

Executive brief

Proactively support your digital workforce

Unisys Intelligent Workplace Services



Highlights

Personalized frontline support, including light-touch remote support, comprehensive on-site support and reliable dispatch services keep your workforce humming at all times.

Powered by Unisys IntelliServe™, the Unisys Next-Generation Service Desk leverages artificial intelligence and machine learning to drastically reduce ticket time to resolution.

Simple integration with any standard IT service management (ITSM) technology, including ServiceNow, maximizes the value of your existing IT investments.

A variety of convenient asset replacement options, including smart lockers, IT vending machines, and physical and virtual tech bars, give your employees the flexibility to choose the most fitting resolution.

Modernizing support services for today's hybrid work setting

Today's hybrid and remote employees are scattered across geographies, relying on a diverse range of personal and corporate devices. To meet the demands of this complex environment, employees utilize various internal and external services for information consumption, cross-functional collaboration and content publication. Your internal support services must not only enhance the efficiencies of your environment but also prioritize data security and compliance to safeguard your organization's integrity.

To unlock the full potential of your digital workforce, it's crucial to align your support services with the rapid pace of modern business and workplace dynamics. Traditional service desks and field services often are burdened by complex channels, tedious forms, outdated assets and slow responses. These factors can only lead to frustration among your end users, impeding productivity and increasing operating expenses.

Keep your digital wheels turning



Leverage advanced analytics, device experience monitoring and end-user surveys to comprehensively address support needs and optimize the employee experience.

Transforming support experience with next-generation solutions

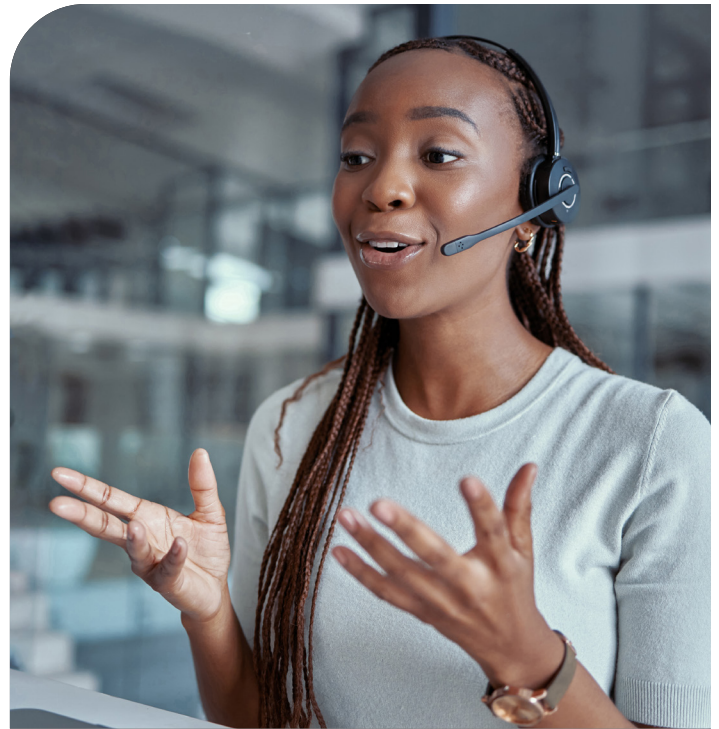
Unisys Intelligent Workplace Services are designed to drastically reduce time to resolution and boost employee satisfaction by deploying a modern persona-oriented service desk that leverages remote self-healing and proactive issue resolution capabilities. These solutions offer light-touch assistance and make day-to-day IT essentials readily accessible through quick-replace asset lockers and vending machines.

In addition to these services, cutting-edge IntelliServe technology enables a next-generation support model with omnichannel support options, detailed analytics, AI-driven insights and advanced orchestration to deliver a superior end-user experience. Enjoy the flexibility to seamlessly integrate existing toolsets and your preferred ITSM platform, such as ServiceNow, with a suite of technologies to maximize the value of your current investments. Comprehensive support even extends to in-person assistance, desk-side support and dispatch services to encompass all of your potential needs.

How you benefit

Intelligent Workplace Services streamline the tech support experience by providing a centralized point of engagement that delivers consistent service, including:

- **Next-Generation Service Desk:** Your digital workers receive personalized support across seamlessly connected channels. Powered by AI-driven analytics, IntelliServe proactively utilizes self-healing technologies to address incidents before they occur, helping ensure a smooth and uninterrupted workflow. Employees also benefit from self-help service portals and intelligent virtual assistants, and IT technicians can reduce ticket handling time through light-touch automation of common resolution tasks.
- **Frontline Support Services:** Provide your digital workforce with advanced remote assistance capabilities bolstered by the convenience of on-site walk-up support stations, IT vending machines and quick-replace asset lockers. Furthermore, experienced dispatch resources help ensure comprehensive management of your on-site IT assets.



Why Unisys?

Unisys empowers you to centralize all IT management requirements under a single trusted global partner. This holistic approach helps ensure an unparalleled end-user experience, reduced mean time to resolution, minimized employee downtime and heightened productivity.

Count on an exceptional support service experience for your employees, backed by a proven history of leading digital workplace transformations for organizations worldwide.

Bolstered by cutting-edge AI and ML technologies, an extensive network of field and virtual support resources constitutes the largest footprint in the world. This ensures intelligent, proactive, light-touch and on-site support for your workforce across all devices and applications around the globe.

[Learn more](#) about how Unisys can help optimize your digital workplace.



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