



Client story

# Transforming workplace collaboration in government

## Modernizing the digital workplace with unified communications and AI

### Client overview

- A large government transport agency responsible for essential citizen services
- Employs approximately 7,000 staff across multiple locations, requiring seamless collaboration
- Needed to transition from fragmented communication tools to a unified platform
- Manages sensitive public data requiring high security and compliance standards

### Challenges

- Unify fragmented communication tools by migrating Skype for Business telephony to Microsoft Teams
- Modernize aging systems and end-of-life technology, including Skype for Business infrastructure, to eliminate inefficiencies and security and compliance risks
- Enhance integration across departments to improve service delivery to citizens
- Provide secure access to essential tools for remote and hybrid workers
- Improve operational agility to respond effectively to changing digital customer experiences

### Solution

- **Comprehensive transition from on-premises VoIP systems to Microsoft Teams** as a unified platform for integrated voice, video and collaboration
- Implementation of Microsoft 365 ecosystem, including Exchange Online for 7,000 mailboxes
- **Level-two service desk** support to complement the agency's in-house help desk
- Virtual private network (VPN) deployment for secure remote access
- Robust **organizational change management** support, including planning, user adoption materials and expert guidance
- Phased implementation approach with feedback loops to optimize adoption

# Why Unisys?

- **Proven expertise in driving public sector digital transformation**
- **Strong capabilities in managing complex Microsoft 365 migrations**
- **Ability to balance enhanced collaboration with stringent security requirements**
- **Comprehensive approach combining technical implementation with change management**
- **Track record of improving citizen satisfaction and building trust in public services**

## Results and benefits

- Enhanced employee productivity through unified communication and collaboration tools
- Improved end-user experience with faster resolution times and better business continuity
- Secure network access for remote and hybrid workers
- Reduced costs through consolidation of communication platforms
- Streamlined collaboration through Teams, SharePoint Online and OneDrive
- Enhanced security and compliance through Microsoft Security and Compliance Center
- Greater scalability and flexibility in adjusting to evolving organizational needs

## Transforming how government works

The scene was familiar in government offices across the state: employees juggling between applications for calls and collaboration, with critical time lost switching between fragmented systems. For this large transport agency responsible for the mobility of millions, these siloed communications systems and digital disconnects were a barrier to public service.

Every minute the agency's 7,000 employees spent navigating disjointed tools was a minute not spent serving citizens. In a post-pandemic world where hybrid work has become the norm, an aging digital infrastructure can actively hinder the delivery of public services.

Facing end-of-life hardware and mounting security risks, the agency needed to reimagine its workplace for the digital age. With a vision to create an integrated, safe and secure platform for all employees across locations, the agency sought a technology partner who could guide its digital workplace transformation while ensuring the highest levels of security and compliance – Unisys.

## A unified approach to communication and collaboration

Unisys began by working closely with the agency to develop a comprehensive transition plan from their on-premises Voice over Internet Protocol (VoIP) systems to a cloud-based Microsoft Teams platform. This approach would unify communication and collaboration into a single hub.

The solution included Microsoft Exchange and Microsoft 365 email services for approximately 7,000 mailboxes and level-two service desk support to enhance the agency's in-house capabilities. A virtual private network was also implemented to ensure secure remote access to all systems.

Understanding that technology adoption requires more than technical expertise, Unisys provided comprehensive organizational change management support, including planning, user adoption materials and expert guidance throughout the transition. The project followed a phased approach, starting with smaller groups to gather feedback before expanding the rollout.

## Delivering measurable results

The transformation to Microsoft Teams as a unified communication platform delivered significant benefits across the organization. Employees now enjoy enhanced productivity through streamlined collaboration tools that work seamlessly across departments and locations. The end-user experience has improved with faster resolution times and better business continuity.

The consolidation of its communication tools has fundamentally changed how cross-functional teams collaborate. The results? Improved productivity and engagement, particularly among remote and hybrid workers who now have secure, reliable access to all the tools they need.

The Microsoft 365 ecosystem has provided the agency with robust security and compliance controls through the Security and Compliance Center, protecting sensitive data and ensuring compliance with industry regulations. The cloud-based nature of these services offers the scalability and flexibility needed to adjust to the organization's evolving requirements.

## Pioneering the future of work

Building on this successful foundation, the agency has embarked on [innovative initiatives to further enhance its digital workplace](#). In collaboration with Unisys, it successfully piloted [Microsoft 365 Copilot](#), focusing on privacy and security while exploring its potential benefits for productivity.

This three-stage pilot, supported by the Unisys Digital Workplace Consulting team, provided valuable insights into the capabilities of generative AI and its potential business impact. Senior management gained an understanding of implementation requirements and data privacy considerations, while employees experienced how the technology could enhance their daily work in a controlled environment.

Additionally, the agency has implemented an enterprise content management SharePoint team provisioning solution designed in Power Platform to automate SharePoint sites and Teams creation. This solution, developed in partnership with Unisys, streamlines site provisioning while ensuring automation, security and compliance with a lower total cost of ownership.

## A foundation for citizen-centered services

The agency's digital workplace transformation has created a solid foundation for delivering efficient citizen-focused services. With unified communication tools, enhanced security and innovative solutions like Microsoft 365 Copilot, it is well-positioned to meet the evolving needs of the communities it serves.

To explore how Unisys can transform your organization's digital workplace while enhancing security and collaboration, visit us [online](#) or [contact us](#) today.



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