



Helping Clinicians to Improve Patients' Lives

Success Story

Business Challenge

Make high quality radiation treatment available for cancer patients in all parts of the world by enabling employees and partners to work effectively through fully reliable access to clinical systems and information.

Solution

Unisys Digital Workplace Services, including cloud-based Unisys IntelliServe™ for 24/7 support across all channels – phone, email, web, IM, chatbot and service portal, and Cloud & Infrastructure Services, including service management via ServiceNow®.

Results and Benefits

- Improved end user experience with an AI driven and automated support model that reduces service delivery spend
- Achieved the ability to rise to the challenge of COVID to ensure employees can work effectively and keep clinical systems operational throughout the pandemic of 2020 and 2021

“We are constantly developing new ways of working to help Elekta’s digital innovation. Our renewed partnership with Unisys focuses on flexibility to allow for the fast adoption of new technology as we rapidly develop our digital capabilities.”

Simon Telfer-Smith
CIO, Elekta



For more information visit www.unisys.com

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