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Solution brief

Deliver impactful employee experiences

Unisys Digital Experience Management



Highlights

- Real-time visibility into employee experience, device performance and service health via dashboards
- AI-powered anomaly detection and automated self-healing
- Omnichannel experience management for a more consistent user experience
- Experience-level agreements that measure and manage user experience as a success metric
- Outcome-based delivery model that provides scalability, predictable costs and measurable outcomes

Whether they work remotely, in the field, in the office or hybrid, employees count on you for a positive experience. That means giving them the right devices to complete tasks and fast access to tools and support so they can stay productive when technology issues arise, regardless of where they work. Digital Experience Management optimizes and continuously improves the digital employee experience.

Our service shifts IT success metrics from traditional service-level agreements that measure uptime to experience-level agreements (XLAs) that measure how employees feel about the technology and support they receive. The solution combines advanced analytics, AI-powered automation and end-to-end service management into a single measurable framework.

IT and business leaders gain actionable insights into how technology impacts employees' productivity and sentiment. They can use this intelligence for everything from reducing operational expenses to introducing intelligent device management strategies like using refurbished devices instead of new ones. Employees can work more productively and contentedly, making it easier to attract and retain talent.

Harness AI power

Use AI to detect anomalies, trigger automated remediation and resolve issues quickly, reducing mean time to resolution and offloading repetitive IT tasks.

How you benefit

- **Enhanced experience:** Transform IT from a reactive support function to a proactive experience enabler. Seamless personalized support increases employee satisfaction and engagement by identifying and fixing issues before users even notice them, minimizing frustration.
- **Decreased costs:** Measure the employee experience to detect cost-cutting opportunities. This discovery process may identify more affordable onsite café options or meeting rooms that don't need power and heat on days when no one is in the building. You may discover applications accessible to employees who don't need them. Gaining these insights allows you to optimize operations and ensure employees are effectively adopting new company initiatives.
- **Data-driven decision-making:** Gain actionable insights into how technology impacts productivity and sentiment, giving you the ability to measure, benchmark and improve the employee experience through XLAs. These analytics support continuous optimization of your IT operations and office improvements.
- **Stronger business alignment:** Benefit from transparency and accountability across IT and business functions while connecting employee experience to customer experience, brand reputation and strategic business objectives.
- **Increased scalability and agility:** Adapt easily to organizational changes, mergers and workforce expansion and scale services more flexibly as business needs evolve. Our service enables your organization to accelerate digital transformation initiatives by focusing on experience outcomes, not infrastructure.
- **Experience parity across work models:** Deliver consistent, high-quality support whether employees work remotely, hybrid or on-site. Every employee gets equal access to the tools, applications, software and support they need to thrive in their job. They also receive a workplace experience that shows they're a valued employee, which strengthens company culture and retention.



Boost employee loyalty

Strengthen company sentiment among your employees by improving the quality and parity of the support experience, making it faster and more intuitive across delivery channels.

Why Unisys?

Unisys is a recognized leader in experience management. As a founding member of the XLA Institute, we've operationalized XLAs at scale. Analysts including ISG, IDC, Everest and Gartner acknowledge Unisys as an industry leader in delivering measurable experience outcomes.

Our Service Experience Accelerator gathers data, including room temperature, parking space availability and employee sentiment, to provide visibility of the employee experience. Combined with our Experience Management Office — a dedicated team of Unisys experts and client representatives — we ensure continuous improvement that drives real business value.

Digital Experience Management integrates with our Next-Generation Service Desk, Field Services, Enterprise Service Management, and Knowledge Management solutions, and leading digital experience monitoring tools likeNexthink and TeamViewer ONE. It pulls device data from manufacturers, including Dell and Lenovo. In addition, our global operations ensure secure, scalable delivery with data sovereignty.

To explore how Digital Experience Management enables you to deliver superior support experiences to employees, visit us online or contact us today.

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