

The connected support model

Your guide to unifying the service desk, field services, and knowledge management to drive measurable outcomes



Most support organizations were designed to manage incidents. This guide looks at what becomes possible when key support functions work as one, reducing friction, improving workforce productivity, and enabling smoother business operations.

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What connected IT support makes possible

When IT support works as a connected system, the results are concrete. Employees get answers in minutes, not hours. Field technicians arrive with the full picture. Agents focus on complex problems rather than hunting for information. For most organizations, that shift is worth making. That means connecting the service desk, field services, and knowledge management.

How it works

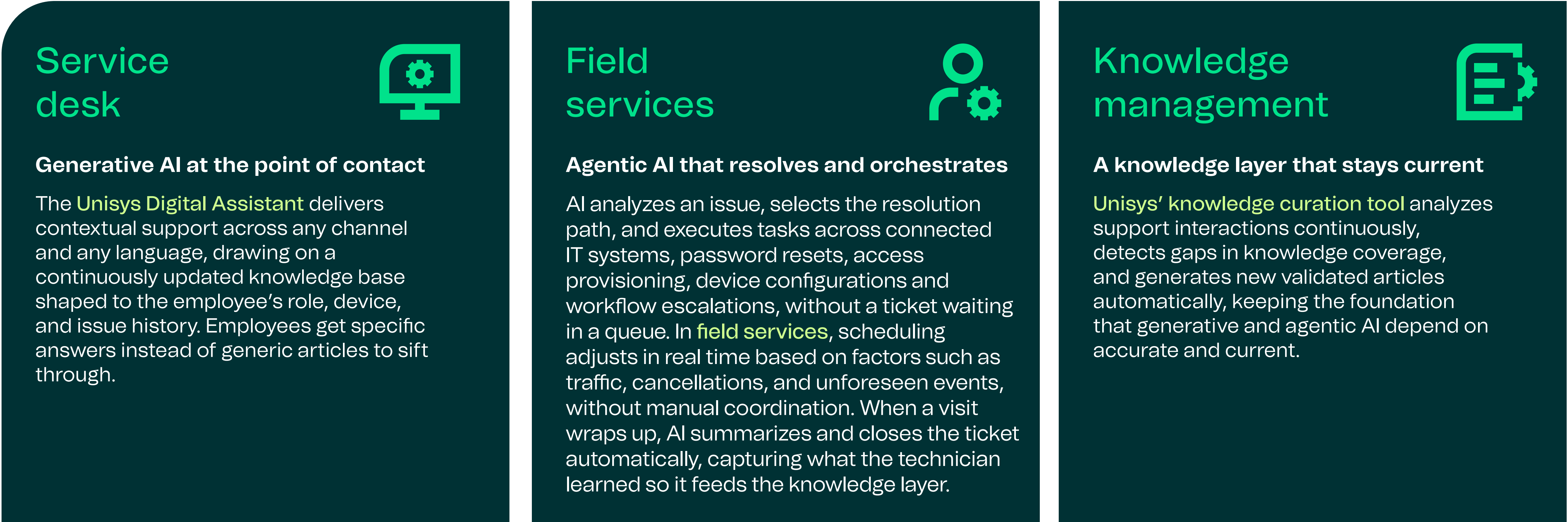
When the service desk, field services, and knowledge management share data, each one builds on what came before: the service desk *answers* most requests right away, field services *acts* on the ones that need someone on-site, and knowledge management *learns* from every interaction to make the next one faster. That’s the model behind connected support: answer, act, learn. Together, they shift IT from a recurring expense to something leadership can measure and build on.

	What it contributes	Working in silos	Working as one
 Service desk	Answer: The front line of IT support. Shared data means agents reach the right answer faster and self-service tools give employees answers they trust.	Agents search across disconnected systems	Relevant knowledge surfaces automatically
 Field services	Act: The physical dimension of support. When field technicians share data with the service desk, they arrive with the right context instead of starting from scratch on site.	Technicians arrive without the right parts or skills and must return an additional time	Technicians arrive with the right skills, parts, and context to solve the issue on the first visit
 Knowledge management	Learn: The intelligence layer that keeps both functions accurate. It continuously detects gaps and generates new validated articles automatically, so agents and technicians always work from current information.	Stale and inaccurate articles pile up, slowing techs down	Knowledge updates continuously from interaction data

What AI makes possible across the model

The connective tissue is data and the AI that acts on it in real time. That means the service desk, field services, and knowledge management operate from the same picture: a field technician seeing the same ticket history an agent does, a knowledge gap at the service desk automatically triggering an article update, and an issue resolved before it reaches a queue.

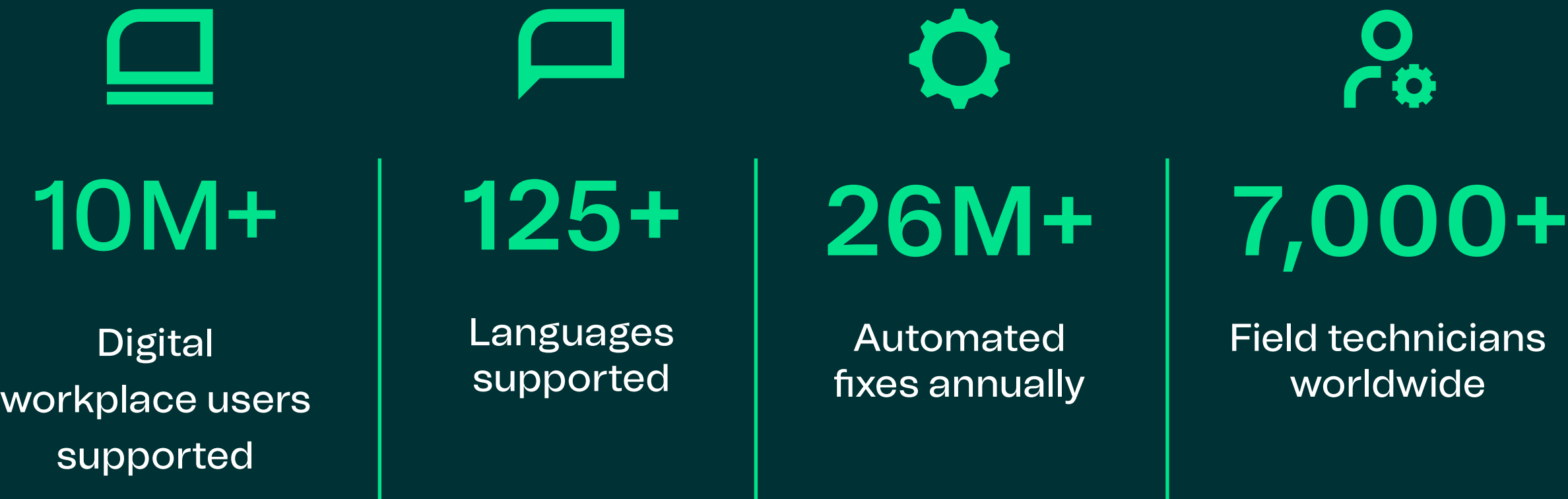
Unisys addresses this through **Unisys Service Experience Accelerator (SEA)**, technology that connects the service desk, field services, and knowledge management, and powers the AI at the core of **Unisys Agentic Service Desk**. Here’s how AI powers each part of the connected support model.



Delivering at scale

Unisys services clients in more than 100 countries, supporting millions of users across industries and time zones. For organizations in regulated environments, every automated workflow has a defined owner, escalation path, and accountability structure, with access controls and data classification built into the solution architecture from the start.

Unisys at a glance



Client spotlight

How AI-powered knowledge curation kept a global manufacturer’s knowledge base current at scale.

The challenge

Manual knowledge review topped out at 150 tickets per month — not enough to keep a global knowledge base accurate at scale.

The result

Unisys used AI-powered knowledge curation to scan 40,000 tickets and surface the 1,200 that contained proven solutions, feeding them back into the knowledge base in minutes. Done manually, that review would have taken more than 260 person-months.



Reviewed: **40,000** tickets



Captured: **1,200** proven solutions



Saved: **260+** person-months of manual effort, in minutes

Source: Unisys client data, 2025

How to measure what support produces

The results connected support produces are only visible if you’re measuring the right things.

Most organizations measure IT support through service-level agreements (SLAs). Ticket volumes, closure rates, and response times tell you whether the support function is running. They don’t tell you whether it’s enabling employees to do their best work, or what fragmented support is costing the business.

Experience-level agreements (XLAs) close that gap. Where SLAs measure operational compliance, XLAs measure business impact.

SLAs: operational compliance	XLAs: business impact
Ticket volume and closure rate	Employee sentiment and satisfaction
Average handle time	Time returned to productive work
Cost per incident	Business outcomes enabled by IT
First-contact resolution rate	Self-service adoption and confidence
Response time within SLA	Experience consistency across roles and locations

That shift, from SLA compliance to experience-level accountability, is one Unisys helped establish as a founding member of the XLA Institute, and it runs through how every engagement is designed, delivered, and evaluated.

See what's possible for your organization

Every organization starts from a different place. Let's talk about what connected, AI-powered support looks like for your organization.

[Connect with our experts](#) or [visit our website](#) to learn more.



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