



Info sheet

Unisys + Freshworks

The numbers behind AI-powered service management

Some organizations still manage service requests across a patchwork of systems: separate service management tools for IT, HR, and facilities that require manual handoffs between teams and legacy IT service management (ITSM) platforms that need specialized staff to maintain. Freshworks and Unisys partner to consolidate fragmented operations into a single AI-powered platform that unifies IT and business service requests, backed by expertise in strategy, implementation, and managed services to make it work at enterprise scale. For IT teams, that means faster resolutions, lower costs, and more time for higher-value work.

How it works

The Freshworks platform has a built-in automation layer called Freddy AI. It works in three ways: Freddy AI Insights catches recurring problems and unusual spikes before they turn into a wave of tickets, Freddy AI Agent resolves the routine issues that do get filed, and Freddy AI Copilot helps desk agents move faster on what's left. [Unisys Enterprise Service Management](#) configures and manages that layered approach inside each client's environment, tuning it to real ticket patterns and integrating it with the tools IT teams already rely on. That partnership is what keeps great results consistent in practice, not just in a product demo.

The results

This AI-powered approach produces measurable results at the tier where some service desks lose the most time: high-volume, low-complexity tickets that don't need a specialist but still consume queue capacity. Two-thirds of that high-volume work disappears from the queue before it ever reaches a person, and the tickets that remain move through the system in a fraction of the time.

Here's what that looks like across the Freshworks platform:

- **65.7%** of Tier 1 tickets resolved autonomously by Freddy AI Agent
- **76.6%** faster resolution time with Freddy AI Copilot
- **41.1%** faster response time with Freddy AI Copilot

Source: [Freshservice Benchmark Report 2025](#)

Proven at scale

Unisys brings global delivery depth and implementation expertise; Freshworks brings a platform already proven across tens of thousands of customers. Together, that scale is measurable:

- **100+ countries** served by Unisys, with recognition from analyst firms including Gartner, ISG, and Everest Group for strong digital workplace services
- **126 languages** supported through Unisys' digital service desk chatbots
- **26M+ automated** fixes executed globally through [Unisys Experience-as-a-Service](#) capabilities
- **Weeks, not months** — how fast migrations off legacy ITSM are already happening

Ready to see what's possible?

Service shouldn't be complex. Tell us where you are today, and Freshworks and Unisys will bring the strategy, the specialists, and a clear path forward. Visit our [website](#) or [contact us](#) to get started.



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