



Info sheet

Unisys + Nexthink

Predictive, preventative, self-healing IT for your digital workplace

For 15+ years, Unisys and Nexthink have partnered to deliver proactive, insight-driven digital employee experience (DEX). Nexthink provides real-time endpoint intelligence; Unisys operationalizes those insights to reduce disruptions, improve experience, and drive measurable outcomes.

Together, Unisys and Nexthink deliver a closed-loop model that detects, analyzes, and resolves digital workplace issues, often before users are impacted, so IT can move from reactive support to predictive, self-healing operations.

Our experience-driven delivery model

A better digital workplace starts with better visibility. Unisys and Nexthink deliver Experience-as-a-Service (XaaS), a model that measures, analyzes, and improves experience across devices, applications, and workflows. Real-time intelligence, combined with managed services, helps teams act faster and stay ahead of issues before they disrupt the business. Delivery is anchored in experience-level agreements (XLAs) that measure how employees feel about the technology and support they receive.

Analyst-recognized. Client-validated.

Unisys is recognized as a Leader in the **Gartner® Magic Quadrant™ for Outsourced Digital Workplace Services**. Nexthink is recognized as a **Leader in Digital Employee Experience**. The result is a partnership where both sides bring category-leading credentials to every client engagement.

As **founding members** of the XLA Institute, Unisys and Nexthink are helping define the future of experience management — elevating from device health to persona-driven insights and, ultimately, via the Unisys Experience Management Office (XMO), to a fully connected ecosystem through a multi-tiered XaaS approach.

The joint solution covers four key capability areas:

- **Agentic Service Desk:** Predict and resolve issues before they reach your employees.
- **Device life cycle optimization:** Extend device life, realize a data-driven device catalog, and reduce refresh costs with real-time health data.
- **Experience Management™:** Analyze trends and continuously adapt IT strategies to evolving workforce needs.
- **Compliance and endpoint health automation:** Keep security up to date across all endpoints without manual oversight.

What you can expect

Across service delivery, workforce productivity, and IT spend, the Unisys and Nexthink partnership delivers outcomes that connect directly to your business priorities:

- Fewer tickets through proactive issue prevention
- Faster resolution with automation and pre-diagnostics
- Stronger employee experience and productivity
- Smarter IT spend driven by real data
- IT performance tied directly to business outcomes through XLA-based delivery

Real results from experience-driven IT

The results of our partnership speak for themselves. Here's what Unisys and Nexthink have delivered for clients:

- 240K+ proactive automations executed before issues reached end users
- 30K+ productive hours saved through automated remediation and experience-led operations
- \$7M+ in savings from intelligent device refresh decisions
- 89% employee engagement rate on change and adoption campaigns

Let's talk about what predictive, self-healing IT can do for your business.

Unisys and Nexthink are ready to show you what the experience-driven digital workplace looks like in practice.

[Contact us](#) today.



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