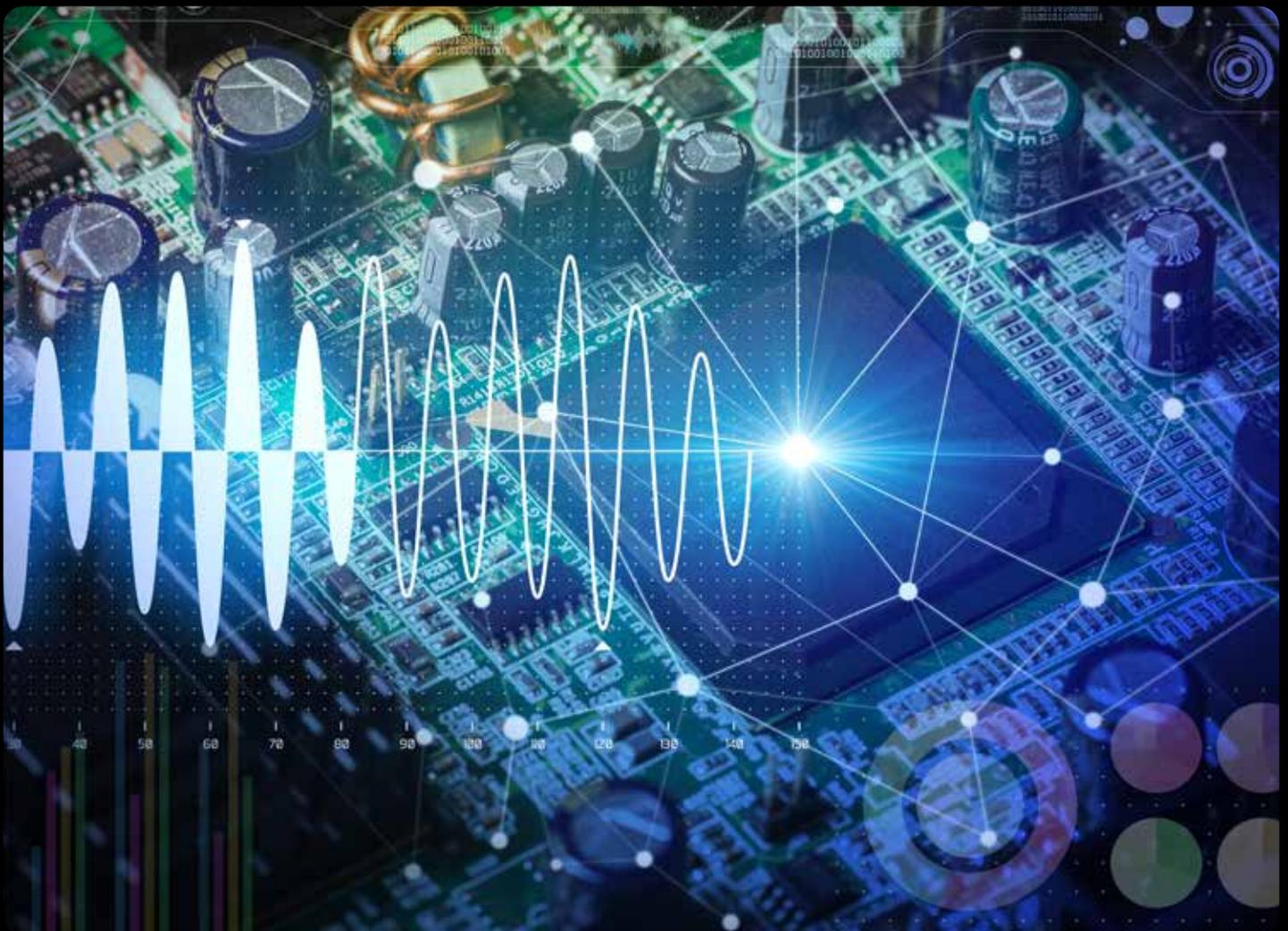# UNISYS

# Unisys Unified Experience Management™ (UXM)

**So What? What Now?**

## Unisys Unified Experience Management™ (UXM):

- Delivers positive end-user experience outcomes for enhanced productivity, seamless support and technology that just works

- Provides a user experience score and status to answer the "so what?" and "what now?" for all experience outcomes

- Improves positive end-user experience over time and does not deteriorate those experiences from what users need as expectations rise

- Confirms defined outcome commitments and deliveries are being achieved

## So What? What Now? Understanding Actual Experience

The workplace today can be anywhere from a remote office to a transatlantic plane. Workers now expect the same tools, access, connectivity, and experience wherever they are. The result is that experience (technology and services) inspires some and disrupts others. Successful organizations will go a step beyond digital parity and ensure experience parity – offering an excellent employee experience for all.

However, with the rapid and pervasive transformation of the digital workplace comes new levels of complexity in identifying the worker experience – what they say, why they say it, and what to do about it. Traditional SLAs and KPIs answer the question, "What to do?" but typically have little connection to the actual experience. For example, they are not aligned to modern methods - such as continuous delivery - that require constant adjustment based on experience and outcomes. As a result, new experience-oriented frameworks are becoming indispensable in modern working environments, in which the emerging need for a Unified Experience Management (UXM) viewpoint is booming – pivoting from simply managing IT services to providing consistent meaningful employee experience, helping to drive business value.

## Unisys Experience

### Beyond Service Levels: Measuring Experience Through XLAs

Unisys can transform the way we measure success with clients through the implementation of Experience Level Agreements (XLAs). Beyond answering "what to do and how well to do it" (SLAs and KPIs), XLAs are committed to delivering a defined experience that measures "how do you feel we did?" Our approach will transform the perspective and effectiveness of IT delivery, with insights for key stakeholders to see what matters most to the workforce.
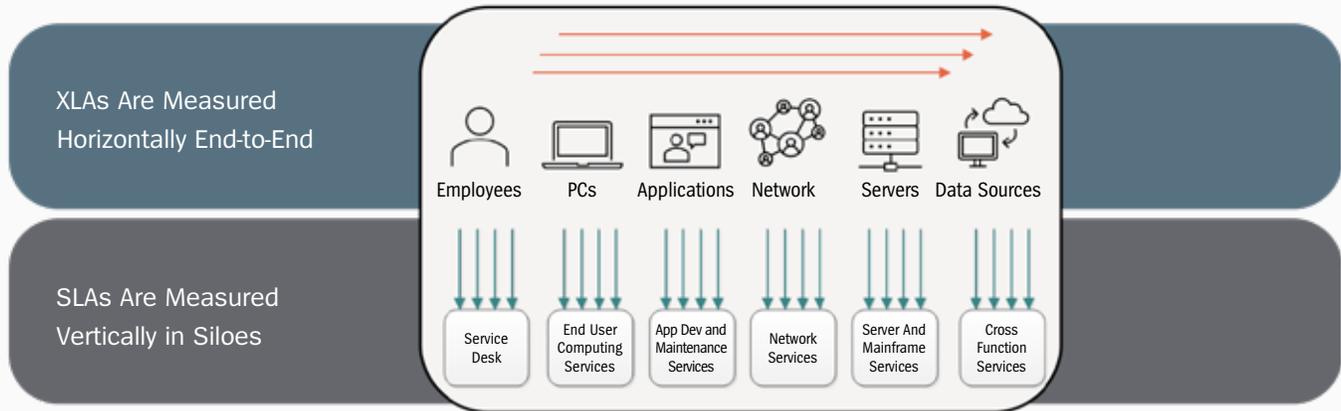
The combination of science (operational metrics via SLAs and KPIs) with art (subjective measures of sentiment) enables us to define experience with accuracy and confidence, in a way that will inform business and IT decisions beyond any traditional approach.
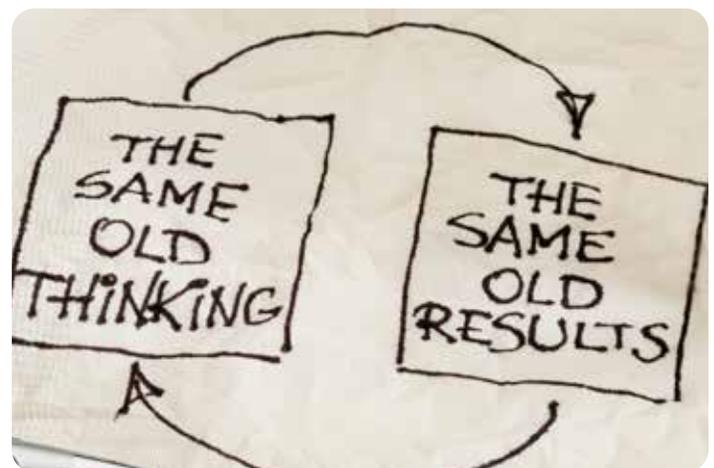
## XLAs Bring a Whole New Dimension to IT Service Delivery

### How Are We Doing With Employee Experience?

### Are We Doing What Matters to the Business?

**XLAs Are Measured Horizontally End-to-End**

Employees · PCs · Applications · Network · Servers · Data Sources

**SLAs Are Measured Vertically in Siloes**

Service Desk · End User Computing Services · App Dev and Maintenance Services · Network Services · Server And Mainframe Services · Cross Function Services

### Are We Doing What We Said We Would?

### How Well Are We Doing It?

With Unisys UXM™, you can enable your workforce to deliver great business outcomes and attract and retain top talent by providing the innovative environment that candidates expect.

Source: XLACollab Inc.

## Why Organizations Are Embracing Experience

When you dig into the realities of your business, be prepared to uncover that a meager 30% of your associates will report no challenges with productivity in their own hybrid workplace – meaning nearly 70% of your company's 'life blood' to productivity want something better[1]. Organizations are recognizing the importance of delivering a positive experience to the tune of 82% of organizations already recognize the importance of Digital Employee Experience to business performance[2]. What is even more important is that 83% of the 'life blood' of your company's success, your associates, want to see more done by you and your organization to improve[3].

Once most organization leaders, through introspection or intervention, recognize their state of the experience union in their environments, the chilling footnote on this short story is that only 40% of F1000 IT departments have the tools,

policies and procedures in place to support a post-pandemic hybrid workforce[4]. Every business needs more than people, process and technology... it must envision, enable, execute and embrace experience.

## Value Across the Entire Enterprise

In discussions with market analysts on the rapidly emerging experience space, we know that most XLA deployments across the industry today amount to little more than crossing through the 'S' in SLA and replacing it with an 'X'. The reporting method is enabled by a crowded toolset market serving Device Experience Management – deriving numbers based on the health and performance of endpoint devices, and limited insights of some applications and services. The assertion is that if these devices, applications and services are working well (80% of the time) then the user experience is great.

This approach embodies a minor evolution of the first-generation XLA with a minimal differentiation to the traditional SLA approach, consisting of a slight shift in metrics.

Unisys focuses on a transformative change with cohesive and unified platforms to deliver genuine user experience. The elements in our combined approach are device health status, operational/contractual status plus the largely neglected element of user sentiment. Pulling these strands together allows us to understand what is really happening across the enterprise and apply the correct user perspective for what truly matters to the workforce, rather than simple reporting against availability.

By deploying XLAs that are directly tied to the organization's experience with closed-loop feedback cycles and data on how employees' interactions with IT services make them feel, organizations can drive ongoing improvement to boost overall satisfaction. What's more, instead of meeting arbitrary targets, XLAs measure both hard and soft data to discover how happy customers and employees are with IT services.

Of course, KPIs are still required in order to define what to do and how well to do it. The magic of augmenting with these XLAs is the insight provided to businesses on how well they delivered. Businesses should understand how happy employees and customers are in order to drive improvements.

The speed in which companies address the needs of clients is all-important in today's digital playing field. It's important to remember that XLAs don't replace SLAs. However, done right, XLAs augment and improve the insights you gain from KPIs.

The art and science of experience management combines the disciplines of analytical thought with emotional insights to gain actionable facts from feelings.

## Transform Your Digital Workplace with Unified Experience Management (UXM)

With a proven track record of leading global organizations in digital workplace transformation, Unisys stands ready to help you deliver UXM. Our Digital Workplace Solutions allow Unisys to enter the UXM market as the first provider to focus not just on device experience but expands to encompass your user sentiment, communication and collaboration experience, and digital adoption platforms. This UXM approach ensures that your organization is positioned to enable experience parity for workers in the hybrid working environment.

[1.] Unisys Digital Workplace Insights study with IDC from March 2021.

[2.] The Experience 2020 Report: Digital Employee Experience today SURVEY CONDUCTED BY VANSON BOURNE

[3.] The Experience 2020 Report: Digital Employee Experience today SURVEY CONDUCTED BY VANSON BOURNE

[4.] The Changing Role Of The IT Leader: Driving Business Resilience Through Adaptability And Employee Experience, Forrester, 2021

**Visit us at www.unisys.com/digitalworkplace**

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