Lenovo Powers Lenovo - Knowledge Super Agent

Lenovo designed its own AI Knowledge Agent, accelerating internal access to information by 30%

Deployed across Lenovo's global solutions and services business, the agent gave 3,000 employees dramatically faster access to trusted internal knowledge, saving an estimated 120 hours per employee annually and cutting escalations to subject-matter experts by 35%.

Becoming customer zero, Lenovo created the AI Enterprise Solution Assistant, or AIESA, an AI agent grounded in its own vast enterprise knowledge. The knowledge agent provided employees with easy, conversational access to trusted internal information without hours of searching or repeatedly turning to colleagues and SMEs. Building, deploying and refining the solution internally, Lenovo gained essential experience that now informs the customer-ready Lenovo Knowledge Super Agent.

“We heard from employees who were effectively spending a full working day each week tracking down information—searching across systems, asking colleagues and waiting for answers. We knew that if we could make trusted knowledge easier to find and use, we could give that time back to people and help them move faster.”

Sarah Lundgren
Director of Technical Enablement for Hybrid Cloud and AI at Lenovo

Challenge: Finding the Right Knowledge Across a Global Business

Within Lenovo’s global solutions and services business, critical knowledge had accumulated across thousands of shared drives, intranet sites, process portals, business hubs and databases. Finding the right answer often meant searching across multiple systems, reviewing documents and, when that failed, turning to colleagues or subject-matter experts.

The impact showed up in everyday work: new employees trying to understand unfamiliar processes and acronyms, sellers searching for the right information to prepare customer proposals, and employees navigating policies or HR guidance. Across enterprises, employees can spend roughly eight hours each week finding and gathering information—time that could otherwise be spent on higher-value work.

Challenge: Turning Enterprise Knowledge into Trusted AI

Lenovo saw an opportunity to use AI to make its extensive internal knowledge easier for employees to access and apply. But connecting a general-purpose AI model to enterprise information was only part of the challenge. The solution also had to retrieve the right information from multiple sources, ground responses in trusted content, respect user permissions and remain reliable as knowledge changed over time.

The goal was to make all of that complexity invisible to employees. They needed a simple conversational experience that could deliver relevant, source-backed answers without requiring them to understand where the information lived or how it was retrieved.

> “The experience had to feel effortless for employees, even though behind the scenes we were solving for trusted data, permissions, governance and continuous improvement.”

Michaela Hric
Director, WW SSG Services Transformation Office at Lenovo

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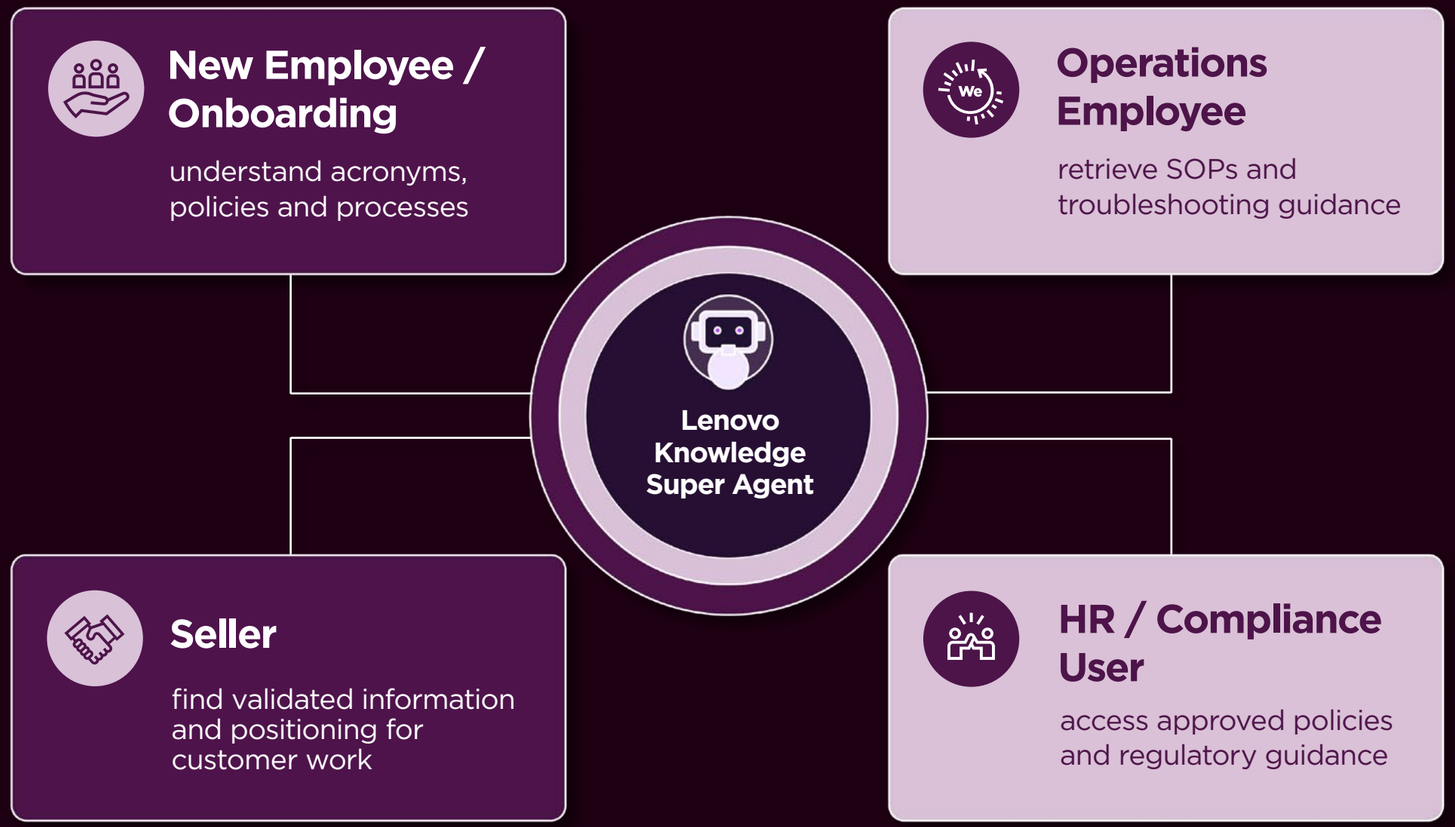
Solution: Lenovo Powers Lenovo

Determined to recover some of the roughly 20% of the work week lost, Lenovo turned to its own AI expertise and enterprise environment to solve the problem from the inside.

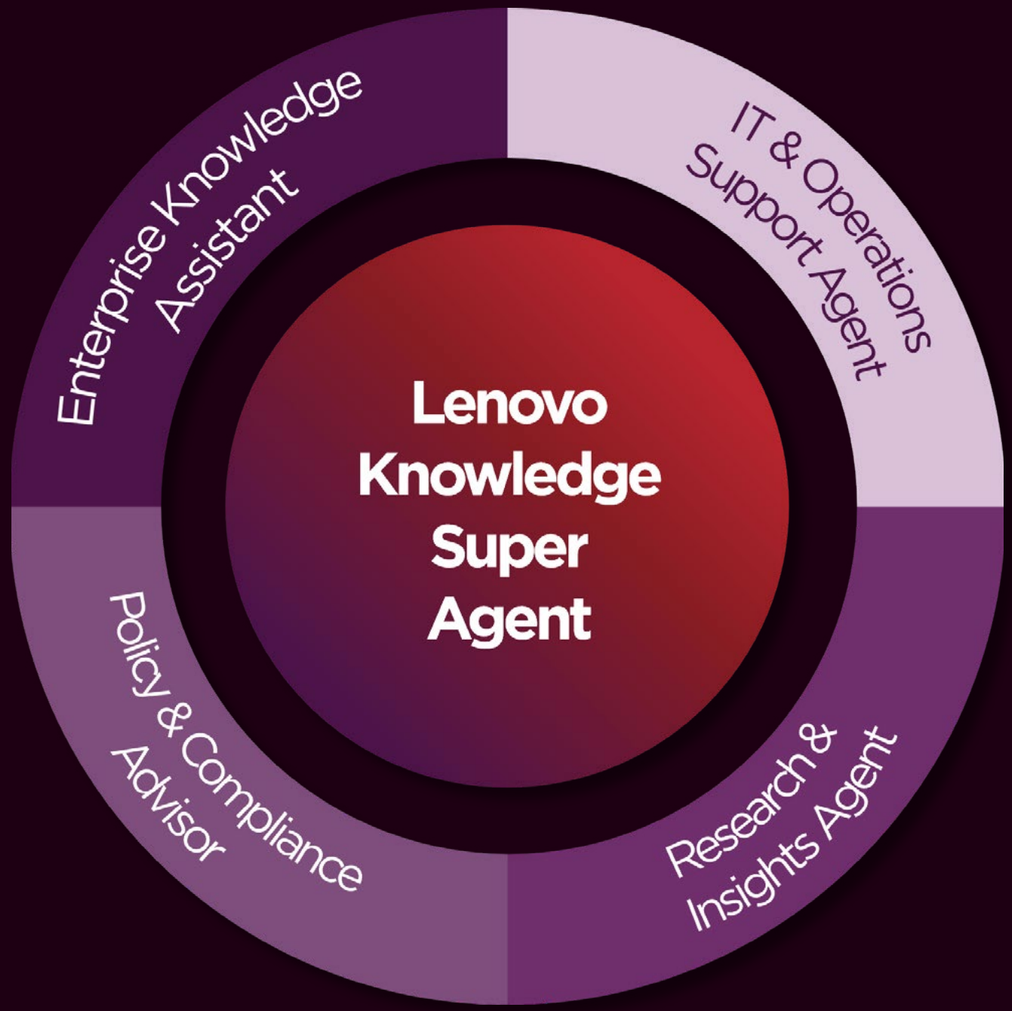
The team worked with employees across different roles to understand where knowledge gaps created the most friction, then mapped “day-in-the-life” needs and prioritized the questions, tasks and workflows where AI could have the greatest impact. Rather than forcing employees to use a generic assistant, Lenovo designed the experience around how its teams actually worked, then tested prototypes with real users and refined the solution based on their feedback.



Solution: From AIESA to Lenovo Knowledge Super Agent

Lenovo designed AIESA as a flexible AI foundation rather than a fixed search tool. That meant the team could keep extending it as new employee needs emerged—adding new knowledge sources, workflows and capabilities without rebuilding the solution from scratch.

What began as a way to retrieve trusted enterprise information evolved into a broader set of AI-powered capabilities spanning everyday knowledge access, IT and operations support, policy and compliance guidance, and research and insights. That flexibility helped Lenovo adapt what would become Knowledge Super Agent to different teams and use cases internally, while building practical experience in an approach that could later be tailored to different customer environments.



Solution: Four Pillars of AI Readiness

Successfully deploying Knowledge Super Agent across Lenovo required more than strong technology. Lenovo also had to address the people, processes, technology and security needed to make AI trusted, scalable and sustainable in day-to-day operations

People

AI delivers value only when employees trust it enough to make it part of their work. Lenovo involved employees and domain experts in defining use cases and refining the experience, while training and change-management programs helped adoption grow 60x to approximately 3,000 users.

Processes

Enterprise knowledge constantly changes, so maintaining quality requires an ongoing operating model. Lenovo built feedback loops that let users flag weak responses and route issues to the appropriate knowledge, product or technical owners for correction and continuous improvement.

Technology

Enterprise AI needs a foundation that can grow as business needs evolve. Lenovo connected multiple knowledge sources through a flexible AI platform that could support new workflows and capabilities without requiring the team to rebuild the solution each time.

Security

Employees need confidence that AI will return trustworthy information without exposing content they should not see. Lenovo combined role-based and source-level permissions with grounded, cited responses—more than 85% of answers included supporting citations.

60x growth in user adoption

85%+ of responses supported by citations

Result: Empowered Employees through Rapid Information Access

Used by approximately 3,000 employees, Knowledge Super Agent reduced time spent on knowledge-retrieval tasks by 30%, helping employees spend less time searching for information and more time acting on it. More than 80% of users reported that the platform improved how quickly they could find the information they needed, reinforcing the impact across the deployment.

At that level of improvement, employees could regain an estimated 120 hours per year. Across a 3,000-person organization, that could represent up to 360,000 hours and approximately $17 million in annual productivity value, based on third-party validated analysis.

30% less time spent on knowledge retrieval.

120 hours potentially returned per employee annually.

Up to $17M in potential annual productivity value.

Result: Changing How Employees Work

By giving employees fast access to trusted enterprise knowledge, Knowledge Super Agent changed how work got done across Lenovo's global solutions and services business. Instead of searching for information or waiting for expert guidance, employees could move more quickly from question to action.

2x faster sales proposal preparation, helping sellers respond to customer opportunities more quickly.

94% of users say the platform helped them overcome "blank-page syndrome," giving them a faster, more confident way to start everyday tasks.

35% fewer escalations to SMEs, allowing specialists more time for complex, higher-value work.

New employees found internal processes, policies and terminology faster, helping accelerate onboarding.

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Result: From Internal Deployment to Customer-Ready AI

By building, deploying and scaling the solution inside its own business, Lenovo gained practical experience connecting enterprise knowledge, governing access, driving adoption and continuously improving response quality.

Those lessons became the foundation for Knowledge Super Agent—a ready-to-deploy AI solution that unifies enterprise knowledge, delivers trusted answers and supports employees across functions. Organizations can tailor the solution to their own data, workflows and governance requirements, allowing it to evolve as business needs change.

Available through the Lenovo AI Library, Knowledge Super Agent is part of a growing portfolio of validated, production-ready AI solutions that help organizations move from AI experimentation to measurable business outcomes. Backed by Lenovo Hybrid AI Advantage and Lenovo Agentic AI Services, Lenovo helps customers customize, deploy, scale and operate these solutions across hybrid environments.

Lenovo Powers Lenovo - AI Customer Support

Talk to Lenovo

Contact Lenovo to explore how these AI capabilities can support your business.

Explore Lenovo Hybrid AI Advantage

See how Lenovo helps organizations build, scale and operate enterprise AI.

Discover agentic AI solutions

Learn more about customer-ready AI agents and services for enterprise use cases.

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