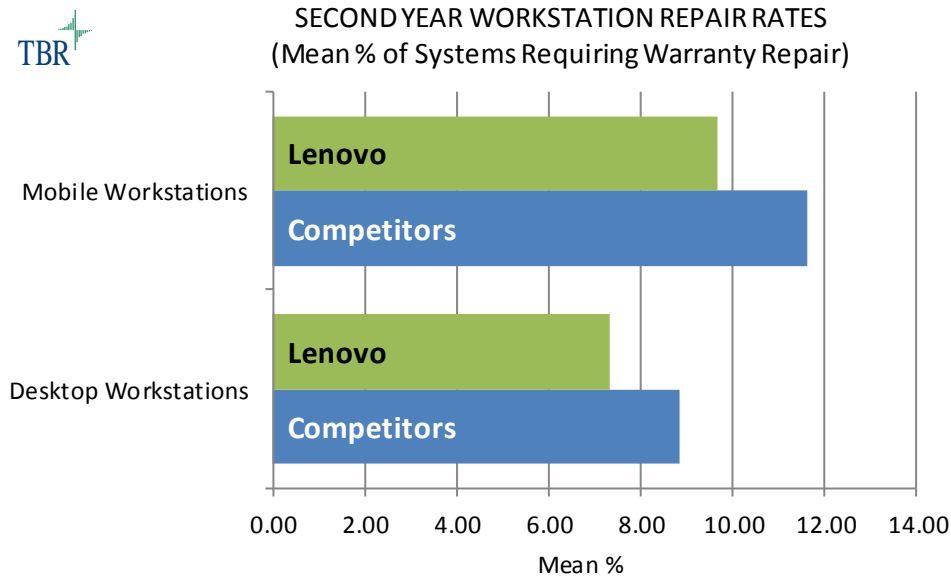


SOURCE: LARGE ENTERPRISE REPAIR RATE STUDY, APR/MAY 2012, TBR; TOTAL N=440

## Key Findings

- Lenovo mobile and desktop workstation repair rates were always lower than competitors' comparable solutions' averages.
- Lenovo mobile workstation repair rates trended lower compared to competitor averages and were more reliable in year three relative to year one.
- By year three, Lenovo workstation repair rates were significantly lower than competitor averages.

# Lenovo's workstation reliability extends in year two with consistently lower repair rates

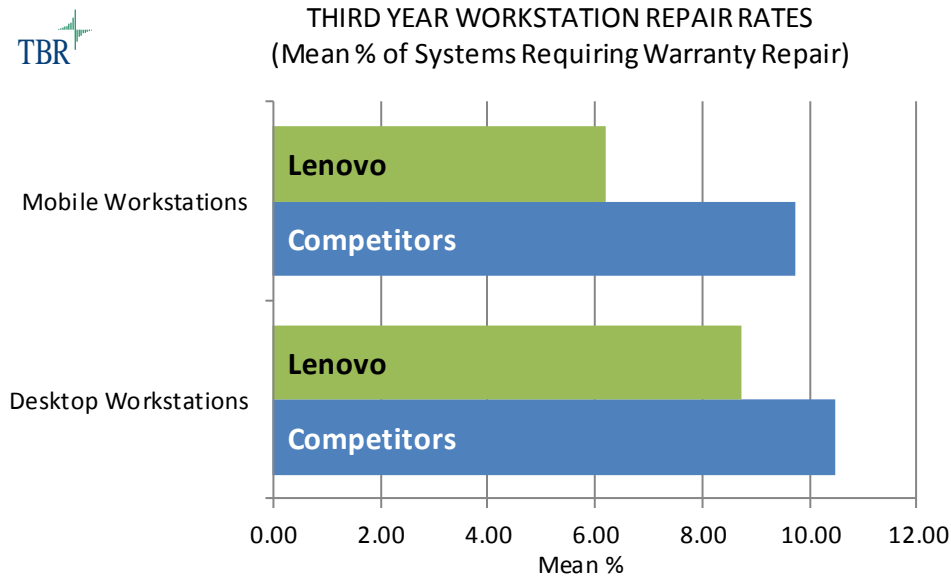


SOURCE: LARGE ENTERPRISE REPAIR RATE STUDY, APR/MAY 2012, TBR; TOTAL N=440

## Key Findings

Reported Lenovo desktop workstation repair rates were significantly lower than competitor averages across the first, second and third years of life.

# Lenovo's year three repair rates show it maintains high levels of reliability throughout a workstation's lifecycle



SOURCE: LARGE ENTERPRISE REPAIR RATE STUDY, APR/MAY 2012, TBR; TOTAL N=440

## Key Findings

- Lenovo's ThinkPad W mobile workstations' advantage in repair rates is greatest in year three.
- Lenovo's ThinkStation desktop workstations are the most consistently reliable devices over a three-year period.

## TBR surveyed 440 IT decision makers about their experience with desktop and mobile workstations on behalf of Lenovo

- The survey was conducted in April 2012.
- Respondents ranged from CIOs to project manager. The most common titles were IT Manager and IT Director. Respondents managed workstations from Dell, HP, and Lenovo.
- About half of the respondents were from companies with more than \$100 million in revenue; the rest were from smaller companies.
- All respondents had purchased workstations for their company in the last three years.
- Respondents reported on their experience with a total of more than 500,000 workstations, 92% of which were desktop workstations.
- Respondents were asked if they documented repair rates, or if their reported rates were estimated.
  - Only documented repair rates were used in calculations of repair rates.
  - Respondents who did not document repair rates reported lower repair rates than those who documented their repairs. In other words, estimations were lower than documented rates.
  - The discrepancy between documented rates and estimates was lower for Lenovo than the industry in general.



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## Contact Us

*1.603.929.1166*

*[info@tbri.com](mailto:info@tbri.com)*

*[www.tbri.com](http://www.tbri.com)*

*11 Merrill Drive*

*Hampton, NH 03842*

*USA*



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