

How unified IT support drives real business outcomes

Unisys Agentic Service Desk



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What end-to-end support makes possible

Most organizations measure their service desk on ticket volume, cost per incident, speed of answer, handle time, and first-contact resolution rate. Reasonable starting points — but they don't capture what's possible when your service desk, field services, and knowledge management work as one coordinated system.

When they do, the impact is concrete. Users get service on-demand. Agents get to the right answer faster. Field technicians arrive with the full picture. Employees get back to work quickly and start to see IT as something that empowers them, not gets in their way. That's what it looks like when IT support is treated as a strategic function instead of a support cost.

Here's how it works.



The building blocks of unified IT support

Service desk, field services, and knowledge management each have a distinct role – and a bigger collective impact when they work as one.



Service desk

The front line of the employee experience. Handles IT inquiries to resolve or facilitate fulfillment. Sets the tone for how employees feel about IT.



Field services

Covers physical service, from on-site technician visits to smart asset lockers where employees can swap a broken device in minutes.



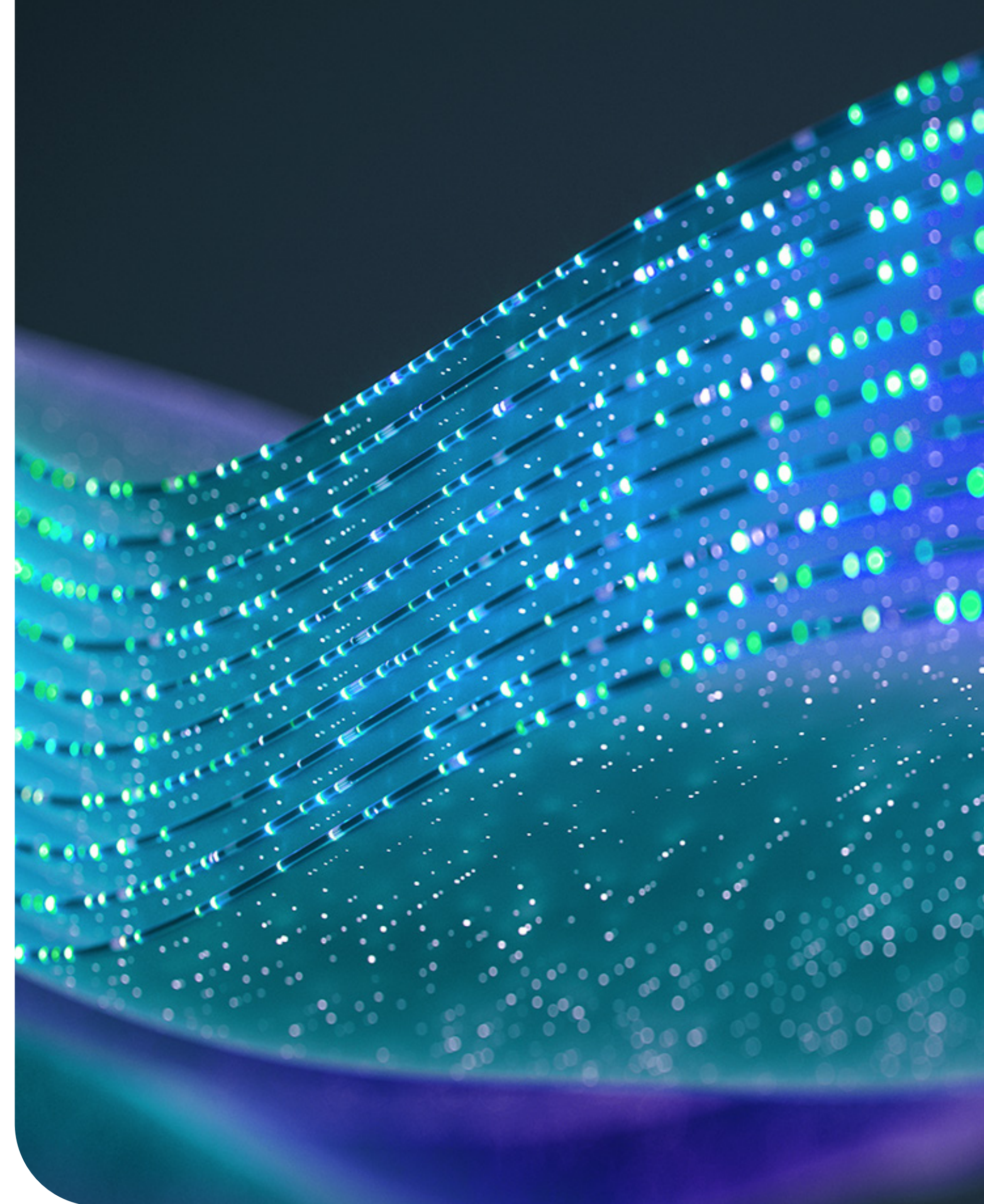
Enterprise knowledge management

Feeds agents and self-service tools with accurate, comprehensive information. Learns from every interaction and generates new knowledge articles with AI.

Organizations connecting these three functions use solutions like Unisys Agentic Service Desk, powered by Unisys Service Experience Accelerator (SEA). This is a proprietary technology framework that orchestrates better user experiences through insights, integration, and agentic automation.

Shift from siloed to connected and change every part of the experience for agents, for field teams, and for leadership.

Siloed functions	Unified system
Agents search across disconnected systems	Relevant knowledge is automatically surfaced
Field technicians arrive without the full picture	Field technicians arrive with the right tools, parts, and skills
Knowledge bases go stale between manual updates	Knowledge updates continuously from interaction data
Leadership sees a cost line	Leadership sees measurable business outcomes



Unified support in action

The impact of end-to-end IT support is easiest to see in specific situations. These three scenarios illustrate how integrated IT support reduces digital friction and enables organizations to focus on their core business.

Manufacturing

Recovering lost production time

Scenario: A manufacturing organization where device issues on the floor cause an average of 10 hours of downtime per month.

The solution: With service desk and field services working from the same data, proactive monitoring catches issues before they escalate, and the right technician responds quickly when intervention is needed. Downtime drops to under one hour per month.

The impact: More than 100 hours of production time back on the floor per year — with no additional headcount.

Retail

Protecting the point-of-sale experience

Scenario: A retailer where a point-of-sale system fails once every 300 customer interactions, causing roughly an hour of disruption each time.

The solution: With integrated IT support monitoring system health and resolving issues before they surface, failure rates drop significantly. When issues do occur, connected service desk and field services mean faster resolution — and fewer customers who ever notice.

The impact: A failure rate that drops from 1 in 300 to 1 in 1,000 — fewer disruptions, better service, and a support model that protects revenue rather than just responding to losses.

Remote workforce

Keeping distributed tech moving

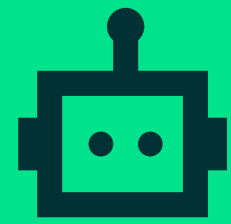
Scenario: A remote employee whose device fails. Without a modern support model, a replacement takes the better part of a day — sometimes more.

The solution: When the employee contacts the service desk, the Unisys Digital Assistant points them to a nearby smart asset locker where a pre-configured replacement is ready for pickup one the same day — no technician visit, no wait.

The impact: A full day of lost productivity becomes 15 minutes of downtime.

How Unisys connects the dots

Unisys connects the service desk, field services, IT service management, and knowledge management into one coordinated support experience.



Unisys Digital Assistant

The AI-powered chatbot that delivers knowledge directly to employees across any channel, in virtually any language through real-time translation.



Knowledge curation

Powered by SEA, the knowledge curation tool analyzes tickets, detects gaps, and generates new articles continuously — so agents and self-service tools are always working from what's current.



Intelligent automation

Handles routine tasks like password resets, account access, and basic troubleshooting. When agents do step in, relevant content and suggestions are surfaced automatically.



Reporting and analytics

Brings experience-level insights, sentiment analysis, and predictive indicators into a single view. IT leaders can see what's working, what needs attention, and where to act next.

Results from the field

Unisys Digital Assistant and the knowledge curation tool are live across global client deployments. Here is what the data shows.

Employees are choosing to use it

Chat abandonment dropped from 34% to 19% across deployments. Users are staying engaged, asking follow-up questions and finding answers rather than routing around the system to reach a human agent. Adoption increased by up to 36% compared to previous chatbot technology.

Knowledge gaps are being caught automatically

In a sample of 74,200 tickets from a global client, the knowledge curation tool automatically identified nearly three times more potential knowledge opportunities than manual agent review — faster, and with its top selections validated at 100% accuracy.

Self-service is holding steady and growing

SEA accounts show a steady 25% resolution rate for knowledge Q&A, with upward trends in user trust and adoption across all active deployments.

Source: Unisys Service Experience Accelerator operational data, 2025

Results from a global client's operations:



Source: Unisys global quick-serve restaurant client data, 2025

Agentic AI at work

Agentic Service Desk is putting agentic AI to work where it counts most. It analyzes issues, takes action across IT systems, and guides support teams through resolution — restoring productivity faster. In field services, Salesforce Agentforce executes scheduling and adjusts in real time. No manual coordination required.

Recognized by industry analysts



What's possible for your organization

IT support built as a unified strategy gives leadership something fragmented systems can't — a clear picture of what support is producing. Reduced downtime. Higher employee satisfaction. Fewer escalations.

Success looks different for every organization.



Protecting uptime at a 24-hour facility without adding overnight staff.



Delivering the same IT experience to remote and on-site employees.



Walking into a budget conversation with hard numbers instead of anecdotal cases.

Whatever it looks like for you, the path starts with understanding where you are today.

The team behind the technology

Unisys runs some of the world's most complex IT support operations. That experience runs through everything we do — across thousands of client environments and our own operations.

Behind every automated resolution, every knowledge article, and every field technician dispatch is a team that understands what good IT support requires and how to deliver it. People who design the systems, refine the processes, and stay accountable for the outcomes.

When you're ready to see what that means for your organization, we're ready to help.

Visit [Unisys.com](https://www.unisys.com) or [contact us](#) today.

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