



# SUPPORT EVERY EMPLOYEE EQUALLY

SOLUTIONS FOR SERVING REMOTE WORKERS  
TO MAXIMIZE PRODUCTIVITY

**UNISYS** | Securing Your  
Tomorrow®

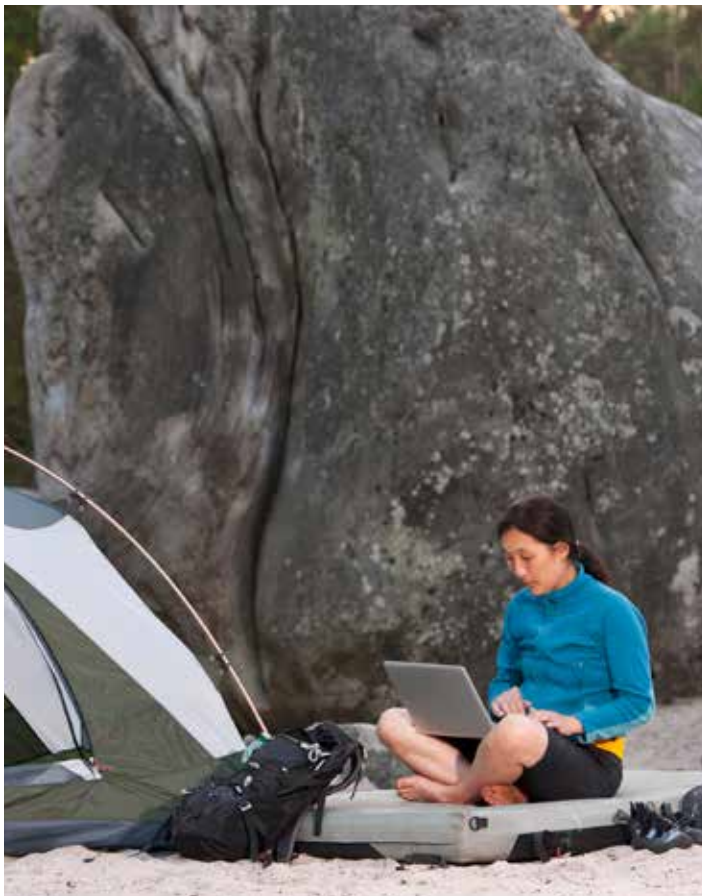
## Introduction

Most companies support an increasing number of remote workers and want to provide consistent support to all of them. But devoting a full-time resource to a small office is inefficient, and doesn't help remote workers who office at home. Even something simple like a lost or broken laptop could put a key person out of commission. If it's the office Wi-Fi router or POS system for a retail location that dies, productivity for that whole site is down. Employees in those situations can feel like second-class citizens, unappreciated by headquarters and neglected by IT.

## What If You Could Support Every Employee Equally, No Matter Their Work Location?

You don't want to wind up with haves and have-nots. Now you can enable all employees to do their job and be productive in a consistent way, no matter where they are. When you work with Unisys, you can tap into the world's largest footprint of field and virtual support resources using the latest in artificial intelligence and machine learning within their toolsets. They can enable you to deliver consistent, high-quality, hands-on support to any location, day or night, weekend or weekday, holiday or workday. And, your employees will have the tools to they need to collaborate while you keep all your endpoints in their hands up-to-date, healthy, and secure.

In sum, your employees not only get consistent help and minimize downtime, but they also feel supported, even in a remote location.



## Three Keys to IT Support Employees Value

### 1. Provide World-Class On-Site Support Wherever You Need It

Sending support staff to remote sites is expensive and inefficient, but adding a full-time resource to each location is even costlier. Hiring local providers leads to spotty, inconsistent service across all your location and juggling all the local partners makes it even more of a hassle. When you work with Unisys, you'll provide all your locations consistent on-site support from human reps, without being locked into hiring FTEs or managing multiple vendors. Only with Unisys will you be able to tap into the largest footprint of qualified support techs, so you can provide all of your employees—no matter where across the globe they work—with consistent, high-quality support, without having to manage a patchwork of local partners.

### 2. Kiosks: A Virtual Support Option That Mirrors On-Site Support

IT problems don't confine themselves to office hours or weekdays. When you work with Unisys, you'll be able to provide support and keep people productive 24/7/365. Even if you can't staff a tech café like you might have at headquarters, you can provide that same user experience with TeLink, the kiosk-based option for employees who prefer a (virtual) face-to-face experience. They can walk up to the kiosk, and interact with a human support agent. If they need a loaner laptop or a replacement power cord, they can find them right at hand in a vending machine or locker, quickly solving the employee's problem while maintaining your control over access and approvals. For hands-on support when nobody is on site, augmented reality technology lets your employee connect with a tech who can see the problem and act as a second set of hands to guide the user to a solution. In other words, you'll get your remote employees back up and running as efficiently as you do at HQ.

### 3. Keep Your Employees Productive and Your Endpoints Healthy

Remote employees are the most likely to miss version updates, patches, and the other steps you take to keep devices up to standard and healthy. Not only are out-of-compliance endpoints vulnerable to problems, including malicious intrusion, they are difficult for your support agents to troubleshoot. When you work with Unisys, you'll provide employees with reliable tools like Office 365, and you'll maintain standardized, consistent policies for all your users and all their devices. You can maintain tighter organizational control on data and eliminate user data loss. You can also streamline security policies and tools, without the need for desk side installs and updates. You can do all of this across multiple device types with Unisys' Unified Endpoint Management services with remote management technology. You'll provide users with the most up-to-date version of their tools automatically and in the background to make them more productive and help them feel better supported. This means you'll improve the overall health of your technology environment, which results in fewer support calls and more efficient support when it's needed.



## Four Unisys Solutions

### Tech Cafe

This on-site solution offers interactive, face-to-face consultations with professional IT support staff in a physical space designed to meet your workplace aesthetic. Unisys currently manages more than 300 Tech Cafés with more than 520,000 users.

#### Benefits

- Improves user productivity
- Potential support model for ITAR sites and users
- User training opportunities for new technology rollouts
- 95%+ CSAT score
- 4X more tickets closed

### IT Vending Machines

This system provides secure, controlled access to small supplies (batteries, cables, small peripherals) by requiring an employee to be authorized before dispensing any product. An employee simply walks up to the machine, authorizes via use of PIN or employee badge, and chooses the needed product.

#### Benefits

- 24/7 access to supplies needed to do their work
- Eliminates need for Service Desk ticket
- Ability to impose restrictions by product, employee or number of items allowed
- Reporting available from administration console for inventory management or quality control

### IT Lockers

Secure Lockers are ideal for more expensive supplies like laptops, tablets and mobile phones. The employee takes the device from the locker and leaves the defective unit in the locker for further maintenance. Once repaired, the devices can be restocked in the locker.

#### Benefits

- Ability to restrict item dispensing by product, employee or number of items allowed
- Automated inventory management and organized client vending history
- Reduced downtime, improved end user satisfaction
- Reduced onsite visits for replacement.
- Reporting available from administration console

### TecLink

Offered as a kiosk-based solution, TecLink connects remote users with highly trained techs and enables them to collaborate in an interactive, merged reality.

#### Benefits

- Eliminates long complicated Q&A about tech issues
- Ensures accurate diagnosis of each user's tech issues
- Gives remote users a real human interaction
- Enables ticket to be launched automatically
- Creates a merged reality environment for user and tech so that each can see what the other is doing and talking about
- Reduces length employee down-time and increases productivity
- Puts remote users on a service-level scale with onsite users



## Putting the User Experience First

Every business is unique. Each has its own set of tools and processes and must support groups of employees who want to work with those tools and processes in the way their duties require.

Meeting this demand requires a major rethink of IT's role in supporting people and technology. New technologies are reshaping the workplace and the way we work by learning from data and adapting to context. So, while technology is at the heart of IT operations, you can't solve these challenges as purely technology issues, or even as efficiency problems, and then require users to change their behavior to fit the new systems and processes. AI and machine learning must be applied in new ways that address the user experience—focusing on how employees securely interact with all aspects of the business while doing their job—which can span a wide range of requirements and preferences across the entire user base. It's only through delivering a great user experience that they'll adopt the technology so you can achieve the business benefits and associated ROI and support your organizational objectives. And, when you apply the right set of integrated technologies to enable your employees to securely work how, where, and when they need to work, you positively impact performance, engagement, retention, and even attraction of talent.

## Merged Reality

When downtime isn't an option, merged reality or converged collaboration sessions between a user and an expert ensure resolution of issues. A remote expert can insert into a session; use tools; and share information during a live help session. This further simplifies and expedites problem solving while reducing downtime and maintenance costs. This can be done across existing mobile devices as experts visually collaborate with users as if they are problem solving side-by-side. The merged reality environment hones in on issues as experts can see and "touch" the environment as they work through issue resolution.

## And That's Why Companies Are Turning to Unisys

With our suite of digital workplace services, you can put the user experience first in the deployment, management, and support of the tools your employees need to do their jobs. You'll give them integrated systems that are easy to use on their terms, anticipate their needs, and deliver efficiencies across your IT infrastructure now and as your organization evolves. You'll avoid the needless expense and constant catch-up of deploying disconnected point solutions. You'll provide meaningful transformation experiences for employees, so you can retain high-value employees who are consistently excited about coming to work.

For more information, go to [www.unisys.com/digitalworkplace](http://www.unisys.com/digitalworkplace)



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