

# Transform from traditional field services to next-gen frontline enablement

## Unisys Field Services



### Highlights

Global network of technicians and a centralized warehouse and logistics system

Device deployment, configuration, maintenance, break-fix, recycling and disposal services

Remote assistance and field training via augmented reality

Walk-up support stations, IT vending machines and anytime-accessible asset lockers

High-end infrastructure installations, moves, adds, changes and deinstalls

Consistent multi-site deployments across thousands of globally diverse locations

Agentic-AI Optimized dispatch scheduling, traffic routing and device delivery tracking

Maintenance and support of AI servers and infrastructures

Frontline workers form the backbone of modern work in healthcare, retail, travel and many other industries. They serve customers directly or work behind the scenes to enhance customer satisfaction. However, to deliver their best, these workers require fast support for hardware and software issues, IT training and device replacement.

The Unisys Field Services solution enables you to better serve frontline workers with end-to-end asset life cycle management and support. Unisys provides device installation, configuration, refresh, disposal and recycling along with in-person training and guidance on using devices and applications effectively.

Unisys dispatch engineers offer IT field support at your location or at a physical or virtual tech café. This responsive “smart hands” support covers IT specialties like managed meeting rooms, audio/visual equipment, networking hardware, high-performance computing infrastructures, asset lockers and vending machines, and local network outage coordination.

### Scale service faster

Gain more-flexible and scalable service delivery through access to a pool of qualified field engineers who can respond to changing needs and demands across locations and technologies.



## How you benefit

- **Superior user experience:** Increase uptime and decrease device mean time to repair (MTTR). Resolve technology issues quickly and reduce downtime spent waiting for in-person support to increase employee productivity. Empower employees and minimize disruption with various support channels and convenient options for device replacement, including smart lockers, IT vending machines and virtual tech cafés.
- **Reduced cost and complexity:** Lower total cost of ownership and boost AI ROI through effective integration with your IT and business environment. Diminish the need for costly and time-consuming in-person visits with remote diagnosis repair tools, cloud-based device management and self-service technology options.
- **Decreased risks:** Ensure proper device installation, configuration and maintenance to optimize data security and compliance and reduce IT vulnerabilities. Proactively detect and resolve tech issues before they impact business operations to reduce the risk of downtime, data loss or security breaches.
- **Innovative technologies:** Leverage the latest technologies for employee training and development, including augmented reality and agentic artificial intelligence. Unisys can also design and support multi-site deployments that scale consistently across a wide range of locations, as well as high-end infrastructures including liquid cooling systems and AI servers.
- **Global reach:** Gain access to more than 7,300 field technicians in more than 120 countries supported by an expansive network of warehouses, logistics partners and configuration centers. Quickly respond to evolving business needs and changing demands across different locations and technologies with a scalable field services model.



## Versatile use scenarios

Deliver efficient, consistent support for traditional IT, high-end infrastructures, and large-scale multi-site deployments across devices, channels, and locations.

## Why Unisys?

The traditional engagement model is no longer suited to meet the technology experience preferences of digital employees. Unisys helps organizations align their business outcomes to key workforce personas to better support their modern workforces and improve employee experiences. Unisys delivers Field Services in collaboration with a strong network of alliances, channels and innovation partners for system configuration, device experience, IT service management, analytics, endpoint security, smart connected asset lockers, agentic AI assistance and more.

To explore how Unisys Field Services can provide devices and IT support for your frontline workers, [visit us online](#) or [contact us today](#). And explore other Unisys solutions, like [Unisys Experience-as-a-Service](#).



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