

Lenovo Runs Its LATAM Service Centers on 10 Custom Apps Built With Caspio



Lenovo is a Fortune 500 company and global technology leader that has been at the forefront of innovation for more than 40 years. Its service organization supports customers across Latin America, Central America, and the Caribbean, handling the full warranty process for end customers in the region.

Challenge

Lenovo's LATAM service centers relied on manual, spreadsheet-based processes for invoicing, inventory management, and helpdesk support. Modifying enterprise systems like SAP or Microsoft Dynamics was costly and often impractical for these needs.

Solution

Using Caspio's AI platform, the team built a suite of 10 custom business applications, spanning invoicing, purchase orders, inventory, and helpdesk, tailored to how the service centers actually operate.

Benefit

Ten business-critical applications now operate daily across LATAM. Simple apps can be deployed in one to two days, while complex ones take less than two weeks, resulting in significant time and cost savings compared to off-the-shelf software.

A Decade-Plus Partnership Across Latin America

Lenovo has relied on Caspio's AI platform for 11 years to streamline internal processes across its service centers in Latin America. Before Caspio, those centers wrestled with manual processes for invoicing, inventory, and helpdesk support, slowing operations and complicating customer service.

Antonio Garcia Davila, Lenovo's IT Project Manager, effectively "inherited" Caspio when he joined the company seven years ago. He took ownership of the platform and began building applications for needs that expensive, off-the-shelf systems could not practically address.

"Many of our requirements couldn't be met by off-the-shelf, expensive systems," he explained. "With Caspio, we can create and manage the specific features we need for our solutions," which includes extensive databases and inventories to sales and purchase orders.

**1-2
weeks**

Time spent building, configuring, and deploying simple business applications with Caspio.



Since taking ownership of Caspio, I've developed new solutions tailored to our needs. We now have about 10 custom apps that support all our operations in LATAM.

Antonio Garcia Davila
IT Project Manager
Lenovo

Powering Multiple Service Centers Region-Wide

Antonio and his team established a unified database for product inventories, then added systems to manage purchase orders and invoicing. Today, 10 Caspio-powered applications support Lenovo's service operations across the region.

The primary users are staff in service centers spanning Latin America, Central America, and the Caribbean. They log invoices, raise helpdesk tickets, and handle day-to-day tasks through the apps, making them the platform's most frequent users.



Powering helpdesk, invoicing, and inventory in one place

Inside Lenovo's Caspio App Suite

Each application targets a specific service-center workflow, replacing manual, spreadsheet-based steps with centralized tools:



Invoicing System

Service centers log their invoices directly in Caspio, replacing manual, spreadsheet-based invoicing. Built with 25 to 30 DataPages, it was completed in about two weeks.



Helpdesk Ticketing

When staff hit an issue with another system, they raise a helpdesk ticket in a dedicated Caspio app, giving the team a single place to track and resolve requests.



Inventory & Purchase Orders

A unified product-inventory database, along with purchase-order and sales-order management, keeps regional operations aligned on one platform instead of scattered files.

Faster Builds, Lower Costs, and Room to Grow

Because Caspio fits any skill level, Antonio can turn a user request into a working app in one or two days, while more complex systems come together in about two weeks, far faster than traditional development would allow.

Savings come from both reduced time and lower costs compared with modifying large enterprise systems. Backed by Caspio's support, live video tutorials, and monthly feature releases, Lenovo factors Caspio into its plans every fiscal year.



"The platform caters to every user, regardless of their tech proficiency. As I work in IT, it's easy for me to build a simple solution in Caspio. In just a few days, I can have the application ready to share with my users."

Antonio Garcia Davila
IT Project Manager, Lenovo



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