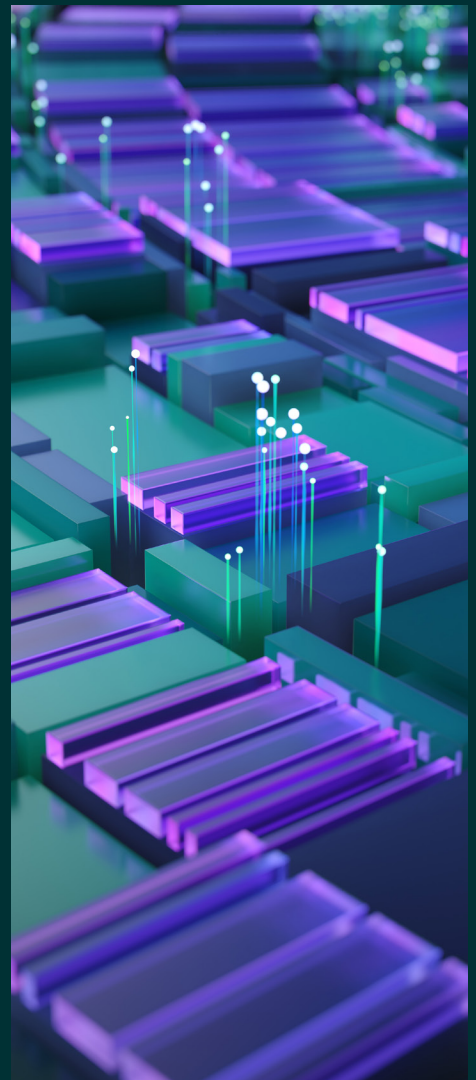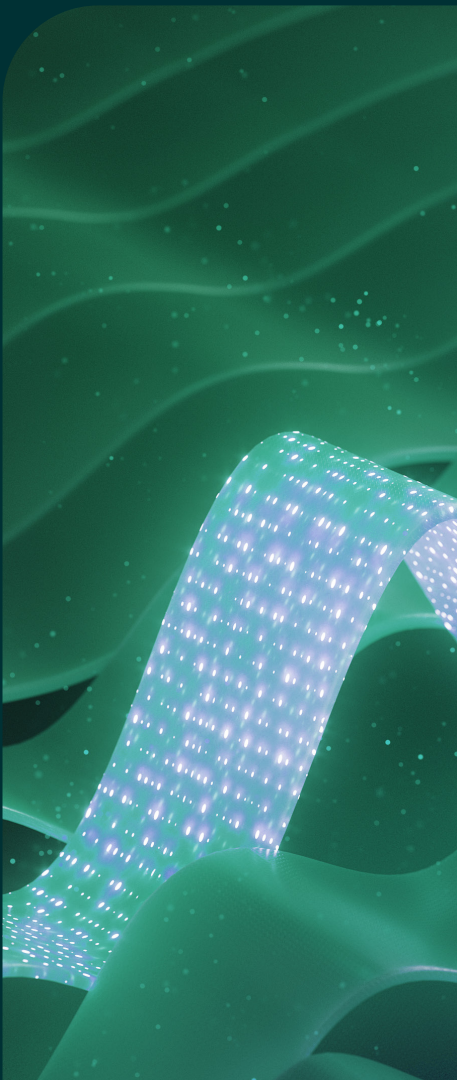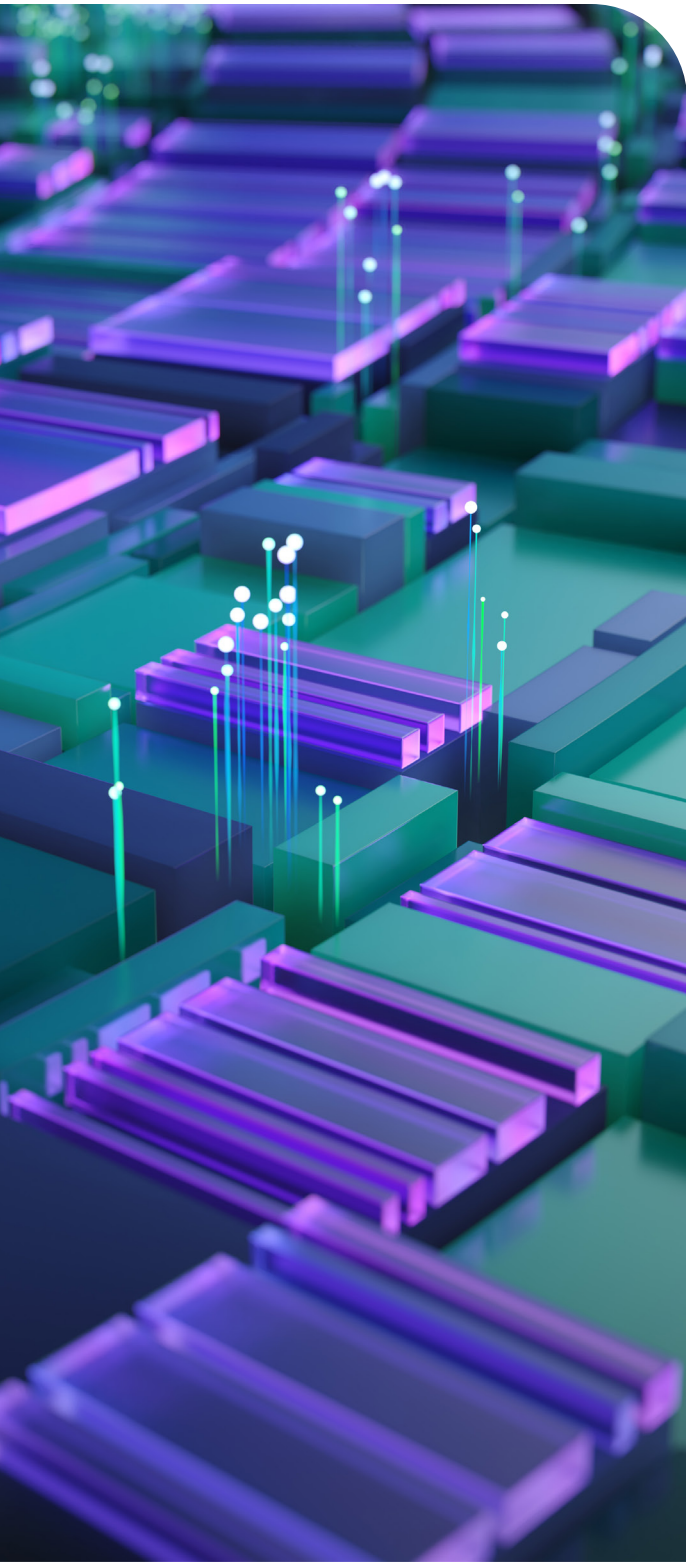# unisys

# Fix it right the first time

## 5 ways AI shifts field services from reactive to predictive

# unisys

How to match the optimal technician to every job, guide them with real-time intelligence and deliver a 95% first-visit resolution

# Every minute of downtime cascades

A specialized machine fails at 2 a.m. on Saturday at a manufacturing plant. Production stops. The on-call technician arrives without the specialized equipment and expertise needed. He escalates to a specialist who can't arrive until Monday.

**Total downtime:**
55 hours

**Cost to the business:**
Significant

**With AI:** The right technician arrives in 90 minutes, equipped with previous site notes, step-by-step repair guides and AR-assisted remote expert guidance. AI summarizes the completed work for future visits.

Total downtime: 3 hours

**This scenario reflects a larger challenge for enterprise IT leaders.** Dispersed workforces, diverse devices (ranging from legacy systems to IoT sensors and liquid cooling infrastructure), and multiple locations create expanding support demands. Traditional field services react to failures and dispatch whoever is available. Manual scheduling slows response. Technicians lack context and juggle fragmented tools. Your IT team puts out fires instead of driving strategy.
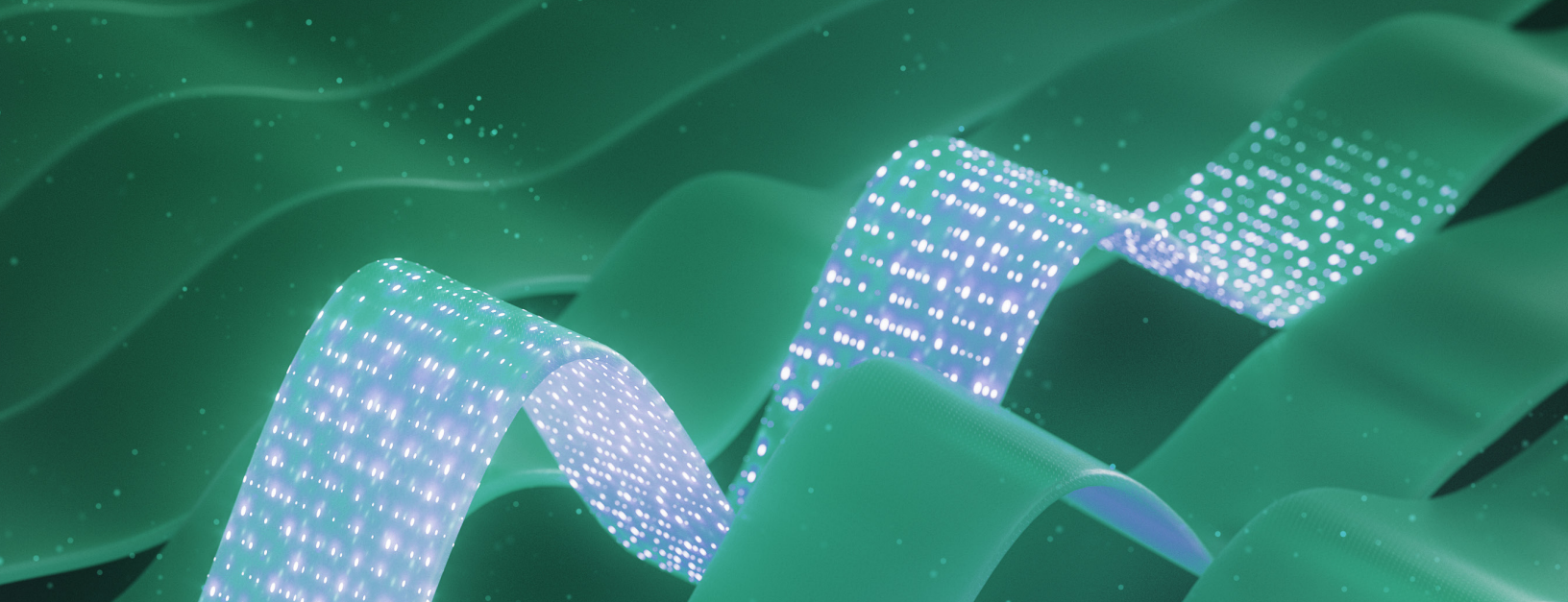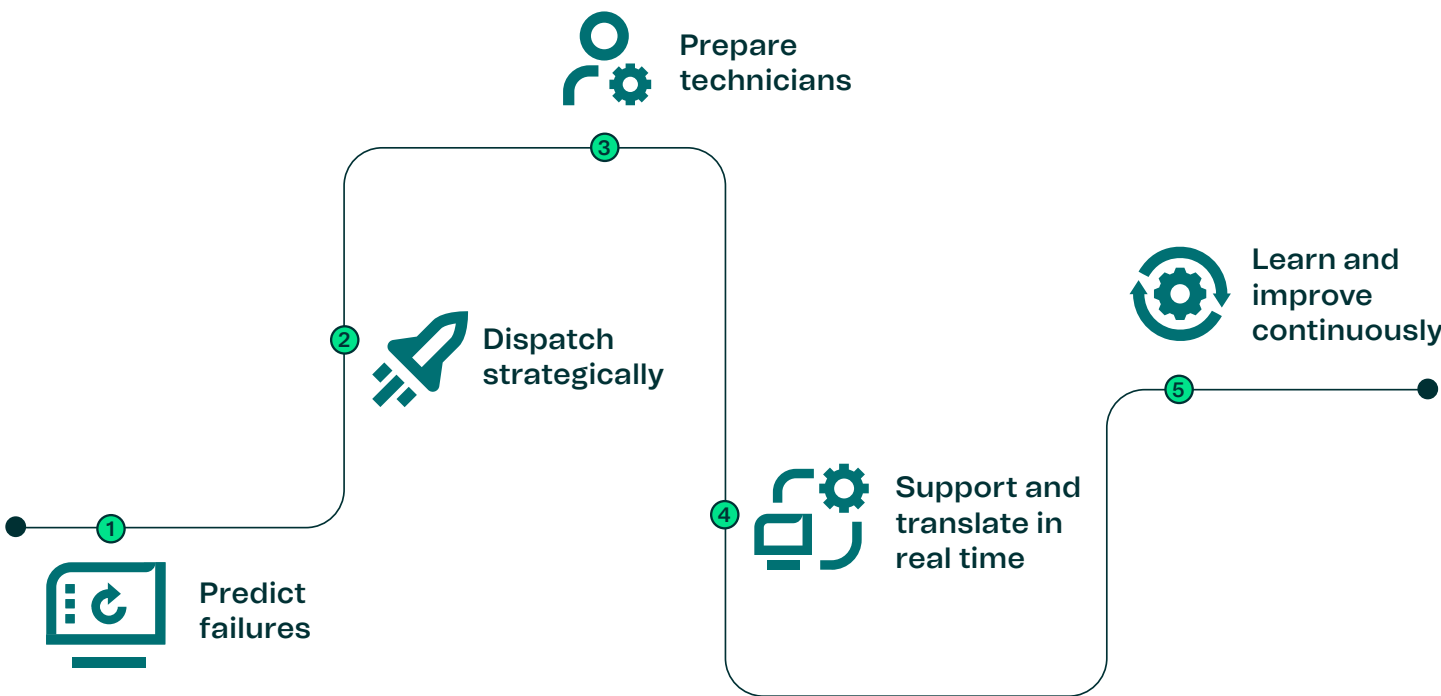
# AI to the rescue

Unisys Field Services uses AI to predict device failures, match the optimal technician to each job and resolve issues remotely before they impact productivity.

AI analyzes patterns across millions of service calls annually, optimizes routes across 120 countries and monitors devices of all types. This frees and guides 7,300+ field engineers to deliver hands-on expertise for everything from routine repairs to specialized infrastructure.

The result? A 95% first-visit fix rate, lower costs and IT teams focused on innovation instead of support logistics.

**Here's how AI creates measurable advantages across five critical capabilities.**

Prepare technicians

3

Dispatch strategically

2

Learn and improve continuously

Support and translate in real time

4

5

1

Predict failures

# 1. Predict failures before they happen

Traditional field services wait for devices to break. AI prevents disruptions through continuous intelligence.

Machine learning continuously monitors device health, analyzing performance patterns, usage data and hardware telemetry. When AI detects early warning signs, it automatically schedules proactive maintenance or resolves issues remotely before users experience any impact. We automate operations and governance, enhance cybersecurity protection, improve the user experience and reduce costs. You maintain control while we handle the complexity.

## Business impact

- ⊘ Reduction in unexpected downtime: 1,000 hours in one month
- ⊘ Lower emergency repair costs
- ⊘ Extended equipment lifespan

### Real-world example

AI runs continuous diagnostics on 80 branch tablets used by customer service representatives, detecting battery degradation patterns before failures occur. The system schedules replacements during evening hours. Field technicians arrive with the correct parts, and branch managers maintain seamless customer service without device-related interruptions.

# 2. Dispatch the perfect match

Sending the wrong technician costs time, money and customer satisfaction. Agentforce for Field Service optimizes every assignment autonomously.

Acting as an intelligent agent for dispatch teams, it continuously detects scheduling gaps and evaluates options against real-time constraints: technical skills and certifications, language requirements, tool availability and training, parts inventory, traffic patterns, service-level agreement (SLA) commitments, and overtime thresholds. Under guardrails, the agent either updates schedules and routes automatically or surfaces prioritized choices to dispatchers when human judgment is needed.

## Business impact

- ⊘ 95% first-visit fix rate
- ⊘ Reduction in travel time and fuel costs
- ⊘ Better resource utilization across regions

### Real-world example

Agentforce matches an engineer with the right security certifications and language fluency, delivers a pre-work brief with site history and step-by-step guides to his mobile app, and provides GIS-based routing. On-site, he uses voice-to-form for hands-free documentation. The technician arrives prepared and completes the repair on the first visit.

# 3. Prepare technicians with intelligent briefings

Arriving unprepared wastes time and leads to repeat visits. AI ensures every technician has complete context.

Before each visit, AI loads the technician's mobile device with relevant site history, similar resolved cases from your global network, recommended solutions based on successful patterns and confirmed parts availability. For complex issues, the system queues training refreshers and highlights resolution strategies that worked in similar situations.

## Business impact

- Faster on-site diagnostics and resolution
- Fewer repeat visits
- Confident technicians who arrive with context

### Real-world example

A technician receives a request for a liquid cooling system showing performance issues. AI loads the system's maintenance history, three similar resolved cases and a video on advanced diagnostics. The technician arrives knowing precisely what to check and completes the repair in half the expected time.

# 4. Support with real-time intelligence

AI provides contextual guidance to end users, support agents and field engineers, creating faster resolutions across every channel.

### Automated resolution for employees

Multilingual AI-powered chat delivers step-by-step resolution instructions in virtually any language. Workers receive automated guidance from your knowledge base without waiting for agents. AI creates customized, role-specific instructions that solve issues independently.

### Contextual intelligence for service agents

During calls, AI delivers real-time information: live device diagnostics, complete ticket history, knowledge articles addressing similar issues, troubleshooting guides and recommended solutions based on successful patterns.

### On-site guidance for field engineers

Technicians access contextual intelligence through mobile devices, with relevant information provided exactly when needed. For complex repairs, augmented reality (AR) support connects field engineers with remote experts who provide real-time visual guidance, reducing on-site time and eliminating repeat visits for specialized issues.

## Business impact

- ⊘ 35% reduction in second dispatch occurrences
- ⊘ Faster resolution when human support is needed
- ⊘ Consistent support quality across channels

# 5. Learn and improve automatically

Service quality stagnates without continuous improvement. AI turns every interaction into an opportunity to provide better support.

AI analyzes patterns across millions of annual service calls, identifying emerging issues and opportunities for improvement. The system recognizes when similar problems appear across multiple sites, automatically updating resolution guides and alerting technicians to new patterns. Machine learning identifies which solutions work best for specific device types and locations, then prioritizes those strategies in future recommendations.

## Business impact

- ⊘ Proactive identification of systemic issues
- ⊘ Constant improvement of resolution strategies
- ⊘ Reduced time to fix recurring problems

### Real-world example

AI identifies a specific laptop model experiencing similar Wi-Fi issues across 15 sites over a two-week period. The system automatically creates an updated resolution guide, alerts the technicians involved and routes new cases directly to engineers who have successfully resolved the issue. Individual problems become recognized patterns with proven solutions.

# Move beyond traditional break-fix

AI is only part of the story. Unisys combines intelligent technology with modern delivery options, global scale and decades of field services expertise.

**Modern service delivery**

- Support for emerging technologies, such as liquid cooling systems
- Smart lockers for 24/7 device swaps
- IT vending machines for accessories
- Virtual tech cafés combining live support and device access

Your employees need technology that works without interruption. Your operations demand efficiency and reliability. AI-powered Field Services from Unisys deliver both — with proven results, global scale and expertise built over decades.

Ready to achieve 95% first-visit resolution?
**Learn more at Field services | Unisys.**

### Global reach, local expertise

7,300+ certified technicians

120+ countries

290+ parts warehouses

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