



Info sheet

Agentic AI for higher education

Unisys and Microsoft

**Reach more students.
Connect more processes.**

Most campuses already run on Microsoft — Office 365, Teams, SharePoint, Entra ID, and more. That infrastructure is the foundation for agentic AI. Unisys puts it to work in the institutional processes that matter most to students and staff, without replacing what's already running.

Unisys **application solutions and services** can help you deploy AI agents that monitor institutional data, surface the right information to the right person, and move work through the right channels — on the Microsoft platforms your teams already use. Each agent is purpose-built for a specific process, but they all share the same data, security, and identity layers underneath.

Built on the Microsoft tools you already run

Unisys' AI agents draw on the Microsoft tools many campuses already license, so there is no new infrastructure to procure or learn, including:

- Azure Machine Learning
- Copilot Studio
- Microsoft 365 and Teams
- Microsoft Defender
- Microsoft Entra ID
- Microsoft Fabric
- Microsoft Foundry
- Microsoft Purview
- Microsoft Sentinel
- Power Platform
- Security Copilot

Reusable across five high-impact scenarios

For five core scenarios, Unisys deploys collections of specialized AI agents that work together to handle one institutional process from end to end. All scenarios draw on a single shared foundation for data, security, and identity. Adding a new scenario then takes only a few new agents rather than requiring a separate build.

1. Academic advising and degree progress

Enables advisors to see the whole caseload at once and act early

- Monitors every student for early signals: dropped prerequisites, financial holds, learning-management inactivity, attendance dips
- Surfaces a ranked caseload with a specific next step for each student
- Proposes a rebuilt degree plan that routes around a blocked course
- Leaves the final call with the advisor on every recommendation

Potential benefit: a retention lift that can help protect tuition revenue

2. Student services case management

Keeps cases moving across every department so students ask once and the right office follows through

- Reads and interprets incoming documents such as financial aid appeals, housing requests, and registration holds, then advances each to its next step without manual intervention
- Maintains a single case record across financial aid, housing, the registrar, and counseling so every department sees the full picture
- Routes, escalates, and follows up autonomously, with service-level agreement clocks visible to supervisors
- Keeps counseling records in an isolated data space with FERPA-aligned controls, open only to authorized agents and staff

Potential benefit: financial aid holds cleared in days rather than weeks

3. IT helpdesk and identity life cycle

Handles routine tasks so technicians can focus on higher-value needs

- Resolves password resets, multi-factor authentication re-enrollment, VPN and Wi-Fi setup, and software requests through an agent
- Remediates common device-compliance drift with Intune playbooks
- Provisions and deprovisions Entra ID access as HR records a hire, a role change, or a departure
- Escalates novel issues to a Tier 2 or Tier 3 technician with full context attached

Potential benefits: most Tier 1 tickets resolved without a technician; self-service password resets in under a minute

4. Compliance, privacy, and audit readiness

Builds privacy and audit readiness into everyday workflows

- Classifies FERPA-protected content across SharePoint, Teams, OneDrive, and Exchange with Microsoft Purview
- Helps catch unauthorized sharing as it happens through data loss prevention
- Runs Security Copilot threat hunts tuned to higher-education ransomware patterns
- Generates audit-ready evidence packs for accreditation reviews, pulling from activity already logged across the Microsoft 365 estate

Potential benefits: a configuration-only rollout in weeks; no net-new licensing on an existing Microsoft 365 E5 estate

5. Admissions review and yield management

Points enrollment teams to the students in need of outreach

- Scores every admitted student daily on enrollment likelihood, reading portal logins, email opens, visit RSVPs, and completed tours in close to real time
- Models the marginal yield from each financial aid adjustment
- Delivers counselors a daily prioritized brief with personalized outreach already drafted
- Tracks outputs by demographic segment so the model holds up to an audit

Potential benefit: a yield lift that can add up to millions per campus each year



Not the right fit?
We'll build one that is.

If the five scenarios don't match your institution's priorities, or you need something additional, Unisys can quickly design and build a tailored prototype.



One partnership, from the first agent
to system-wide rollout

Unisys delivers our Application Development and Transformation solution with agentic AI for higher education. Microsoft powers the platform. For an institution, that means one accountable team from the first pilot through a multi-campus rollout, with no integration gap left on your side to manage.

Unisys	Microsoft
Industry cloud IP: pre-built agents and reference architecture	Platform technology: Azure, Copilot, Fabric, Purview, and Sentinel
Program leadership: multi-campus rollout project management office	Technical enablement: FastTrack and Cloud Solution Architect resources
Scenario integration: student information system (SIS), learning management system (LMS), identity and access management (IAM), and data quality	Enterprise Agreement and consumption: licensing that fits your existing Microsoft estate
Equity and compliance: Hispanic-Serving Institution (HSI) audits, FERPA, and CCPA	Executive sponsorship and product roadmap access
24/7 managed services for system-wide operations	Co-investment through Microsoft funding programs (ECIF and MACC)

When the signals connect, students succeed

A dropped prerequisite, a quiet financial hold, a password reset that ties up IT for an hour — individually, these are small friction points. Connected on a single governed platform, they become signals that reach the right person at the right time. That's what Unisys and Microsoft make possible: an institution where the systems work together, students get the support they need, and your teams spend their time on the work that matters.

Early deployments and modeling point to stronger retention, lighter IT load, faster case resolution, and payback measured in months.

See it work before you commit

Begin with a fixed-fee foundation phase co-funded by Microsoft so starting carries little financial risk. In 30 days, a flagship campus gets a working pilot while stakeholder discovery and an Enterprise Agreement audit map the path to scale. You walk away with proof on one campus and a clear plan to expand, one scenario at a time.

Visit Unisys.com/ADT to request more information.



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