



Are your employees losing time to technology friction?

Measure your organization's experience management readiness in five minutes.

Most organizations track IT through help-desk tickets, service-level agreements and device uptime. These metrics tell you what happened and how quickly you responded, but they miss how your employees feel about their digital tools.

When technology creates friction instead of flow, productivity suffers. Slow logins, confusing interfaces, devices that work inconsistently — these daily frustrations add up, affecting morale, output and business results. And traditional IT metrics don't capture them.

Unisys Experience-as-a-Service (XaaS) measures employee experience as a service outcome. We combine operational data with real sentiment to identify and resolve issues before they disrupt your workforce.

Take the assessment

Answer the questions below. Each "Yes" adds one point to your score, showing how ready your organization is to manage XaaS across the hybrid workplace in terms of experience-level agreements (XLAs). Your results will help you identify gaps, qualify opportunities and prioritize next steps.

Strategy and experience goals

• Do you have an employee experience strategy that's aligned to business outcomes?	Yes	No
• Are experience metrics tied to productivity, revenue, retention, customer experience and/or cost optimization?	Yes	No
• Do IT, HR and workplace teams share common experience goals?	Yes	No
• Is AI being used to predict experience issues and guide improvement priorities?	Yes	No
• Do you measure experience continuously beyond annual surveys?	Yes	No
• Have you adopted XLAs to measure critical employee experience factors?	Yes	No

Digital experience visibility

• Can you see how employees experience devices, apps and support in real time?	Yes	No
• Do you capture experience data across endpoints, networks and collaboration tools?	Yes	No
• Are AI models analyzing experience data to surface patterns humans miss?	Yes	No
• Can you identify friction points before users submit tickets?	Yes	No
• Do you benchmark experience performance over time?	Yes	No
• Do you know how your employee experience compares to your competitors?	Yes	No

Hybrid workforce support

• Can employees work productively from home, office or anywhere without friction?	Yes	No
• Are devices consistently configured and supported regardless of location?	Yes	No
• Do you offer multiple channels for support (chat, voice, self-service, in-person)?	Yes	No
• Is AI used to personalize support based on role, location, and work patterns?	Yes	No
• Can you scale support up or down without service degradation?	Yes	No

Service and support maturity

• Do you resolve issues quickly regardless of how or where they are reported?	Yes	No
• Are automation and self-service reducing ticket volume meaningfully?	Yes	No
• Can you correlate service performance with employee sentiment?	Yes	No
• Do service desk agents have the tools and knowledge to resolve issues efficiently?	Yes	No
• Are service improvements driven by data?	Yes	No

Physical workplace experience

• Do you measure physical workplace elements like meeting rooms, air quality and space booking systems as part of overall experience?	Yes	No
• Do you centralize employee support for IT and facilities in one place?	Yes	No
• Are improvements to the physical workplace driven by measurable usage, performance and experience data?	Yes	No
• Are you connecting the physical workplace with employee experience, productivity, engagement and well-being?	Yes	No

Operating model and partners

• Do you utilize per-user, per-month consumption models?	Yes	No
• Are you open to adopting an outcome-based instead of a metric-based service model?	Yes	No
• Do you have the flexibility to scale experience services up or down without significant capital commitments?	Yes	No
• Can your current operating model support continuous improvement?	Yes	No
• Do you have a partner accountable for experience outcomes?	Yes	No
• Can you add or change services without large-scale transformation projects?	Yes	No

Calculate your readiness

Add one point for each "Yes" answer, then refer to the table below to understand your organization's readiness level.

Yes

No

Your readiness total

27–32 points: Experience-led organization

You are well-positioned to deliver experience management across the hybrid workplace. Your strategy, data and operating model support continuous improvement and measurable outcomes. A fully managed XaaS approach can help you accelerate value and scale impact across your organization.

Next steps: Schedule a discovery workshop to optimize your XaaS strategy.

18–26 points: Solid foundation in place

You have many of the right elements. We can help you unify experience data, shift from metrics to outcomes and design a phased approach that builds momentum.

Next steps: Let's collaborate on your experience evolution through a discovery workshop.

10–17 points: Early-stage readiness

You're addressing experience in pockets. Focus on high-impact visibility improvements, automation and cross-functional alignment as quick wins.

Next steps: Connect with our advisory team to map your improvement strategy.

0–9 points: Foundation for growth

Opportunities exist to build a stronger foundation. Start with a focused workshop to identify where XaaS can accelerate your goals and establish visibility into employee experience.

Next steps: Partner with our advisory team to explore your growth path.

Ready to accelerate your experience evolution?

Schedule a call or discovery workshop [here](#) or explore [Unisys.com](#).



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