



Client story

Cushman & Wakefield: How a cloud-first strategy and service desk modernization exceeded \$35M in savings

Client overview

- Global commercial real estate services leader with more than 52,000 employees in nearly 400 offices operating in nearly 60 countries
- Strong growth momentum through organic expansion and acquisitions requiring scalable IT infrastructure

Objectives

- Eliminate fragmented technology systems that hindered collaboration
- Migrate to Microsoft Azure to reduce infrastructure spend and enhance security
- Enhance help desk efficiency by centralizing and automating workflows on the ServiceNow AI Platform

Solutions

- Digital Workplace Solutions with a 24/7/365 AI-powered Agentic Service Desk, Field Services, Unisys Enterprise Service Management on the ServiceNow AI Platform with 150+ automated workflows, Unisys Experience-as-a-Service with Nexthink analytics, and zero-touch PC deployments
- Cloud and infrastructure solutions migrating from four on-premises data centers to Microsoft Azure, supporting 2,000 servers across virtual global data centers, connecting 400+ locations via SD-WAN, and automating routine operations
- Security services with 24/7 security operation center monitoring, multi-factor authentication, single sign-on, active directory, vulnerability management, and infrastructure cleanup of 100,000+ unused resources
- Strategic project management office with on-demand access to 100+ experts (75,000 hours annually), comprehensive roadmaps, and merger and acquisitions integration support

“

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Simon Springett, CTO, Cushman & Wakefield

Results and benefits

- Achieved 99.99% “four nines” infrastructure availability (exceeding targets) with 73% reduction in major incidents
- Transformed colleague experience: Enhanced employee satisfaction, chat usage double voice calls, 13% increase in automated resolution, 40% reduction in mean time to resolution
- Strengthened security posture: 90% reduction in open vulnerabilities, infrastructure cleanup of 100,000+ unused resources
- Exceeded \$35 million in savings over five years while enabling strategic focus on innovation and sustainability



Cushman & Wakefield is now achieving 99.99% infrastructure availability and 73% fewer major incidents.

When growth outpaces infrastructure

Cushman & Wakefield's “Better never settles” brand ethos is rooted in solving complex problems, while having the technical expertise and ability to execute at scale. The company believes true value comes from the ideas and innovations that bring the built environment to life, whether transforming outdated offices into vibrant workspaces or reimagining retail districts for the future.

That relentless drive built one of the world's leading commercial real estate services firms, serving clients across nearly 60 countries. It also created a technology ecosystem that was not designed for this scale.

The technology gap

Rapid growth created a disparate collection of siloed, on-premises systems across regions that needed unification. Different markets ran different tools. Data couldn't flow across borders. Acquisitions brought new systems that took months to integrate.

Simon Springett, CTO of Cushman & Wakefield, saw the urgency. Fragmented systems across regions created friction for employees and IT teams alike. To achieve the cost management and scalability the business needed, cloud migration was essential.

Partnering to transform IT

Cushman & Wakefield needed a transformation partner, one who could migrate them from on-premise to the cloud, strengthen enterprise security, deploy AI capabilities, transform the service desk across HR, IT and finance, and automate service delivery. They chose Unisys.

“We needed someone to help transform our organization,” Springett explains. “So, we engaged with Unisys. They are truly a partner from inception to completion.”

From scattered data centers to a unified cloud

The transformation started with the infrastructure itself. Cushman & Wakefield's rapid expansion had left them with scattered on-premises data centers across regions, each requiring maintenance, each adding cost, each creating another point of potential failure. Moving to the cloud would create a foundation that could support their scale.

Migrating four data centers to Microsoft Azure reduced infrastructure spend while maximizing flexibility and security. Network services now connect 400+ locations through modernized SD-WAN infrastructure. Approximately 2,000 servers across two virtual global data centers support operations spanning continents. Automated services handle routine tasks, deployments, decommissions, health checks, migrations, that previously consumed valuable IT resources.

The results were significant. “Through the cloud system and through removing legacy services we are now achieving 99.99% availability,” Springett confirms. “Globally, we've seen major incidents drop by 73% year on year.”

Securing a global enterprise

The move to unified cloud infrastructure made comprehensive security possible. When systems were scattered across on-premises data centers in different regions, protecting more than 52,000 employees across nearly 60 countries meant managing security in silos. Cloud consolidation brought visibility and control across the entire footprint.

A 24/7 security operations center now monitors threats continuously. Security services reduced open vulnerabilities by 90%. A major infrastructure cleanup eliminated 100,000+ unused IPs, databases, servers, storage volumes and Microsoft Azure services—tightening security while controlling costs.

The security transformation strengthened threat management, drove down vulnerabilities, and improved the company's NIST scoring—directly helping with cyber insurance costs.

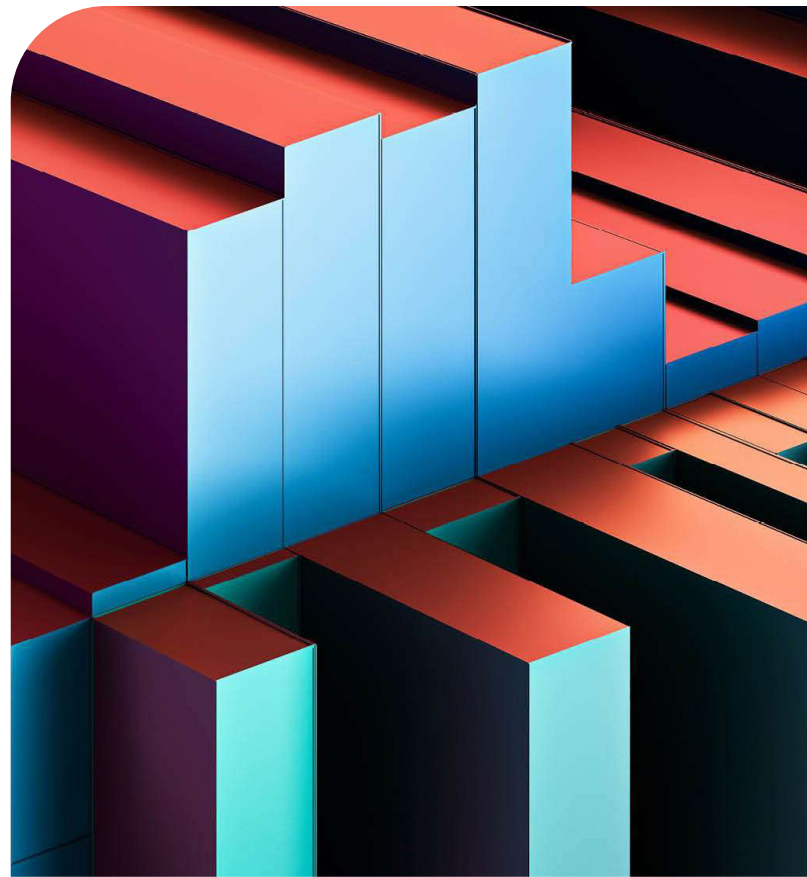
Standardizing support for a global workforce

With cloud infrastructure unified and security strengthened, Cushman & Wakefield focused next on its service desk experience, standardizing processes across countries, ensuring consistent response times, and establishing a common platform so colleagues everywhere received the same level of support.

Cushman & Wakefield deployed Unisys Agentic Service Desk, which provides employees with AI-powered support 24/7/365 and offers real-time translation to minimize language barriers. Unisys Enterprise Service Management built on the ServiceNow AI Platform coordinates help desk experiences across IT, HR and finance, with 150+ automated workflows that give colleagues the right service faster. Field services teams provide on-site support across regions when remote resolution isn't possible.

The shift to digital channels accelerated adoption. Employees use chat twice as much as voice calls, giving them faster, more convenient access to support. AI-driven resolution improved by 13% while colleague adoption increased by 36%. Eliminating email as a support channel cut mean time to resolution by 40%.

Behind the scenes, Unisys Experience-as-a Service with Nexthink analytics proactively keeps endpoints healthy and users productive, delivering more than 72,000 automated remediations in 2025 to help ensure a seamless digital experience. Zero-touch PC deployments deliver new laptops and upgrade existing ones with minimal labor, associates unbox devices already configured and ready to work.



Driving down costs while satisfaction soars

The transformation delivered measurable impact where it mattered most: the bottom line and the employee experience.

"Over the first five years of our partnership, our goal was to save \$35 million," Springett says. "We've not only achieved that, we exceeded it by a significant margin."

Colleagues rate their support experience positively, with resolution times significantly lower and operational capability significantly higher. Associates onboard with white-glove service and are productive from day one.

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What's next

The foundation is built. Now Cushman & Wakefield and Unisys focus on what comes next. That means expanding AI capabilities beyond support to enterprise-wide knowledge assistance, deploying virtual tech cafés for personalized remote support, and implementing AIOps infrastructure that anticipates needs before they become issues.

The partnership goes beyond day-to-day operations. A strategic project management office gives Cushman & Wakefield on-demand access to 100+ Unisys experts delivering 75,000 hours of specialized support annually—from mergers and acquisitions integrations to strategic road mapping.

"So for us, with *Better never settles* as our ethos, that's how we live our lives. That's our heartbeat," Springett reflects. "And it's something that we drive very much with our partnerships."

With a unified cloud infrastructure, comprehensive security, and a service desk that scales globally, Cushman & Wakefield has the technology platform their business ambition demands. IT now enables the same continuous improvement and innovation that Cushman & Wakefield delivers to clients every day.

Better never settles. With the right partner, it doesn't have to.

To discover how Unisys can help align your IT infrastructure with your business goals, [visit us online](#) or [contact us](#) today.



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