



Improving Lives Through Natural Resource Deployment

Success Story

Business Challenge

Maintain global market leadership in manufacturing and servicing fluid motion control solutions that impact lives from bringing water to remote villages and oil to manufacturers – to flood clean-up.

Solution

Unisys Digital Workplace Solutions, including service desk, field services and network managed services support in 8 languages across 6 managed service centers.

Results and Benefits

- Exceeded the target of 90% first call resolution rate, ensuring reliable services to customers
- Provided a fully predictable and budgeted cost for end-user support, allowing the client to focus on more volatile investment-related areas that are directly affected by fluctuating oil prices

“Unisys is a critical, global partner to our company. As the first touch point for our 17,000 users in 40+ countries, they are the face of IT for Flowserve, allowing us to focus on our strategic direction while they provide tactical day-to-day support needed to best serve our customers.”

Mark Woolgar
IT Director – IT Operations
Flowserve



For more information visit www.unisys.com

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