



Delivering a World-Class Traveling Experience

Success Story

Business Challenge

Maintain and grow market share as one of the world's leading airline groups.

The Solution

Unisys Digital Workplace Services, including maintenance and support services for 40,000+ devices through on-site Tech Cafés, with service desk and field engineering services for 83,000 employees; Unisys ClearPath Forward® systems and services; Unisys Cargo Solutions, a SaaS cargo logistics solution.

Results and Benefits

- Created an excellent customer experience culture by providing fast, innovative support services to employees
- Achieved high employee satisfaction levels by modernizing and personalizing support
- Reduced support costs by simplifying management of IT resources

“Air France KLM focuses on exceptional standards of service to make travel comfortable for our customers. Unisys has brought innovation that enables us to give our employees digital proximity to IT resources needed to provide excellent service to our passengers”.

Jean-Christophe Lalanne
Group CIO
Air France KLM



For more information visit www.unisys.com

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