



Solution brief

Unify your IT operations with AI

Simplified service management with Unisys and Freshworks

Highlights

Deployment measured in weeks instead of months

AI-powered autonomous resolution for routine tickets and requests

Unified service operations across IT, HR, finance, and facilities

IT asset management (ITAM) across hardware, software, and cloud

Self-service portals and AI-assisted knowledge management

Modular enterprise service management (ESM) delivery

End-to-end support across consulting, implementation, and platform management

The best service desk interactions are the ones that don't slow anyone down. Request submitted, issue resolved, back to work — no friction, no follow-up, no frustration. Getting there takes more than the right platform. It takes the right operating model and the right partner to make it real.

Fragmented tools across departments create drag that compounds across every team, every day. The answer is unified service operations: a shared model built on consumer-grade employee experiences, intelligent automation, and AI that learns from every interaction.

Freshworks and Unisys have partnered to deliver modern AI-powered service management without the complexity or timeline of a traditional implementation. Freshservice, Freshworks' service management platform, covers IT service management (ITSM), ITAM, and ESM, built for fast deployment and strong adoption. Unisys brings the expertise and global scale to make it work across every department and every region.

One place for every support need



Give employees one place to get help, request services, and stay productive — while AI streamlines the work behind the scenes.



How you benefit

- **Improved employee experience:** A unified service portal gives every employee one place for every request — across IT, HR, finance, and facilities. Consistent, intuitive support across departments makes service feel less like a process and more like a resource.
- **Faster issue resolution:** AI-powered detection and automated remediation address issues before they escalate. Your support teams spend less time on routine tickets and more time on work that moves the business forward.
- **Complete asset visibility:** A live view of your hardware, software, and cloud assets across the organization helps you cut wasted licenses, close shadow IT gaps, and make sharper investment decisions.
- **Scalable service delivery:** Your service operations grow with your organization — starting where the need is greatest and expanding across departments, delivery models, and geographies at your pace. Add capabilities when you need them, without disrupting what's already working.
- **Lower operational costs:** Automated workflows, self-service options, and proactive incident management reduce ticket volume before it reaches human agents. Less manual effort translates directly into savings.
- **Stronger adoption:** **Unisys Enterprise Service Management** brings change management, training, and platform governance to every engagement from the start. What gets deployed keeps improving — and keeps getting used.

Why Unisys and Freshworks?

Unisys and Freshworks bring together what most service management programs treat as separate problems: the platform and the expertise to make it work. Freshservice is built for speed, simplicity, and enterprise-grade AI, while Unisys brings the consulting, implementation depth, and managed services to drive adoption across every department and region — a delivery model recognized by Gartner, ISG, and Everest Group. When technology and delivery are aligned from day one, your organization gets to outcomes faster, with less risk and less rework along the way.



When IT performs,
employees do too.

Productivity is the real measure of IT success. Unified service management removes friction so your people spend less time waiting and more time on high-value work.

To explore how Unisys and Freshworks can uncomplicate your service operations, visit us [online](#) or [contact us](#) today.



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