

On-site IT support as broad as your operations

Unisys Next-Generation Service Desk and Unisys Field Services — from ATMs to zone density sensors and everything in between

Most providers handle the basics. Unisys supports what keeps your organization running.

Liquid-cooled AI data center infrastructure. Smart building sensors. Manufacturing floor kiosks. Medical devices. POS systems. Airport security gates. IoT sensors.

If your operations depend on it, Unisys can help you deploy, maintain, and support it.

Next-Generation Service Desk and Field Services deliver end-to-end support across a wide range of devices — everyday end-user devices and mission-critical, customer-facing and industry-specific devices alike.



End-user devices

- Desktop computers
- Laptop computers
- Workstations
- Tablets and mobile devices
- Smartphones
- Peripherals such as keyboards, mice, and monitors
- Copiers and scanners



Workplace support systems

- IT vending machines
- Smart lockers
- Virtual tech cafés
- High-end infrastructure and cooling systems
- Immersion liquid cooling systems
- Direct-to-chip cooling systems
- Rear-door heat exchange systems



Specialized and embedded systems

- IoT sensors and devices
- Biometric devices and scanners
- Point-of-sale equipment
- Conference room audiovisual systems and projectors
- Digital signage systems, including lobbies, malls, and in-vehicle displays
- Airport security screening equipment
- Wayfinding displays
- Quick-service restaurant systems
- Robotic systems



Productivity and server hardware

- On-premises servers
- Enterprise storage systems
- Networking hardware, including switches and routers
- Wi-Fi access points and related infrastructures



Support that works for everyone

Broad device coverage means something different depending on where you sit.

- For employees: help through any channel, any time — phone, chat, self-service, or walk-up tech café
- For IT leaders: real-time visibility across every device and location, with predictive analytics that catch issues early
- For the business: less downtime, more predictability, and fewer vendors to manage

How we deliver it

Unisys has supported complex, distributed environments for decades — and we're still here, still investing, still growing. While market shifts push others to narrow coverage or exit field services entirely, we're doubling down. We understand that downtime directly impacts operations and revenue, and we're built to support you now and as your environment evolves.

Next-Generation Service Desk provides a single point of entry for all device issues, while Field Services brings white-glove, hands-on assistance for infrastructure, retail, restaurant, and high-end environments. The result: consistent, expert coverage without a tangle of vendors.



[unisys.com](https://www.unisys.com)

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We combine deep expertise with AI tools to deliver comprehensive device support:

Global scale, local presence

7,300+ field technicians, 120+ countries served, and 126 languages supported

95% first-visit fix rate

The right technician with the right parts arrives the first time.

24/7 availability

Agentic AI-powered intelligent dispatch matches every issue with the expertise and proximity needed.

Streamlined service management

We integrate with your existing tools: ServiceNow, Microsoft Teams, Okta, and more.

Learn how we can support your entire device ecosystem:

- [Next-Generation Service Desk](#)
- [Field Services](#)