



Solution brief

Reduce risk for high-end infrastructures

Unisys Field Services



Highlights

24/7 support for mission-critical servers, storage, and hyper-converged infrastructure

95% field services first-visit fix rate

7,000+ field technicians and 400+ engineers certified in liquid cooling maintenance

Long-term original equipment manufacturer (OEM) partnership with Dell and legacy EMC

Agentic AI-assisted triage and dispatch via Salesforce Agentforce

Standardized OEM-validated procedures that help prevent data unavailability and data loss (DU/DL) events

Global coverage across 100+ countries, with local execution

Your most critical systems can't afford downtime. The trading platforms, electronic health record systems, and payment processors at the core of your operations need support that matches that expectation, not traditional break-fix models that rely on inconsistent technician quality and reactive maintenance.

Unisys Field Services for high-end infrastructure is built with this need in mind. It offers 24/7 mission-critical support for the servers, storage, and converged infrastructure that run your business. Certified engineers, OEM-validated procedures, and AI-assisted dispatch work together to resolve incidents quickly and keep your most critical workloads running.

Resolve issues faster with AI



Gain AI-assisted triage, prediction, and dispatch that speed diagnosis and routing so incidents reach the right engineer and get resolved sooner.

Complete coverage wherever you operate

Field Services for high-end infrastructure goes beyond routine device support. This is hands-on, mission-critical care for enterprise-class technology. Unisys supports servers, storage, backup and replication systems, and converged infrastructure from Dell and legacy EMC, including platforms built for AI compute.

Get expert-level service across production data centers, disaster recovery sites, secure and regulated facilities, and colocation, whether on-premises, hybrid, or edge. This includes AI data center infrastructure, from GPU server deployment and rack-and-stack commissioning to operations for high-density compute.

How you benefit

- **Faster incident resolution:** Cut resolution time with AI-assisted triage powered by Salesforce Agentforce, speeding diagnosis, technician routing, and case handoff, backed by a 95% first-visit fix rate.
- **Minimized downtime:** Restore service fast with 24/7 on-site and remote response, triggered by dial-home monitoring (automated alerts from your hardware), a customer request, or an OEM case.
- **Reduced data risk:** Protect critical data with OEM-validated procedures, from pre-arrival prep through on-site execution and validation before sign-off. This discipline prevents DU/DL events, repeat incidents, and service errors.
- **Proactive prevention:** Catch issues early with preventive maintenance, firmware updates, and health checks, resolving small problems before they become outages.
- **Regulatory-ready support:** Stay compliant and audit-ready in regulated high-security environments. Every engagement closes with clear communication and complete documentation.

Why Unisys?

Unisys brings decades of enterprise expertise to the systems your business can't run without. Our field technicians are certified specialists in enterprise server and storage platforms, backed by our OEM partnership with Dell and legacy EMC. That depth runs across the industries where the stakes are highest: financial services, healthcare, telecommunications, government, and manufacturing.

More than 7,300 certified engineers across 100+ countries deliver the same fast, consistent response, whether that's a production data center, disaster recovery site, or colocation facility. Process rigor and strict controls, combined with AI-assisted dispatch and diagnostics through Salesforce Agentforce, give you a single point of accountability and the ability to scale without sacrificing quality.



Built to keep critical systems running

Get 24/7 response from certified engineers and OEM-validated procedures that resolve incidents fast and protect the systems your business depends on.

To explore how the Agentic Service Desk solution can transform the service experience, [visit us online](#) or [contact us today](#).



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