

Plan ahead or pay later

The best IT decisions start with the right preparation.
Getting devices into employees' hands before day one.
Spotting endpoint issues before they become tickets.
Reading experience signals before frustration goes unspoken.

When the decision is yours, what do you prioritize?
See how your experience and instincts hold up.

You'll face three workplace technology scenarios. In each one, choose the approach you think delivers the best long-term outcome.

Challenge 1 of 3

Device lifecycle: Provisioning at scale

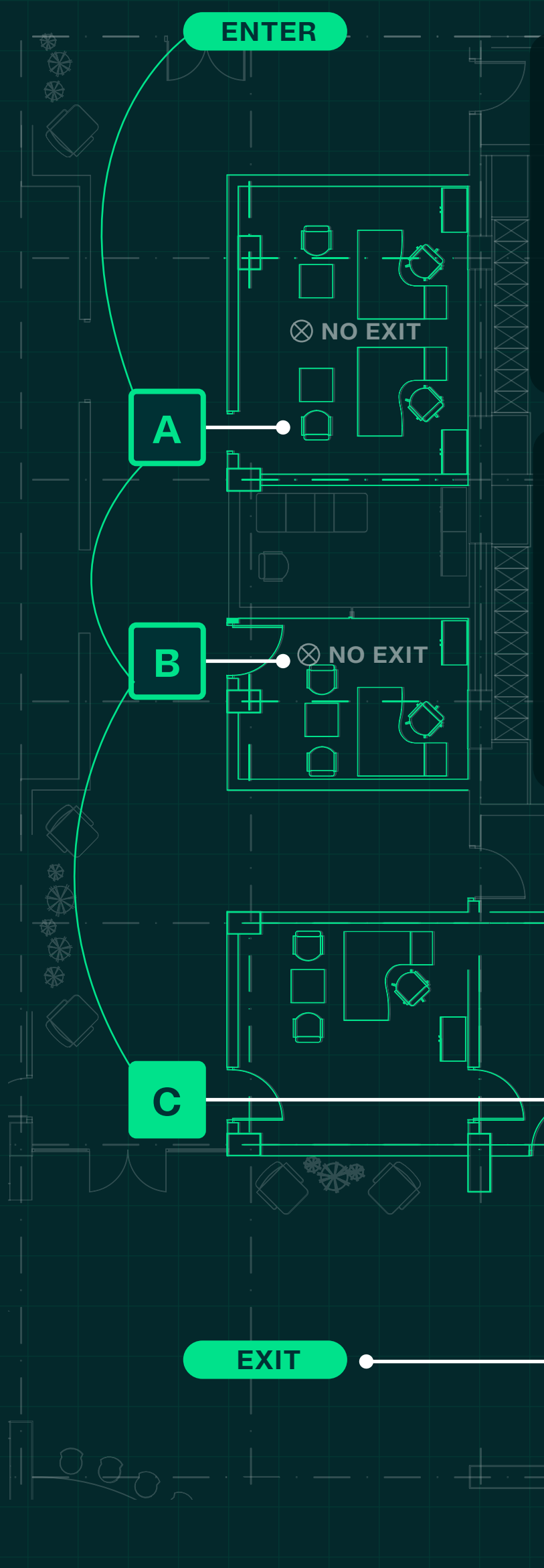
Your organization is onboarding 200 employees next month. A major acquisition and continued hiring growth have IT resources stretched thin, and leadership expects every employee to be productive on day one.

What do you prioritize? Follow the trace to the exit.

A — Deploy a dedicated onboarding team to manually configure devices for employees before their first day

B — Ship devices ahead of start dates and guide employees through remote setup sessions

C — Implement secure AI-assisted provisioning automatically so devices arrive fully configured and ready to use immediately upon login



OUTCOME A

Dedicated onboarding team

A hands-on team feels like the right investment for a cohort this size. But your team's time is finite, and spending it on repetitive configuration tasks is a cost that compounds as headcount grows. Next quarter's onboarding will face the same bottleneck.

This may work once. The question is, what happens next quarter?

Go back and try again

OUTCOME B

Remote configuration sessions

Shipping devices early sounds efficient, but the work still has to happen — it's just moved to a different day and format. New hires troubleshooting setup in their first week isn't a great introduction to the organization.

This moves the problem; it doesn't solve it.

Go back and try again

OUTCOME C

Automated provisioning

With the right setup, migrating acquired devices is automated, and AI-assisted workflows help ensure new-hire devices arrive ready to use — employees log in, authenticate, and get to work without waiting on IT. Your team stays available for the issues that need human judgment, and as the organization grows, the process scales with it.

EXACTLY RIGHT

Automation turns a recurring pressure point into a solved problem.

Challenge 2 of 3

Endpoint intelligence: Staying ahead of device health

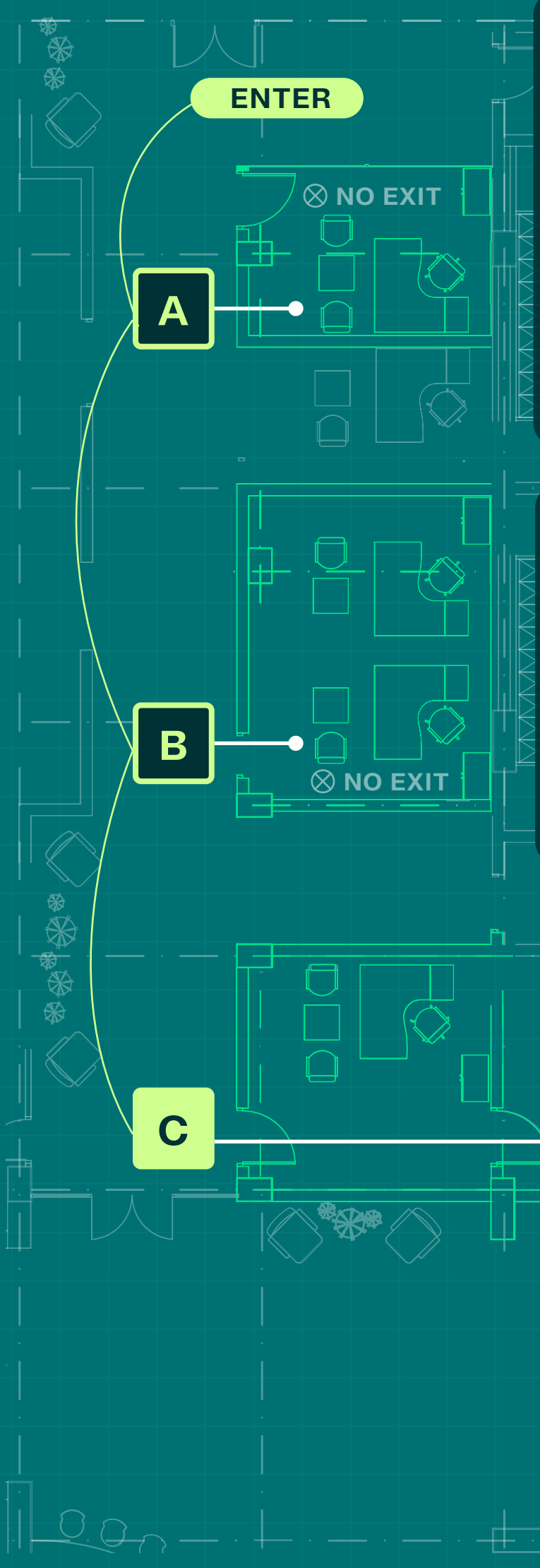
Your organization manages thousands of endpoints across multiple locations. Support volumes look stable, but device performance complaints are becoming more frequent in employee surveys and manager feedback. Endpoint data is spread across multiple tools, yet no one consistently reviews it for patterns. Leadership wants IT to reduce disruption before productivity declines further.

What do you prioritize? Follow the trace to the exit.

A Standardize escalation procedures and rely on employees to report device issues for quicker support

B Set replacement thresholds based on device age, warranty status, and historical failure rates to reduce risk proactively

C Establish a proactive endpoint intelligence process that uses AI-driven insights to identify performance trends and failing device patterns early



OUTCOME A

User reports

User reports are a real signal and a reasonable baseline for lean IT teams. Improving escalation workflows helps employees get support faster and creates better visibility into active issues. The limitation is that by the time a pattern shows up in your ticket queue, it's already affecting productivity — and that cost builds quietly in the background.

Reasonable, but there's a sharper approach.

Go back and try again

OUTCOME B

Replacement thresholds

Age and performance history are useful inputs, but replacement thresholds manage risk without addressing what's driving it. Some devices get swapped out before they need it; others fail before they hit the threshold.

Good instinct, but precision is the gap.

Go back and try again

OUTCOME C

Endpoint data review

Building a review cadence takes time upfront — and when nothing is visibly broken, it can be a hard investment to justify. But catching a failing device model before it generates a support wave — using AI to surface trends hidden across thousands of endpoints — costs a fraction of what reactive remediation does. Over time, proactive monitoring reduces ticket volume, avoids emergency remediation, and improves employee productivity.

EXACTLY RIGHT

The best time to spot a problem is before anyone has to report one.

Challenge 3 of 3

Experience: Measuring what matters

Core IT metrics look healthy. Systems are available, ticket response times are within target, and no major incidents have been reported. But employee feedback tells a different story — common tasks take longer than they should, collaboration feels inconsistent, and frustration with day-to-day technology is quietly increasing.

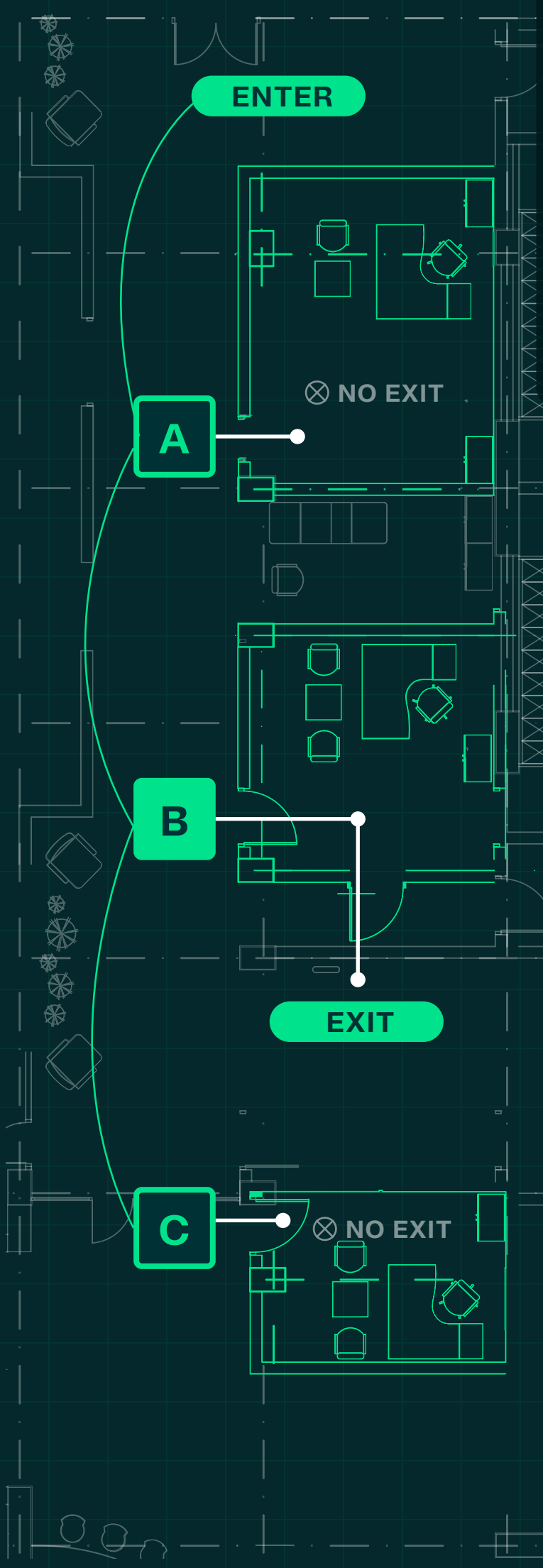
Leadership wants to understand whether IT is simply maintaining systems or improving employee productivity.

What do you prioritize? Follow the trace to the exit.

A — Continue reporting on uptime, resolution times, and system performance — the metrics leadership knows and trusts

B — Introduce experience-level agreements (XLAs) to measure and improve how employees experience workplace technology

C — Increase support headcount so employees get faster help when technology issues interrupt work



OUTCOME A

System performance metrics

Uptime and resolution times are real measures and ones leadership know and trust. The limitation is what they leave out — a system can be fully operational while employees lose 30 minutes a day to slow load times and clunky handoffs. Reporting green tells you the system is up, not whether employees can do their best work.

Solid instinct, but there's a fuller picture available.

↩ Go back and try again

OUTCOME B

Experience-level agreements

XLAs shift IT measurement beyond system availability and toward employee outcomes. By capturing experience signals alongside operational data and AI-driven analysis, IT gains visibility into the friction affecting productivity, collaboration, and satisfaction — even when traditional dashboards appear healthy.

EXACTLY RIGHT

You can't improve what you can't see — and XLAs give IT the visibility to act on what's affecting people's work.

OUTCOME C

Expanded support coverage

More support staff means faster response times, and employees notice when help arrives quickly. But speed of response and quality of experience measure different things. If the underlying friction persists, support demand will too — you've made the symptoms more manageable without addressing what's causing them.

Good thinking, but there's a more strategic case to make.

↩ Go back and try again



Good decisions don’t happen by accident

In every scenario, the strongest outcome came by shifting IT from reactive support to proactive management. The difference between an IT organization that reacts and one that leads comes down to whether device lifecycle, endpoint intelligence, and employee experience are managed as a connected system — one powered by automation, AI-driven insights, and proactive decision-making.

The right tools make the right call easier. Here’s where to start.

Device lifecycle
Free your team from manual provisioning

Unisys Device Lifecycle Management

Endpoint intelligence
Know what’s happening across your endpoints

Unisys Unified Endpoint Management

Employee experience
See what’s affecting productivity

Unisys Device Experience Management

Digital workplace services from Unisys give IT teams the visibility and tools to unify operations. Ready to see what that could look like for your organization?

→ **Connect** with our experts.