Client story

Unisys and Salesforce

Building smarter operations, together

About the partnership

Unisys and Salesforce work together to deliver modern, scalable solutions across global field services and public sector operations.

Objectives

- Automate and optimize Unisys' global field service support at scale
- Modernize citizen-facing permitting and licensing services for government agencies
- Equip frontline workers with AI-driven tools that reduce administrative burden and improve first-time fix rates

Solutions

- Architected and delivered Salesforce-based licensing and permitting solutions
- Enabled intelligent scheduling for 7,300+ technicians across 120+ countries using Agentforce Field Service
- Delivered Pre-Work Briefs, Work Plans, Post-Work Summaries, and Automated Validation using Agentforce

Results and benefits

- 1M+ service tickets routed through Salesforce and 70% of field appointments auto-scheduled with no human intervention per year
- 95% first-time fix rate across the Unisys global field services workforce
- Faster permit processing and greater citizen self-service adoption for cross-industry clients

Unisys helps organizations worldwide run more efficiently, serve their stakeholders better, and build the operational resilience their futures depend on. Delivering on that promise requires deep, proven technology partnerships oriented toward outcomes.

Salesforce is one of those partnerships. Across two distinct and strategically important areas of the Unisys business, Salesforce technology is at work every day: helping public sector agencies deliver faster, more accessible services to citizens and powering the field operations that underpin Unisys' own global service delivery. Unisys was positioned as a Leader in the 2025 Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services and received the highest scores in three use cases in the 2025 Gartner Critical Capabilities report — recognition that reflects the same commitment to outcomes that defines the Unisys–Salesforce partnership.

Why Salesforce?

Selecting the right platform partner for the right application is crucial for a technology services company. Unisys chose Salesforce because it meets the criteria that matter most to our clients and to our own operations: enterprise-grade security, the flexibility to integrate with complex existing environments, the ability to scale across geographies and user volumes, and a clear, sustained commitment to AI-driven innovation.

Salesforce is the world's leading cloud-based Customer Relationship Management platform, with sustained leadership positions in field service management, public sector solutions, and agentic AI through its Agentforce platform. For Unisys, that breadth matters. A single trusted platform can serve very different operational needs without requiring our teams or our clients to manage a fragmented technology estate.

Unisys has invested significantly in building Salesforce expertise across its organization. With a growing base of Salesforce-certified associates across implementation, development, and integration roles, Unisys brings both the technical depth and the delivery experience to make Salesforce work in demanding real-world environments.

Cloud, Applications & Infrastructure: Modernizing public sector services with Salesforce

The Cloud, Applications & Infrastructure Solutions business unit at Unisys delivers expert cloud migration, application modernization, and AI solutions that help organizations operate more effectively while keeping security front and center. For public sector clients, that expertise extends to one of the most visible challenges in government IT: the gap between what citizens expect and what legacy systems can deliver.

Citizens expect the same quality of digital experience from their local permitting office or licensing authority that they get from any consumer service. Many of the systems those agencies have relied on for decades were never designed with that expectation in mind. Working with Salesforce and building on a purpose-built licensing and permitting solution delivered on the Salesforce platform, Unisys architects, integrates, and operationalizes end-to-end solutions that cover the full life cycle of citizen interactions with government regulatory processes.

What Unisys builds on Salesforce for public sector clients

A Unisys-Salesforce implementation for a government agency typically covers the full permitting and licensing life cycle, with capabilities including:

- End-to-end licensing and permitting workflows
- Inspection scheduling and mobile execution
- Code enforcement case management
- Payment and fee processing
- Geographic Information System, digital plan review, and back-office integrations
- Order, supplier, and fulfillment system integrations to support end-to-end request-to-delivery workflows

For the citizen, the result is a self-service experience with transparent status tracking and mobile-friendly access. For agency staff, it means structured workflows, guided checklists, and mobile inspection capabilities that support consistent, auditable decision-making. For agency leadership, it means better data, faster processing, and a platform that can grow with evolving regulatory requirements.

For organizations in regulated and asset-intensive industries, the same patterns enable personalized portals, role-based product or service views, and self-service ordering aligned to complex catalogs and compliance requirements.

The impact in practice

Across Unisys' public sector implementations, the pattern of outcomes is consistent. Agencies that previously managed permitting through a combination of paper forms, spreadsheets, and legacy databases find that Salesforce-based implementations reduce application processing times, increase the proportion of transactions completed online, and free staff to focus on work that requires human judgment rather than manual data handling.

> **Unisys brings together deep public sector knowledge and Salesforce platform expertise to build solutions that agencies and the citizens they serve can count on."**
>
> InderJit Chawla, SVP & GM, Cloud, Applications & Infrastructure Solutions, Unisys

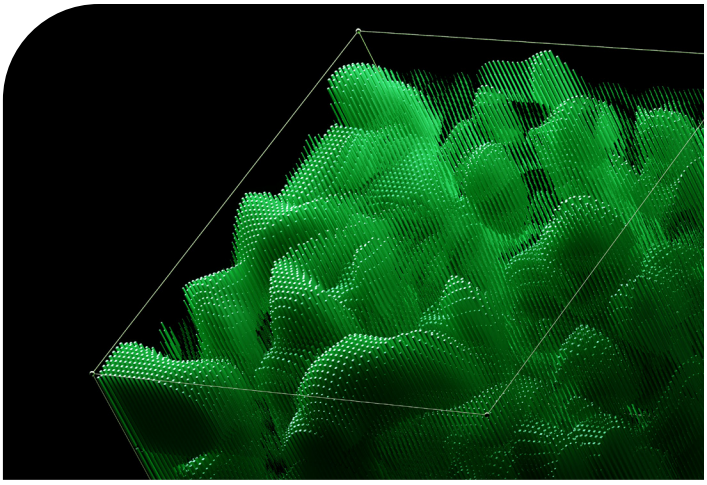
Unisys currently supports active licensing and permitting programs in multiple U.S. cities and counties, including implementations for major metropolitan areas. Each engagement goes beyond implementation, pairing technology with change management and ongoing optimization support to make sure results stick.

Salesforce capabilities across the Cloud, Applications & Infrastructure delivery life cycle

Behind every Cloud, Applications & Infrastructure engagement is a broad set of Salesforce competencies that Unisys brings to bear across implementation, integration, and ongoing operations:

- **Core platform and cloud solutions:** Agentforce Sales, Agentforce Service, and Public Sector Solutions, including Licensing and Permitting
- **Architecture and development:** Custom application development, enterprise integration architecture, and event-driven Salesforce design
- **AI, data, and modernization:** Agentforce implementations, Data 360 and Tableau analytics, enterprise data migration, legacy modernization, and agentic service delivery solutions that integrate Salesforce-native platforms such as Slack
- **Managed services and operations:** Application managed services, release management, environment governance, and integration monitoring
- **Enterprise delivery:** Phased and incremental implementations, agile program delivery for large-scale public sector transformations, and risk-managed modernization
- **Security and compliance:** Platform optimization, security controls, and compliance governance across complex enterprise environments
- **Commercial operations enablement:** Agentforce Sales solutions to centralize customer, contract, pricing, and rebate data and integrate with enterprise order and finance systems

For public sector clients, this means a single partner accountable for the full Salesforce life cycle — from initial architecture through to the support and optimization that keeps the system performing long after go-live.



In higher education environments, agentic service delivery capabilities integrate Salesforce technologies with Slack to support cloud and application operations, automating routine operations, augmenting human teams, and improving service outcomes.

Digital Workplace Solutions: Running world-class field service on Salesforce

The Digital Workplace Solutions business unit at Unisys empowers organizations to work smarter by delivering AI-driven service desk support, industry-leading field services, and device management that scales with their needs. Central to that field services capability is our delivery organization, which runs around the clock, around the world, coordinating thousands of service appointments every day across a network of more than 7,300 technicians in 120+ countries. Getting the right technician to the right place at the right time, with the right information, is not a problem that can be solved with manual scheduling.

Following a rigorous evaluation process, Unisys selected Salesforce's Agentforce Field Service and Operations as the platform to replace its previous scheduling solution. Salesforce's advanced scheduling capabilities, enterprise-grade security architecture, and readiness for AI-powered automation at scale drove the decision. The migration is now complete, and the results speak clearly.

1M+
service tickets routed through Salesforce

70%
of appointments auto-scheduled

95%
first-time fix rate

120+
countries in the Unisys field network

Intelligent scheduling at scale

With Salesforce Scheduler and Optimizer running across the Unisys operation, 70% of approximately 80,000 monthly service appointments are now auto-scheduled with no human intervention. Across a technician network spanning 120+ countries, that degree of automation keeps an extraordinarily complex operation running with precision and consistency.

The 95% first-time fix rate Unisys has achieved since deployment reflects what happens when the right scheduling logic, the right information, and the right tools come together. Technicians arrive better prepared, resolve issues more consistently, and generate less rework for themselves and for clients.

Taking field service further with Agentforce

With the foundation of its field service operation firmly in place, Unisys has moved decisively into the next phase: deploying Agentforce, Salesforce's agentic AI platform, to augment how technicians work in the field. Unisys has deployed five Agentforce AI use cases, with one more in active development:

Pre-work brief: Before each service appointment, Agentforce delivers a concise, context-aware summary to the technician covering customer history, asset status, and site details so every visit starts fully informed.

In-field support: During an appointment, technicians can query Agentforce for step-by-step troubleshooting guidance, knowledge resources, image analysis, or voice queries in real time.

Post-work summary: After the service appointment, Agentforce automatically drafts a service report from data collected during the appointment, which technicians can review and refine using natural language.

Automated validation: Unisys is consolidating the post-appointment debrief from two tools into one, reducing cognitive load and the risk of mobile worker burnout.

Work plans: Predefined steps and evidence requirements are automatically attached to work orders, turning standard operating procedures into guided, enforceable workflows in the field.

Voice-to-form (in development): Agentforce parses n atural voice dictation and intelligently translates the spoken work summaries into the correct form fields, reducing documentation time for technicians.

Salesforce gives us the flexibility to manage complex scheduling, and with Agentforce, we anticipate needs, guide technicians in real time, and remove manual effort. The result is faster resolutions, higher first-time fix rates, and better outcomes for our clients."

Patrycja Sobera, SVP & GM, Digital Workplace Solutions, Unisys

What the Salesforce partnership delivers

Across both practice areas, the Unisys–Salesforce partnership delivers a consistent set of outcomes:

- **Faster, more reliable service:** Whether a citizen is tracking a permit application or a client is waiting on a field technician, Salesforce-backed workflows reduce delays, improve transparency, and set clearer expectations.
- **Greater operational efficiency:** Auto-scheduling, guided checklists, automated documentation, and AI-assisted decision support all reduce the time and effort that staff spend on process overhead, freeing capacity for higher-value work.
- **Scalable, secure architecture:** Salesforce's enterprise architecture means Unisys can support clients across diverse regulatory environments, geographies, and user volumes without compromising on security or compliance.
- **A platform built for what comes next:** Salesforce's investment in Agentforce and agentic AI means that Unisys' clients and Unisys' own operations are positioned to benefit from the next generation of automation capabilities as they mature.

A partnership built on results

The Unisys–Salesforce partnership is grounded in exactly that: real implementations running at scale, measurable improvements in service quality and operational efficiency, and a growing body of evidence that the combination of Unisys' industry expertise and Salesforce's platform capabilities produces results that matter.

For organizations looking to modernize services and run smarter, more resilient field operations, Unisys and Salesforce offer a partnership with the depth, scale, and track record to deliver.

To learn more about how Unisys and Salesforce can help your organization, visit unisys.com or contact us.

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