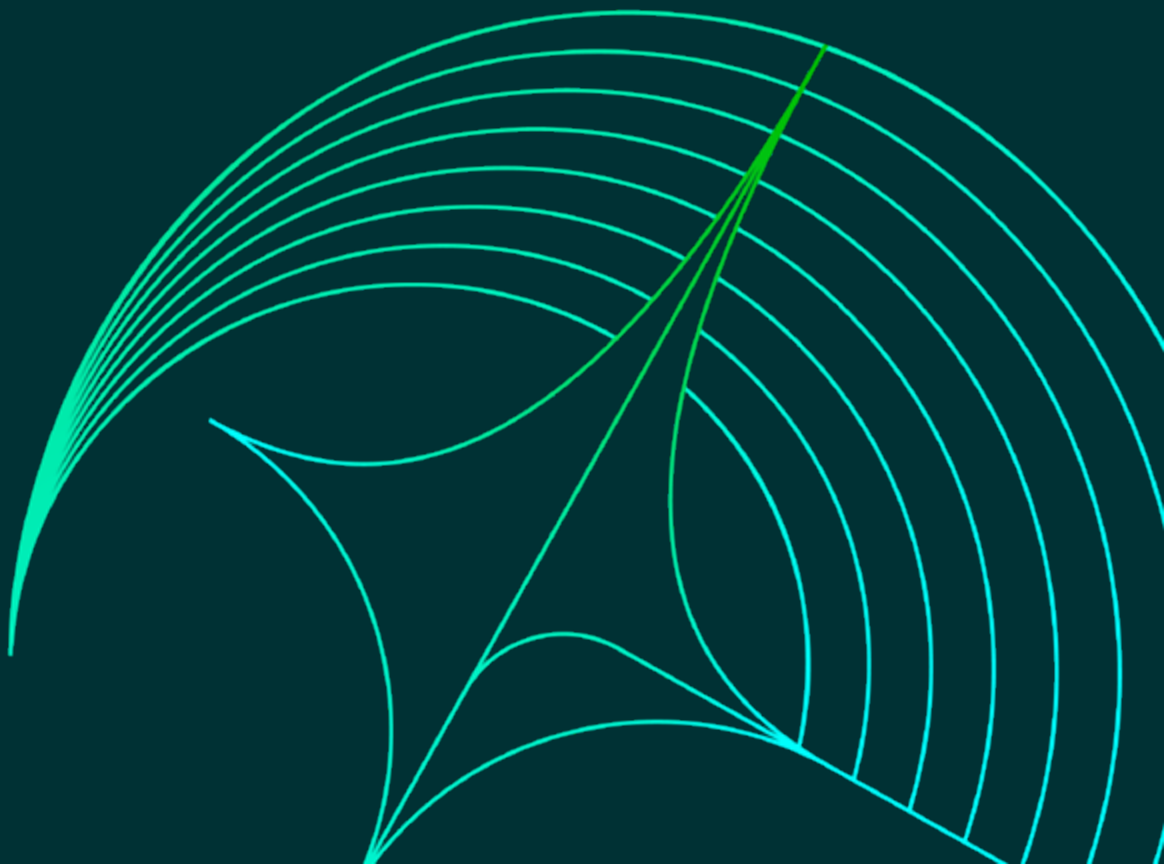
unisys

Designing for device lifecycle agility

Your guide to evidence-based decisions in an unpredictable hardware market

For CIOs, CDOs, and IT operations leaders



The case for a better model

Explore what separates organizations managing hardware inflation well from those absorbing unnecessary costs — and how to build a program that puts you in the first group.

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Section 01

Budgeting for memory costs you can't predict

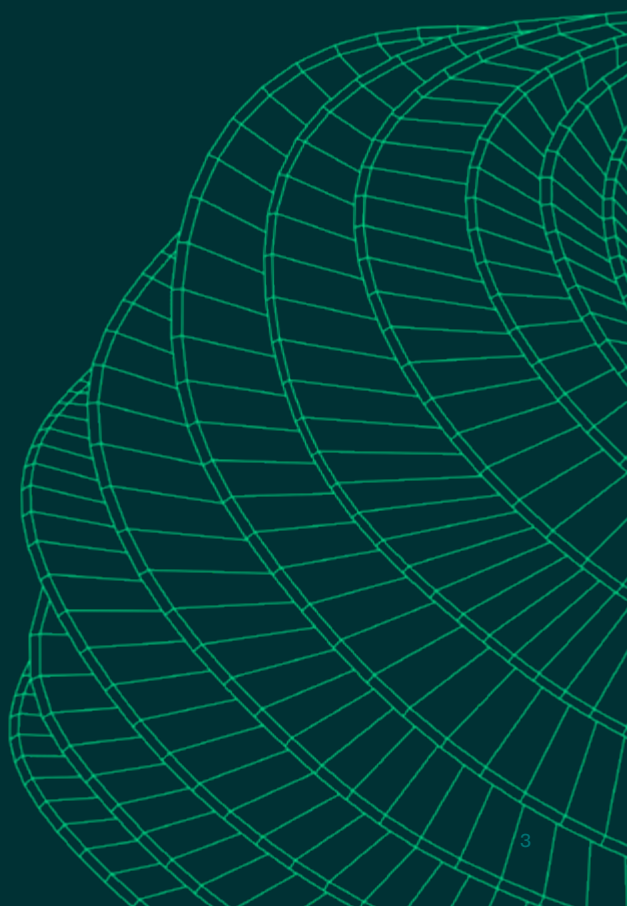


Hardware inflation has changed the economics of device management. Fixed refresh cycles and age-based policies were built for a stable market — and in the current environment, they drive spending that evidence-based strategies can reduce.

The organizations managing price changes in PC memory most effectively are already working from a better model — using data most enterprises already have to make precise life cycle decisions:

- **Device health and performance trends**
- **Employee experience scores**
- **Support history and security posture**

Most organizations already have this data — they're just not using it to make refresh decisions.



Section 02

What evidence-based lifecycle management looks like



Putting that data to work means rethinking how most organizations approach device management. Here's what that looks like in practice.

Making refresh decisions you can defend

Most refresh programs run on one rule: Replace devices after three or four years. It's easy to administer — and increasingly costly. Age rarely indicates whether a device is performing well, whether an employee is struggling with it, or whether replacing it now makes financial sense.

Rethinking device refresh programs:
Age is a starting point, not the answer

Device age tells you how long something has been in service. Performance data tells you whether it should stay — and sometimes, a device that no longer meets a power user's needs may be exactly right for a role with lighter demands. Precise data tells you which path makes sense.

Running a lifecycle program that keeps pace with the business

Device management expands quietly. New hires, role changes, distributed teams — the demands build, and most programs weren't designed to absorb them. IT time gets pulled toward logistics instead of work that moves the business.

Rethinking lifecycle management:
The right device for the right role is a financial decision

Matching devices to an employee's workload reduces over-specification and puts budget where it creates real value. As organizations evaluate new technology like AI PCs, persona-based planning determines which roles are ready now — and which can wait.

Measuring whether technology is working for your people

IT can hit every service target while employees lose productive time to friction that never surfaces in a report. For distributed, device-dependent workforces, that gap compounds quietly — showing up in retention and engagement long before anyone flags it.

Rethinking employee experience:
Delivery and impact are different metrics

Experience data captures what service reports miss — how technology is landing with the people using it. Organizations that measure both can act on the right problems early, before they affect the workforce.

Section 03

How Unisys makes it operational



Unisys turns device data into decisions — through precise evidence for refresh decisions, a structured lifecycle program, and continuous measurement of whether technology is working for your people.

Intelligent device refresh

Unisys assesses your device environment — including support history, employee experience, security posture, and total cost of ownership — to identify refresh priorities and deliver clear, persona-based recommendations. The output is an executive-ready business case that brings IT, finance, and procurement to shared conclusions rather than competing ones.

What it delivers

- A clear view of where refresh spend is avoidable — by device, persona, and role
- Persona-based recommendations on which devices to extend, reallocate, or replace
- A financial model showing cost impact over three to five years
- An executive-ready business case that aligns IT, finance, and procurement

Flexible life cycle management

Unisys Device Lifestyle Management takes the full device life cycle off your team's plate — procurement, deployment, refresh, and asset recovery — under a predictable per-device subscription that adapts as your workforce changes.

What it delivers

- The right device for each employee, based on actual workload
- A flexible cost model that finance can plan around, with no large upfront commitments
- Device recovery and redeployment that reduces waste and extends asset value

Continuous employee experience governance

Unisys Digital Experience Management goes beyond service-level agreement (SLA) metrics to measure how technology affects the people using it. Unisys connects those insights to business outcomes on an ongoing basis — so lifecycle decisions stay grounded in real workforce experience.

What it delivers

- A clear answer to whether technology is supporting employees — not just whether IT met its targets
- Proactive identification of experience issues before they affect productivity or retention
- Device and life cycle decisions continuously connected to workforce outcomes, security posture, and sustainability

Section 04

Where to begin



The right next step depends on where your organization is today, but the destination is the same: a device lifecycle program built on evidence, designed to adapt, and connected to the outcomes that matter most to your business.

"I'm ready to move"

Connect with a Unisys digital workplace expert about Device Lifecycle Management, Digital Experience Management, or both — and what a managed lifecycle program looks like for your organization.

"I need to build a case first"

Start with the **Unisys Intelligent Device Refresh Rapid Value Assessment**. You get full estate visibility, TCO modeling, persona-based refresh recommendations, and an executive-ready business case in three to four weeks.

"I'm not sure where to start"

A Unisys digital workplace specialist can help you figure that out, too, or **visit our website** to learn more.

Hardware markets change.

Evidence-based programs are built for that.

Connect with a Unisys digital workplace specialist today.

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