Company: Lenovo International Services Support (ISS) - Latin America Spanish, Bogota, Colombia
Company Description: ISS is focused on E2E service delivery support for hardware warranty services and product-tied solutions and services. We're dedicated to providing the best customer experience with competitive cost efficiency. We have built global footprints, covered 200+ markets, over 2400 service centers, and 800+ various parts ops network which enable us to provide customers with excellent service delivery.
Nomination Category: Technology Categories
Nomination Sub Category: Best Business Technology Pivot
Nomination Title: Data Skills for All: Inspiring people to become an integrated, data-driven organization

2025 GOLD STEVIE WINNER

HOW TO ENTER >

1. If you are providing a written essay for this nomination, submit in this space an essay of up to 650 words describing the nominated technology pivot since 1 January 2023:

    Total 650 words used.

    In times where data is the new currency, Lenovo Services Support embarked on a transformative journey, leveraging data science not just to optimize operations, but to fundamentally reshape its culture and strengthen integration. By breaking down silos and fostering collaboration between business units: -PCs, Servers, and Motorola- Lenovo didn't just become data-driven; it unlocked a new level of agility, and customer-centric decision-making.

    Through basic, yet powerful, data science tools, and our commitment to democratize knowledge, we turned raw data into valuable asset; all business units began to speak the same language all supported in data. This led us to efficiency in our operations, faster innovation and a joined vision that supported the company in its evolution into One Lenovo, enhancing competitiveness and improving the experiences of employees and customers.

    We didn't just adapt to the data revolution, we elevated it to new heights, proving that when technology and people converge, extraordinary transformations happen.

    It started in 2022 with a wake-up call from our Employee Experience Survey "Lenovo Listens". They shared a common frustration: they were spending too much time manually compiling reports instead of uncovering valuable insights, with partial vision of the processes and with their expectations on obtaining this from headquarters. The message was clear—our people wanted to work smarter, not harder.

    In 2023, recognizing this need, we created and launched "Data Skills for All", a local One Lenovo initiative to democratize data knowledge with a single goal: To unlock curiosity and empower everyone, regardless of their role and background, with the tools and knowledge to analyze data and not just to collect it.

    The transformation unfolded over two years with several key phases:

    - Discovery: conducting a comprehensive exploration, by listening, learning and mapping out the needs of each area.

    - Tool Rollout: introducing user-friendly data science tools like Power BI, tailored to different skill levels, with interactive workshops, turning skeptics into advocates, even those who once relied on Excel**.**

    - Power BI Challenge: Aiming to apply the new knowledge and tools, we launched a two-month long contest with one rule: Use data tools to solve a real work problem, no experts allowed. They know their work better than anyone and, at the beginning they still saw themselves as non-data-people, but as submissions progressed, magic happened. This proved that data skills alone aren't enough, by tying data to real problems and, a little friendly competition, we didn't just upskill people, we unleashed their confidence.

    - Expert involvement: developers from our team to embed automation, innovation and scalability into their work. Based on the information gathered in the exploration phase, our experts rotated through areas and partnered with teams to identify repetitive tasks and redefine those with automated workflows and dashboards, freeing up time for strategic thinking so they could track their operations without waiting for others.

    - Preparing for the future: Recognizing the growing importance of AI and the expectations from DS4A's potential, this year we launched a Programming Club to nurture talent and build a strong technical foundation within our team. It will bring data enthusiasts from all areas, offering collaborative projects and mentorship from our in-house experts. Through structured learning paths in Python, automation, and machine learning basics, this initiative will enhance the culture of continuous learning and, above all, create a group of skilled team members ready for future AI developments. So, by fostering curiosity and collaboration, this club will become the foundation of our organization's local AI readiness, ensuring we're equipped to innovate, develop and adapt in an evolving technological landscape.

    Together we achieved three great milestones:

    1.Breaking down silos: through stronger collaboration between business units, materializing the One Lenovo spirit.

    2.Our People's mindset shifted: transitioning from "We need analytics" to "Let's analyze it".

    3. We bridged curiosity and action: developing data solutions tailored to Latin America operations.

    This journey wasn't just about data but about empowering people, fostering collaboration, reducing costs, and preparing for what's next.

2. In bullet-list form (up to 150 words), provide a brief summary of up to ten (10) of the chief achievements of the nominated technology pivot since 1 January 2023:

    Total 150 words used.

    - Unlocked over 80 hours per month, freeing teams from manual tasks and empowering them to focus on what truly matters.

    - Human errors dropped by 84%, boosting data reliability to 90%, ensuring confidence in every decision and paving the road for flawless execution and transforming workflows into precision-driven engines.

    - Accelerated access to insights: Data at our fingertips, faster to access, refreshed more frequently, and presented in clear, actionable visualization that drive smarter, faster decisions.

    - Achieved USD$100K in cost savings in the first year by reducing refunds and replacements, thanks to deep root cause analysis and real-time process visualization, turning insights into impactful savings.

    - We raised our Lenovo Listens results, the internal EX survey, to an impressive 96/100 last year; teamwork became more strategic, and 8% of employees pursued advanced training-fueling self-driven learning revolution.

    - Enhanced CX for retailers with an in-house developed real-time case-tracking system, empowering them with instant updates and transparency.

3. Which will you submit for this nomination, a video of up to five (5) minutes in length or a written essay of up to 650 words? Choose one:

    Essay of up to 650 words

4. If you are submitting a video of up to five (5) minutes in length, provide the URL of the nominated video here, OR attach it to your entry via the "Add Attachments, Videos, or Links to This Entry" link above, through which you may also upload a copy of your video:

Attachments/Videos/Links:

[Data Skills for All: Inspiring people to become an integrated, data-driven organization](#)

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