

## INTELLIGENT WORKPLACE SERVICES

Proactively Support Your Employee Needs – So They Can Focus on What Really Matters



### UNISYS INTELLIGENT PROACTIVE, TOUCHLESS, AND ONSITE SUPPORT:

- *Personalized first line support*
- *Touchless remote solution*
- *Comprehensive onsite service*
- *Robust security and compliance*
- *Powered by Unisys' homegrown IntelliServe™ Platform*
- *Integrates with any standard ITSM*

### Support Blues and Unrealized Needs

Your company and its digital workforce can achieve remarkable levels of productivity through technology – but only if you have support services that keep pace with today's accelerated rate of business and workplace dynamics. Traditional service desk and field services with its cumbersome channels, forms, and delayed responses will only frustrate your end users, hinder productivity, and drive up operating costs. It is a losing battle to deal with frustrated end users and aging dysfunctional assets.

In the new “office-less office” environment, your workers are dispersed geographically and use a wide range of personal and corporate devices. They leverage an array of internal and external services to consume, collaborate, and complete their work. To meet these complex demands, support services must deliver a superior End-User Experience (EUX) that will boost efficiency without compromising control, compliance, or security.

### Dramatically Reduce Resolution Time With a Proven Platform

Unisys Intelligent Workplace Services dramatically reduce resolution time and increase employee satisfaction through a modern, persona-enabled service desk that incorporates remote, self-healing, and proactive issue-resolution capabilities as the first line of services. Unisys offers touchless services using advanced collaboration and merged reality tools in addition to quick replace asset lockers and vending machines for day-to-day IT consumables. Unisys Intelligent Workplace Services ensure your devices are efficiently repaired or replaced. Additionally, you'll receive in-person desk side and dispatch support and be empowered with the full lifecycle management of your assets across the enterprise, including install, changes, recycling, IT supply chain, and depot needs.

Our best-of-breed IntelliServe Platform delivers omni-channel support options, advanced analytics, Artificial Intelligence (AI), and robotic automation capabilities. Plus, you have complete flexibility to integrate your preferred IT Service Management (ITSM) platforms and current toolsets with our suite of products to gain the greatest value from your existing investments.

## Taking Care of Your Unrealized Needs

At Unisys, we simplify support by providing a single point of engagement for easy access to consistent service. We take care of your realized needs and make you aware before addressing your unrealized ones. Our support services include:

**Intelligent Proactive Service Desk.** Your digital workers experience personalized support with seamlessly connected channels. Behind the scene, our AI and analytics-driven IntelliServe Platform proactively addresses incidents before they happen with our self-healing technologies at play.

**Touchless Field Support.** Your digital workers are personally connected to our advanced high tech touchless remote assistance capabilities supplemented by IT vending machines and quick replace asset lockers.

**Onsite Support.** Your IT assets are completely managed with our experienced onsite and dispatch capabilities ensuring that devices are recycled, refurbished, returned, or redeployed per their warranty details.

## Swift Benefits

With Unisys Intelligent Workplace Services, you have the ability to consolidate all your IT management needs in one trusted global partner. With over four decades of deep expertise in the global managed workplace services industry, you can focus on what matters to you the most while we keep the lights on so you can flourish your business with best-in-class End-User Experience (EUX), faster Mean Time to Resolution (MTTR), lower downtime, and higher employee productivity.

## Security and Compliance

Security and safety are baked into Unisys Intelligent Workplace Services. Our software security practices respond to any threat from inside and outside the network, and our GxP principles ensure employees and companies are working in line with the highest standards when it comes to loading, unloading, handling, and disposing IT assets. Our security and compliance practices are not just an annual drill, but integrated consistently throughout the service.

## An Exceptional Support Experience

With a proven track record of leading global organizations in digital workplace transformation, Unisys stands ready to help you deliver an exceptional support service experience. We bring you the world's largest footprint of field and virtual support resources powered by the latest in artificial intelligence and machine learning. Through Unisys Intelligent Workplace Services, your company and workforce are assured an intelligent, proactive, touchless, and onsite support on any device and application, anywhere, and any time.

### Use Case: Proactive and Self-Healing Support



At a large multinational manufacturing firm, following the roll out of the latest operating system patch to thousands of devices over a weekend, a few employees could not load their email client when they came into work at the beginning of the week. Unisys' proactive self-healing technology identified those devices and reverted the change immediately to mitigate downtime. Later that week, the remote assistance team reached out to those employees and asked them to pick up a replacement device waiting for them in asset lockers with the exact same configuration as their current device and patched with the latest operating system upgrade.

For more information, visit [www.unisys.com/digitalworkplace](http://www.unisys.com/digitalworkplace)



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