



Info sheet

Unisys and Nexthink

Delivering proactive digital workplace experiences

Intelligence-driven IT for predictive problem-solving

The Unisys and Nexthink partnership creates a comprehensive digital workplace solution that elevates traditional IT support into proactive, experience-focused services. By embedding Nexthink's Workplace Experience platform directly into our service delivery framework, Unisys transforms how organizations manage the digital workplace, moving from reactive problem-solving to intelligent prevention and optimization.

An integrated approach for tangible value

Unisys applies proven methodologies to Nexthink's real-time workplace telemetry and insights, strengthening our digital workplace services portfolio. This integration enables the deployment of Experience-Level Agreements (XLAs) that measure actual business outcomes rather than simply track uptime metrics. Our Experience Management Office (XMO) combines Unisys' expertise with your business leadership to ensure technology decisions align with your business objectives while providing continuous insights and recommendations. Many Unisys XLAs are powered by Nexthink to help ensure measurable service outcomes are linked to your specific priorities and business success.

Enhanced service capabilities through intelligent automation:

- **Next-Generation Service Desk** operations gain pre-diagnostic capabilities, one-click remediation tools, and custom automations that solve recurring issues before they become tickets.
- **Device Subscription Service** uses real-time health monitoring and warranty data to make informed refresh decisions, extending device life and reducing unnecessary replacements while optimizing your hardware investments.
- **Field Services** receives comprehensive pre-visit diagnostics that improve resolution rates and eliminate repeat visits through complete situational awareness.
- **Automated Compliance Management** ensures security patches, software updates, and policy compliance across all endpoints without manual oversight.

This unified approach creates a cohesive and comprehensive service model that maximizes your ROI for experience services and helps your organization win.



Partnership outcomes that matter

- **Strategic technology planning:** XMO collaboration delivers actionable insights for hardware optimization, software licensing efficiency, OS migrations, and digital transformation initiatives. Compare performance metrics to industry standards for competitive positioning and data-driven improvements.
- **Self-healing workplace systems:** Automated monitoring identifies and resolves performance issues before employees experience disruptions. Systems maintain optimal performance without human intervention, keeping teams focused on core business objectives.
- **Intelligent resource optimization:** Make data-backed decisions on hardware and software lifecycle management. Identify opportunities to refurbish, reallocate, or extend device life rather than defaulting to replacement, reducing IT spend while maintaining performance standards.
- **Measurable business alignment:** XLA-based delivery ensures service outcomes connect directly to your strategic goals. Move beyond traditional IT metrics to measure what actually drives business success—employee satisfaction, productivity gains, and operational efficiency.

How you benefit

- **Faster issue resolution** with one-click automation that improves MTTR resolving problems in minutes, not hours.
- **Increased uptime and productivity** by proactively identifying and preventing issues before they escalate into incidents or support tickets.
- **Business-aligned outcomes** driven by XLAs and actionable insights that bring teams closer to strategic goals.
- **Enhanced end-user experience** through automation, self-healing systems, and proactive tools that minimize IT disruptions and keep users productive.
- **Optimized IT spend** through data-backed decisions on hardware and software lifecycle identifying opportunities to refurbish or reallocate rather than replace.

Ready to transform your digital workplace?

Discover how Unisys and Nexthink create measurable business outcomes through intelligent automation and experience-focused service delivery. Let's explore what this partnership can achieve for your organization.

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