

Delivering Excellent On-Site Service Support for Demanding High-Tech Customers



The Business Challenge.

Provide quality, fast onsite support for customers across Australia and deliver service that ensures the products work the way they should, living up to customer service excellence.

The Solution.

Unisys Next Generation Support Services comprised of Service Desk and Field Engineering Services; which operates the Customer Support Center, including dispatch of certified technicians; supporting tens of thousands of devices across businesses, schools and home offices nationally.

Results and Benefits.

- Gained an extensive distribution footprint, while maintaining expected high levels of excellence in service for schools, businesses and home offices
- Achieved fast resolution to customers needs – over the phone or in person
- Improved convenience to customers when a technician is required onsite in both metro and regional locations across Australia



For more information visit www.unisys.com

© 2019 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.