

## Creating Value for Customers and Consumers Globally



### The Business Challenge.

Drive growth, accelerate the digitization of the business and strengthen relationships with customers and consumers.

### The Solution.

Unisys Digital Workplace Services with 24/7 support in 13 languages, including service desk, desktop management and support, and a Tec-Stop at the company's headquarters for in-person technology support, fault resolution or advice; supports 53,000+ end users across 70+ locations (totaling ~35,000 queries per month); Cloud and Infrastructure Services, including data center transformation services, endpoint security services and managed network services.

### Results and Benefits.

- Improved end user satisfaction by providing secure, fast and innovative support services
- Enhanced employee productivity and improved resolution rates
- Reduced service delivery costs

“Unisys’ top-notch services, fast access and insights enable us to provide a modern workplace with secure, innovative solutions – making us more customer and consumer centric.”

**Bart Kerkman**  
Head of Service Delivery, Henkel



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