

# Supercharge frontline workforce experience

## Unisys Frontline Worker Enablement



### Highlights

**Assessment and design workshops** to identify pain points, set goals and develop an actionable, tailored roadmap

**Integration with Microsoft Teams** and worker access to Teams Chat, Outlook, Teams Walkie Talkie, Teams Phone and Teams Phone Mobile

**Training and onboarding/off-boarding anytime,** anywhere via company devices

**Shift and task management access,** including agile shift scheduling

**Line-of-business application integration** and automation of tasks and service processes using configurable apps and digital workflows

Frontline workers — employees in customer-facing roles or functions that impact business operations — play a critical role in many organizations. Yet, the absence of company-provided devices or assigned workspaces can lead to a sense of isolation among these employees. In collaboration with Microsoft, Unisys addresses this issue with a fully managed end-to-end, cross-industry solution. Boost employee satisfaction, maximize productivity and streamline operations with the Unisys Frontline Worker Enablement solution.

Frontline Worker Enablement tailors Microsoft 365 and Teams specifically for frontline staff, including initial assessment and design workshops, deployment, integration and training, and ongoing support and management for all solution components. The offering also incorporates data-driven organizational change management and experience management and optimization, preventing disruption to daily work, ensuring a speedy deployment and maximizing the technology's ROI.

### Personalized subscription model



Subscribe to the combination of services that best meets your needs while Unisys manages the entire device lifecycle.



Benefit from technology expertise. Unisys holds numerous Microsoft Solution Partner designations, including Data & AI, Digital & App Innovation, Infrastructure, Modern Work and Security.

### How you benefit:

**Seamless communication and collaboration:** Connect and empower frontline workers with digital tools, line-of-business applications and modern devices that enable real-time communication and collaboration.

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**Personalized training:** Identify skill gaps and equip frontline workers with the training they need to succeed — all while providing easy access to resources across the organization.

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**Superior employee satisfaction:** Improve worker wellness, health and safety by reducing manual effort through automation.

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**Optimized employee experience:** Augment your frontline technology and embrace a unified approach to delivering extraordinary digital employee experiences with access to comprehensive analytics and actionable insights for continuous improvement.

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**AI integration:** Digitize manual, arduous or repetitive tasks such as knowledge searching and call logging.

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### Why Unisys?

Unisys has a long history of providing exceptional service experiences to organizations worldwide, which is essential in an environment continually influenced by software updates and unexpected shifts. With Unisys as your partner, you can count on a commitment to your long-term success, adapting and evolving with you to meet ever-changing business needs. With expertise extending beyond initial deployment to ongoing support, Unisys can help ensure that your technology investments consistently yield optimal performance.

To explore how Unisys can help your organization engage and empower your frontline workforce to drive business outcomes, visit us [online](#) or [contact](#) us today.



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