

Lenovo Powers Lenovo - AI-enabled iChain

Lenovo created AI-enabled iChain for its global supply chain, helping improve delivery accuracy by 30%

Smarter
technology
for all

Lenovo

The AI-enabled platform helped supply-chain planners make and execute fulfillment decisions 3x faster, while also enabling 85% risk-assessment accuracy and a 4x faster risk response.

To keep customer commitments moving across a complex global network of markets, facilities, suppliers and logistics partners, Lenovo evolved its digital supply-chain foundation into iChain—an enterprise-scale AI-enabled control tower and agent platform.

By deploying and refining iChain within its own global supply-chain operations, Lenovo moved critical workflows from reactive investigation to earlier detection, faster decisions and more coordinated action. The lessons Lenovo learned deploying and operating iChain at this scale now shape how it helps organizations manage complex supply networks in their own environments.

Challenge: Managing a Global Supply Chain Amid Constant Disruption

Lenovo's global supply chain serves 180 markets, coordinating more than 30 factories, over 100 logistics centers, 2,000 suppliers and more than 14 million order lines each year. Keeping that operation moving requires teams to balance demand, inventory, production capacity, supplier performance and transportation across regions while meeting customer commitments reliably.

That task has become increasingly complex as geopolitical uncertainty, material shortages, supplier issues, logistics constraints and changing demand disrupt supply networks. A problem in one part of the network can quickly affect parts availability, production schedules, delivery commitments and customer experience elsewhere. Lenovo needed to help its teams detect disruption earlier, understand its potential impact and respond with greater speed and confidence.

Lenovo

180
Markets

30+
Factories

100+
Logistics centers

2,000+
Suppliers

14M
Order lines per year

Challenge: Moving Beyond Visibility to Faster, Coordinated Action

Lenovo had already invested for years in Supply Chain Intelligence, giving teams end-to-end visibility and stronger risk monitoring across its global operation. But visibility alone did not resolve the operational challenge. Many critical processes still depended on people searching across systems, investigating exceptions, assessing their potential impact, coordinating with other teams and deciding what action to take.

When orders were at risk or disruption emerged, planners could spend valuable time assembling information before they could respond. That made it harder to act early, coordinate mitigation and keep customer commitments on track.

Lenovo needed to evolve beyond reporting and monitoring toward a faster operating model. That model would need to augment human decision-making, automate repetitive work and help teams identify problems earlier and respond quickly, while retaining human oversight for high-risk or exceptional situations.

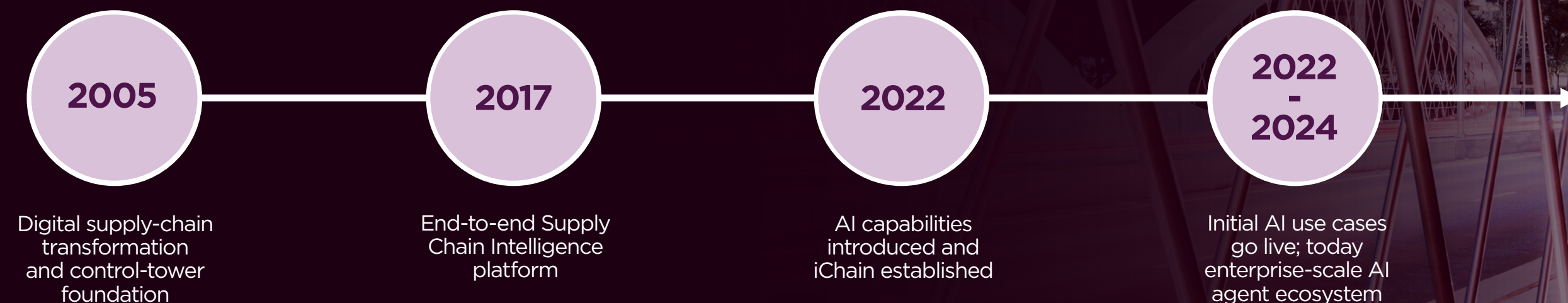
The challenge was no longer seeing disruption—it was turning insight into coordinated action fast enough to protect customer commitments.

Solution: Lenovo Powers Lenovo

Lenovo did not begin iChain as a standalone AI project. Its supply-chain transformation has developed over more than two decades, progressing from globally integrated operations to end-to-end digital visibility and, more recently, AI-enabled decision support.

Building on this foundation, Lenovo introduced iChain to connect information across established systems, support selected supply-chain scenarios and help teams move more quickly from insight to coordinated action. The company used its own global operation as the proving ground, introducing early use cases in order fulfillment, KPI intelligence and risk management, then extending the platform as teams identified new opportunities to improve decisions and workflows.

Today, iChain provides an AI-enabled control-tower and agent framework that Lenovo uses across selected supply-chain scenarios, including fulfillment, risk management, planning and operational intelligence. Its development reflects Lenovo's experience applying AI to real operating challenges, refining it in production and expanding it where it creates practical value.



Solution: Turning Supply-Chain Intelligence into AI-Enabled Action

iChain was designed to sit on top of Lenovo's existing transaction systems, tools, databases and models, connecting and enhancing the digital capabilities already in place rather than replacing them. It brings relevant supply-chain information together so teams can move more quickly from detecting a problem to understanding its impact, evaluating options and coordinating an appropriate response.

At the center of the solution are AI agents designed for priority supply-chain scenarios. These agents can monitor relevant conditions, analyze information, recommend actions and connect approved decisions with downstream workflows.

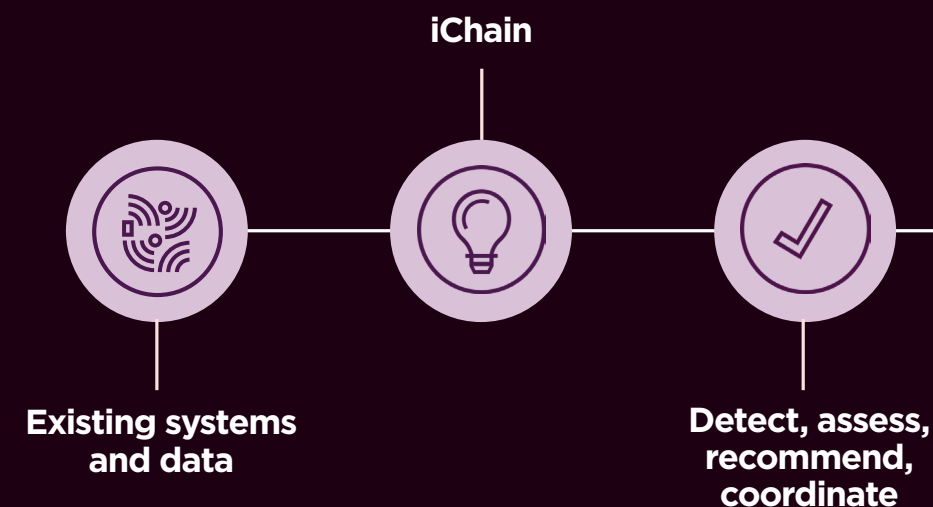
iChain also provides a configurable AI workspace through which authorized teams can assemble and activate governed capabilities for defined business tasks. Together, these capabilities helped Lenovo expand from isolated AI use cases to a platform that could support a growing portfolio of work across planning, procurement, logistics, fulfillment and quality.



We designed iChain to help supply-chain teams turn information into action. It connects the data and workflows they already rely on so they can identify problems earlier, assess their options and respond with greater confidence.”

Yijing Yang

Advisory Engineer, AI Solution Architect at Lenovo

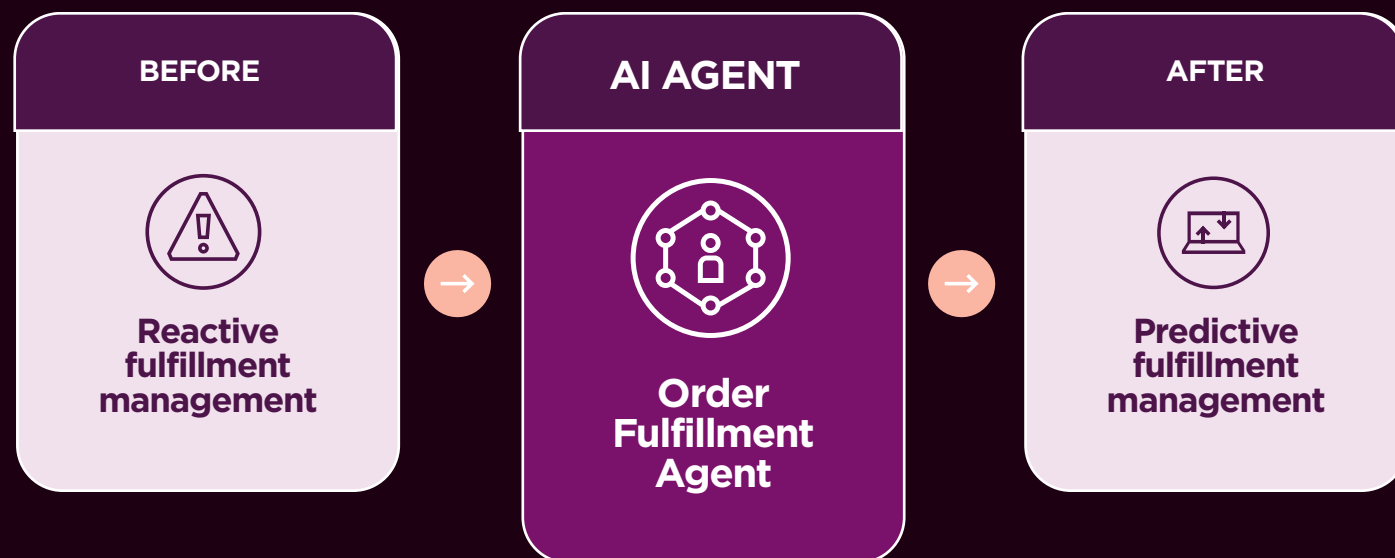


Solution: Moving Fulfillment from Firefighting to Predictive Management

Across multiple regions, supply network planners were managing thousands of customer orders at a time. When an order was at risk, they had to navigate multiple systems and reports to find the root cause, evaluate alternatives and coordinate a response.

Lenovo created the Order Fulfillment Agent to make this work more proactive. It continuously monitors order commitments, identifies at-risk orders early, pinpoints root causes, simulates recovery options, recommends an action and coordinates execution through connected workflows and operational systems.

This shifted teams from manually assembling information after problems emerged to managing fulfillment more predictively. Planners could spend more time applying business judgment to protect delivery commitments.



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The value is not simply seeing that an order is at risk. It is helping planners understand why, assess the available options and coordinate the right response before the customer commitment is affected.”

Jack LV

ED, GSC Digital Office & GSC Digital Organization at Lenovo

Solution: Detecting Supply-Chain Risk Earlier and Coordinating Response

Geopolitical events, supplier issues, transportation constraints and market volatility can quickly disrupt a global supply chain. Traditionally, teams often identified risks late, assessed their potential impact manually and faced a difficult task coordinating mitigation across suppliers, parts, orders and production operations.

Lenovo created the Risk Management Agent to make this response more proactive. It continuously monitors internal and external signals, detects potential disruptions and evaluates their business impact. The agent generates mitigation recommendations, supports virtual “war room” collaboration and tracks execution through a closed-loop process.

This gave supply network teams earlier visibility into emerging disruption, faster impact assessment and a more coordinated way to respond, helping maintain business continuity and strengthen resilience.



Solution: Four Pillars of AI Readiness

iChain’s effectiveness depended on more than AI agents. Lenovo also had to prepare its people, reshape workflows, integrate the right technology and establish governance that could support AI in day-to-day supply-chain operations.



People

Lenovo trained Global Supply Chain business users to work with iChain and designed the experience around accessible, natural-language interaction. Human-in-the-loop practices and continuous user feedback helped teams build trust in AI-supported recommendations.



Processes

Lenovo continues to redesign complex supply-chain workflows around AI. Agents can sense, plan, act, evaluate and react, while high-risk or exceptional situations retain stable scripted execution and human oversight.



Technology

iChain was designed to connect to Lenovo’s existing systems, tools, databases and models. This allowed Lenovo to enhance established digital capabilities rather than replace the environment teams already depended on.



Security

Lenovo’s application and data architecture passed Enterprise Architecture, security and internal compliance review. That experience helped Lenovo design iChain around appropriate data protection, access controls and governance from the outset.

Result: Improving Delivery Accuracy and Accelerating Fulfillment

By continuously monitoring order commitments, identifying risks earlier and helping planners evaluate recovery options, iChain changed how Lenovo managed fulfillment across its global supply network. Teams gained a clearer view of the root causes affecting orders and the actions available to protect delivery commitments.

As part of Lenovo's broader digital supply-chain transformation, iChain helped improve delivery accuracy by 30%. The Order Fulfillment Agent also helped teams make fulfillment decisions and execute them 3x faster.

These improvements reflect a more predictive operating model in which planners spend less time gathering and reconciling information, and more time making the decisions needed to keep orders moving reliably.

30%

Improvement in delivery accuracy / on-time fulfillment

3x faster

Fulfillment decision and execution

85%
Risk-assessment accuracy

4x faster
Risk response

Result: Assessing Risk More Accurately and Responding Faster

iChain's Risk Management Agent helped Lenovo shift from late, manual risk assessment to earlier, more informed response. By monitoring internal and external signals, assessing potential impact across the supply chain and supporting coordinated mitigation, the agent gave teams a stronger basis for acting before disruption escalated.

Lenovo achieved an 85% risk-assessment accuracy rate and made risk response 4x faster. These improvements helped teams assess disruption with greater confidence, align the right stakeholders around mitigation and maintain continuity across a complex global operation.

Result: From Internal Deployment to Customer-Ready iChain

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Operating iChain within Lenovo’s own supply chain showed us that meaningful AI transformation depends on more than technology. It requires the right data, workflows, governance and people working together in practice.”

Joe Zhang

ED - IT Solution Development at Lenovo

By creating and operating iChain across its own global network, Lenovo applied its AI and supply-chain expertise in one of its most complex operating environments. The deployment allowed the team to validate and refine its approach to integrating AI with established data and systems, evolving workflows, building user trust, applying appropriate governance and combining automation with human oversight at scale.

Those lessons now shape iChain as Lenovo’s customer-facing AI-powered supply-chain solution. Rather than requiring a wholesale replacement of existing platforms, iChain is designed to complement established transaction and execution systems and to support phased adoption based on measurable business priorities.

For organizations managing complex supply networks, iChain brings together Lenovo’s technology with the operating experience gained by using it first at global scale.

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Talk to Lenovo

Contact your Lenovo representative to discuss how iChain could support your supply-chain priorities.

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Explore Lenovo Hybrid AI Advantage

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

Discover iChain

See how Lenovo helps organizations use AI to improve supply-chain visibility, decision-making and response.

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