UNISYS

Enable your frontline workers

Streamline and supercharge your frontline worker experience

According to a Microsoft Trend Index, nearly 80% of the workforce is composed of frontline workers. These workers are the backbone of many businesses in customer-facing roles or in functions that impact business operations. However, their environment away from a desk can make frontline workers feel disconnected from their peers.

By partnering with Microsoft, Unisys offers a fully managed end-to-end, cross-industry solution to this problem. Delight your workers, boost employee satisfaction, maximize productivity and streamline your operations with Unisys Frontline Worker Enablement.

Frontline Worker Enablement designs digital solutions to meet your needs, streamlining processes and reducing administrative overhead. Unisys leverages Microsoft Teams to transform and empower the frontline workforce in these specific ways:

- Connects and empowers frontline workers with digital tools, line-of-business applications and modern devices that enable real-time communication and collaboration

- Identifies skill gaps and equips frontline workers with the skills and training they need to succeed — all while providing easy access to resources across the organization

- Improves worker wellness, health and safety by reducing manual effort through automation

Frontline Worker Enablement

We offer end-to-end frontline worker customization for Microsoft 365 and Teams, including initial assessment and design, deployment and integration, and ongoing support and management for all solution components.

**Unisys Consulting Services:
MSFT frontline worker design workshop**

Identify business pain points, set goals and develop an actionable roadmap to tailor Microsoft 365 and Teams to your enterprise's needs and workforce.

**Unisys Organizational Change Management (OCM):
MSFT frontline worker adoption and optimization**

Ensure smooth adoption of the new solution to prevent disruption to daily work, ensure a speedy deployment and maximize the technology's ROI through seamless and effective trainings.

**Unisys Unified Experience Management™ (UXM):
MSFT frontline worker management and support**

Ensure your frontline workers are getting an optimized experience with 24/7 support from our UXM team.

Frontline Worker Enablement utilizes the following technologies and features:

- **Microsoft Teams ecosystem:**
  Workers benefit from access to Teams Chat, Outlook, Teams Walkie Talkie, Teams Phone and Teams Phone Mobile.

- **Accessible training:**
  Provide instant access to training, onboarding and off-boarding anytime, anywhere via company devices.

  - Shift and task management access: Empower workers to meet fluctuating business needs by equipping them with agile shift scheduling tools and seamless task management.

  - Line-of-business application integration: Increase operational efficiency by automating task and service processes using configurable apps and digital workflows.

- **AI integration:**
  Streamline and digitize manual, arduous or repetitive tasks such as knowledge-searching and call-logging with the help of AI-powered apps.

To explore how Unisys can help your organization engage and empower your frontline workforce to drive business outcomes, visit us at www.unisys.com/solutions/digital-workplace-solutions.

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