



## Providing the Finest Paints and Finishes With Unparalleled Retail Experience

Success Story

### Business Challenge

Lead the paint industry by relentlessly focusing on customers' needs, developing best-in-class products and services, and continuously enhancing world-leading brands of premium paints.

### Solution

Unisys Digital Workplace Services, including service desk and field engineering services for 5,400 retailers and 2,000 employees; implemented ServiceNow®, a scalable cloud-based service management portal for employees; CloudForte®, including data center support services for backup virtualization, voice support, network support and VPN support.

### Results and Benefits

- Improved customer experience by enabling retailers to focus on customer service rather than technology
- Enhanced employee productivity through self-service access to IT via a cloud-based portal
- Maximized operations of retailers and distribution centers by minimizing downtime of label printing
- Reduced operational and infrastructure costs

*“For over 130 years, our company has produced the highest-quality paints and finishes in the industry, and delivered them directly to our customers through our nationwide network of knowledgeable, customer-friendly, independent retail locations. We decided to make a big bet with less vendors, and chose Unisys because of their experience with and capabilities beyond ServiceNow. We trust Unisys to support our unparalleled retail experience.”*



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