



## Enhancing Well-Being for Communities Sustainably

Success Story

### Business Challenge

Grow market share while seeking to enter new markets and new segments.

### Solution

Unisys Digital Workplace Services, including service desk (level 1 and level 2), field engineering services (dedicated campus support via Tech Cafés, dispatch and depot services), user account management, asset management, configuration management and services management for 100,000 users across 100+ countries in 27 languages; additional services included automated problem resolution via intelligent virtual agents, self-help tools, proactive diagnostics and repairs.

### Results and Benefits

- Enabled a great user experience by providing secure, fast and innovative support services via chat, phone or walking up to the Tech Café
- Enhanced employee productivity by reducing the number of incidents globally
- Achieved the ability to meet savings targets by reducing service delivery costs

*“We use insight and innovation to make sure that our portfolio of brands performs for consumers. Unisys is a global partner that helps ensure all end users receive the same standard of service. This will help them deliver on our growth strategy and represent our purpose in action.”*



For more information visit [www.unisys.com](http://www.unisys.com)

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