



Client story

# AI-driven support and sustainable IT solutions

## Elevating employee experiences for a global technology company

### Client overview

- Global technology company enables employees in 15 campus sites through digital collaboration tools
- Company balances engineering innovation with IT cost efficiency and enhanced support experiences

### Objectives

- Reduce time and resources spent on IT services and support, which can cost employees two workdays a year
- Remove technology barriers that delay customer-focused product development
- Prevent IT incidents before they disrupt employee productivity

### Solutions

- **Digital workplace solutions**, including **Next-Generation Service Desk** in four languages, **Field Services** for 15 campus sites with dispatch locations across more than 30 countries and end-to-end **Hardware and Software Asset Management**
- **Managed Microsoft 365 solutions**, including Microsoft Teams
- **Experience-as-a-Service (XaaS) solutions** to proactively resolve issues with on-site devices and facilities before employees even realize there's a problem
- **Enterprise Service Management** to manage the organization's **ServiceNow solution** and transform how service agents in IT manage tickets and communicate with employees during support interactions

### Why Unisys?

- Intelligent data-driven digital workplace solutions that adapt to evolving employee needs
- Cultural alignment around innovation and startup agility
- Integrated change management for transparent technology updates

## Results

- Reduced IT dependency for resolving tech issues
- Unified digital communication channels, enhancing team collaboration
- Met sustainability targets by extending device life cycles
- Enhanced global support with tech walk-up bars and on-demand digital services

**94%** employee customer satisfaction score, up from **78%** (**16%** increase)

**94.06%** first-time fix rate vs. **74%** industry average

**67%** CapEx and **8%** OpEx reduction

**85%** of devices originally planned for 2023 replacement had life extended

**1,500** devices recycled and donated to a charity foundation

**35,000** hours saved in IT issue resolution (**≈2 days** per employee)

**78%** employee use of Microsoft Teams, up from **50%** (**28%** increase as of January 2024)

**75%+** IT self-service adoption maintained for 12 consecutive months (as of April 2024)

## Clearing the path for technological breakthroughs

Aiming high for IT optimization and sustainability, a global technology company sought a partner ready to spark proactive solutions. That's where Unisys stepped in.

### Fueling innovation without disruption

Technology plays a vital role in supporting creativity and innovation. However, this organization identified that its legacy enterprise systems were creating challenges:

- Fragmented digital communication slowed collaboration.
- IT issues consumed valuable time, risking team burnout.

By eliminating these workplace barriers, the brand aimed to boost employee satisfaction and empower teams to deliver superior customer outcomes.

### Providing reliable support for innovators

This technology company, built on a problem-solving approach to engineering and innovation, chose Unisys to deliver solutions spanning devices, apps, collaboration and support to reinvent the organization's approach to the employee experience.

### Expanding service-level agreements

Unisys implemented experience-level agreements (XLAs) to complement traditional service-level agreements and monitor all aspects of service, including end-point responsiveness, call quality, the adoption of new digital support channels such as chatbots and much more. The XLAs are designed to evolve with the needs of the business. For example, when an employee makes a travel request in the company's HR software, this triggers an IT response to check whether the employee's devices have the necessary security patches to travel.

XLAs prioritize end-user experience over traditional metrics, which requires strong leadership. Executive sponsors ensure alignment with a user-centric approach, promote understanding of authentic experiences and advocate for a culture shift toward continuous improvement and collaboration. This results in enhanced end-user satisfaction and overall impact.

## Personalizing service with user personas

Unisys Next-Generation Service Desk also introduced end-user personas to improve service desk efficiency and responsiveness. By understanding specific end-user needs and device performance, targeted problem-resolution enhancements have been achieved. Additionally, these personas facilitate focused monitoring and reporting on the quality of Microsoft Teams calls — which is crucial for a global business that relies on virtual meetings.

This unique services approach from Unisys supported the company's Workplace Transformation Services project. The project, designed to drive business growth by improving the employee experience, has four pillars:

1. Simplification: Making IT support more accessible and breaking cultural barriers
2. Standardization: Providing consistent high-quality service to all employees
3. Sustainability: Maintaining service levels through automation without increasing expert workload
4. Sociability: Expanding program reach and encouraging employees to share its value

## Retaining a startup spirit even as the business grows rapidly

By slashing IT resolution time by 35,000 days — nearly two full workdays per employee — this global company proved that enterprise-scale efficiency can coexist with startup-level agility. The transformation delivered unprecedented gains across technology adoption, employee satisfaction and operational efficiency while maintaining the company's innovative culture.

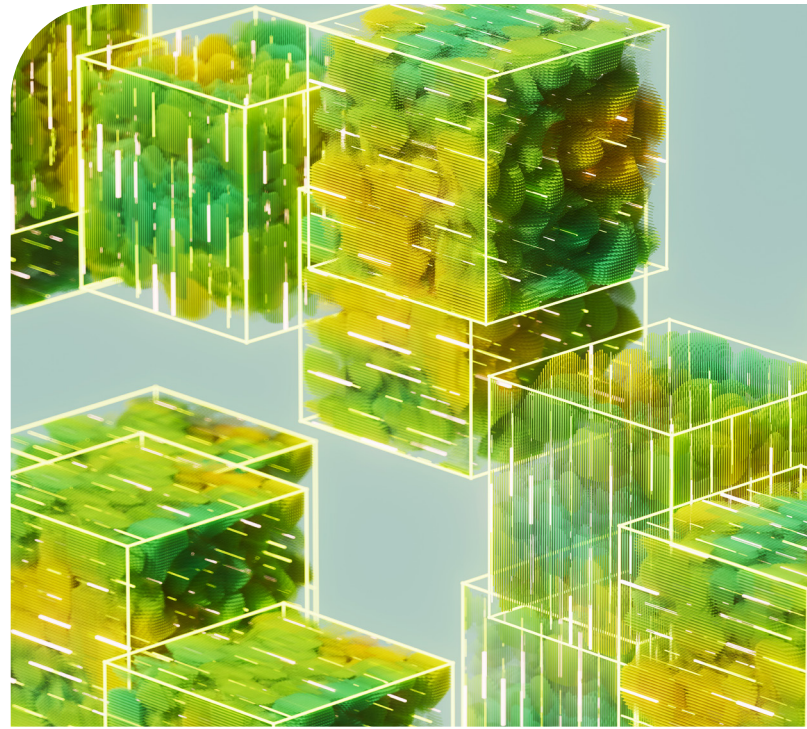
## Digital transformation at scale

The migration to the modern Windows 11 operating system and Microsoft Office 365 marked a turning point in enterprise collaboration. Employee adoption of Microsoft Teams surged by 28%, creating a unified platform for digital communication. This technological foundation supports the company's mission to reinvent its products and approach to sales, support and workplace culture — maintaining its position at the forefront of innovation in a rapidly evolving global market.

## Service excellence through innovation

The enhanced Next-Generation Service Desk revolutionized support delivery with metrics that consistently exceed industry standards:

- 94.06% first-time fix rate (industry average: 74%)
- 15.92-second average response time (industry average: 28 seconds)
- Zero abandonment rate (industry average: 5%)



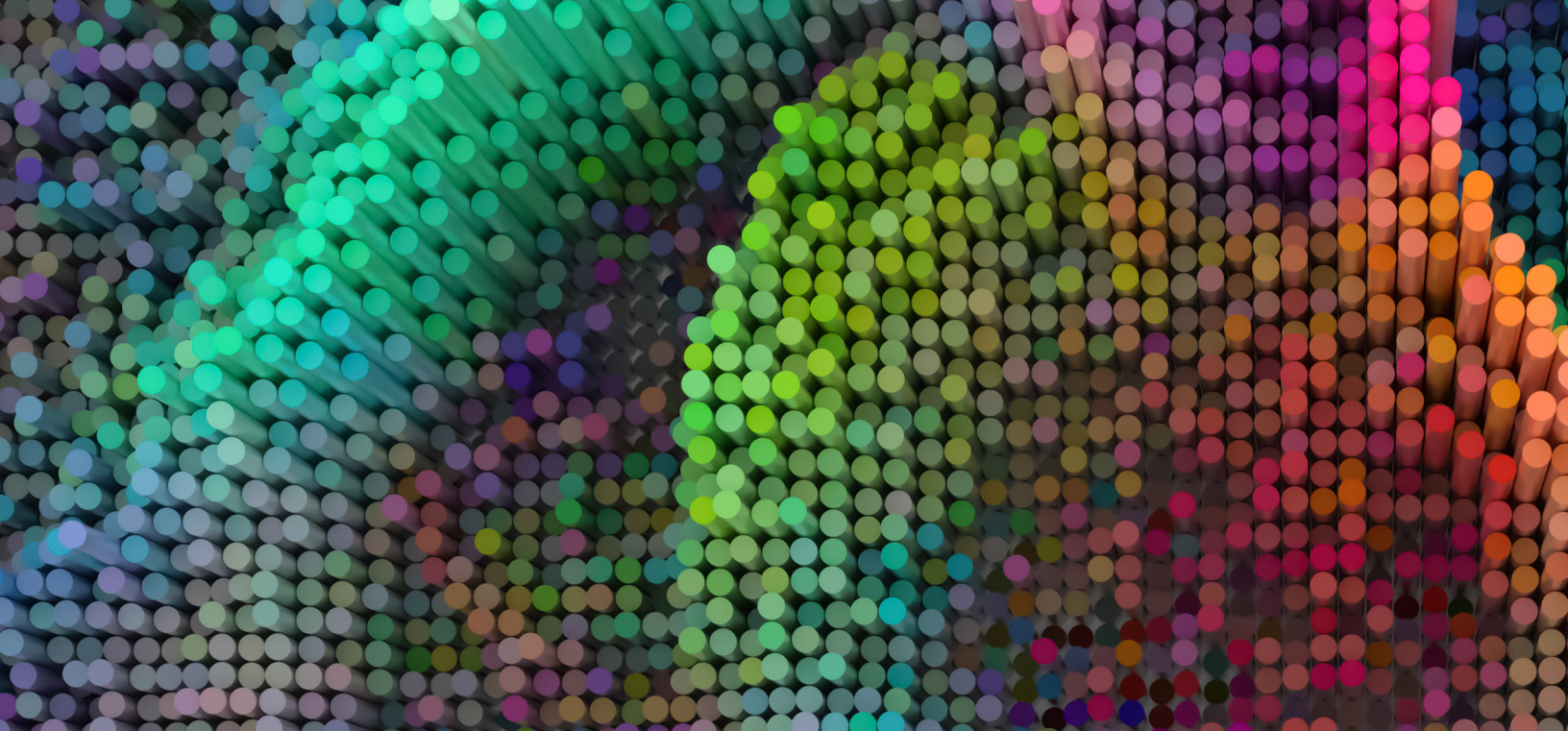
- 96.2% knowledge-based linked articles
- 66% reduction in incident backlogs
- 46% decrease in incident volumes
- 16% reduction in escalations
- Zero failed changes

These improvements translate directly to business value: With incident resolution time cut by two minutes per ticket multiplied across thousands of daily interactions, the organization has unlocked massive productivity gains while maintaining enterprise-grade reliability.

## Proactive support and automation

The organization has moved beyond reactive IT support, leveraging [predictive maintenance through digital employee experience \(DEX\) tooling](#) to proactively investigate and remediate affected endpoints. In 2023 alone, detailed analysis and automation resolved more than 2,000 potential disruptions before users encountered them. Additional automation achievements include:

- Smart monitoring of meeting room equipment with automatic maintenance alerts
- Automated booking system updates with instant host notifications
- Streamlined request management handling 3,000+ monthly requests
- One-click automation scripts providing crucial ticket information
- Virtual assistant deployment for routine inquiries



## Change management that builds trust

**Organizational Change Management** has been central to the transformation's success. The team employs creative strategies to ensure transparent communication and build employee trust, including:

- Animated videos using analogies to explain services in an accessible way
- Welcome emails for new hires outlining available support resources
- Comprehensive training and assessment programs
- Proactive communication strategies for technology updates

This approach has yielded impressive results, with employee satisfaction scores rising from 74% to 94% and a high end-user engagement rate — well above the industry average of 15%. The team is now preparing to launch targeted campaigns using DEX tools to monitor user sentiment in real time.

## Sustainability through smart technology

The organization's commitment to sustainability is evident in its technology management:

- Extended the lifespan of 1,500 devices through reuse initiatives
- Saved 85% of devices planned for 2023 replacement

## Innovation for the future

With zero failed changes and a consistent track record of exceeding service metrics, the organization has built a foundation for continued innovation. The time saved through improved IT services has been redirected to R&D projects, enabling teams to experiment, iterate and design market-leading products with the speed and agility of a startup — backed by the resources and reliability of an enterprise leader.

Teams now focus on experimentation and learning, driving product innovation while maintaining the company's startup spirit. This balance of agility and reliability positions the organization for continued leadership in its market, proving that enterprise-scale operations can maintain the innovative spirit that drives startup success.

To explore how elevating service strategies with Unisys can help keep employees satisfied and focused, [visit us online](#) or [contact us today](#).



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