

# Agentic AI-powered application managed services

A practical guide to achieving  
superior performance



# Contents

Agentic AI: Your intelligent assistant .....	3
What agentic AI delivers .....	4
How to operationalize agentic AI in AMS .....	5
Agentic AI in action .....	6
Assessing your agentic AI maturity .....	7
Evaluating your AMS operational performance .....	8
Unisys: Your partner in agentic AI .....	9



# Agentic AI: Your intelligent assistant

Agentic AI amplifies human expertise to accelerate results, enhance resilience, and reshape how services are delivered. Using AI agents, it can interpret context from tickets, telemetry, logs, and knowledge; decide the best action based on past incidents; and resolve issues autonomously. Unlike the predefined steps of traditional automation, these agents learn continuously to orchestrate better outcomes.

Applied to application managed services (AMS) — the ongoing management and optimization of business-critical applications — agentic AI shifts operations from reactive to proactive, streamlining processes and enabling you to deliver applications that better serve the business. Issues are detected and addressed earlier, before they reach users or disrupt operations. To optimize applications, agents implement remediation steps and document each step while routing higher-risk changes to humans.

**This guide shows you how to put agentic AI to work across your managed services environment to drive sustained performance and value.**



# What agentic AI delivers

Agentic AI reasoning in AMS augments human expertise and existing automation (workflows, robotic process automation, machine learning) to deliver faster and more consistent outcomes.



## Increase efficiency

Identify and even resolve issues faster by using AI to match tickets to the right expertise, catch duplicate tickets, and speed up workflows.



## Gain greater resilience

Improve software quality over time, integrate product insights into engineering cycles, and keep applications available under pressure.



## Control costs

Reduce manual effort and lower operational expenses with predictive automation while getting AI-driven insights on where to best invest resources.



## Accelerate innovation

Enable teams to iterate faster, learn from every incident, and collaborate more effectively with embedded AI and centralized knowledge repositories.

# How to operationalize agentic AI in AMS

The following four steps provide a practical path to achieving these outcomes.

## 1 Identify opportunities

Start by mining incident and performance data to identify opportunities beyond traditional automation. Agentic AI can reason across systems, learn from historical patterns, and execute actions when you need more context, correlation, or decision-making.

## 2 Optimize AI's impact

As agentic AI scales, governance becomes as critical as automation. Applying disciplined approaches to agent reuse, life cycle management, and oversight simplifies your environment, avoiding uncontrolled agent proliferation and maximizing positive impact.

## 3 Gather insights

AI can serve as a knowledge hub, capturing employee knowledge and providing contextual guidance. Bringing knowledge together across teams eliminates silos and accelerates decision-making across the organization.

## 4 Measure results

ROI heat maps make it easier to prioritize enhancements while maintaining sharp measurement frameworks that align cost, value, and risk. This disciplined approach ensures that each AI-driven advancement directly contributes to improving service experience and business outcomes.

# Agentic AI in action

Across the four dimensions of AMS performance — efficiency, resilience, cost optimization, and innovation — agentic AI applies cognitive reasoning and agent orchestration to coordinate actions across systems and teams, improving outcomes in ways traditional automation cannot. In these scenarios, agents can correlate context across tickets, logs, telemetry, and knowledge; learn from prior resolutions; and orchestrate multi-step actions beyond surface insights or a fixed script.

## Automated triage

Drawing on historical incident data, AI groups similar issues, correlates system logs, and evaluates user impact with precision. It prioritizes findings so critical issues reach the right people faster and initiates the next steps automatically (routing, enrichment, and evidence capture) to reduce manual handling.

## Self-healing automation

Agentic AI both diagnoses and acts. For instance, when a CRM app hits an application programming interface (API) timeout, a common failure point that might otherwise trigger a manual reset or a support ticket, agentic automation steps in to reestablish the connection on its own. This automated fix is one example from a broader playbook of automated remediation.

## AI-enabled workflow guidance

Agentic AI offers real-time suggestions drawing on patterns from past incidents. AI agents can even execute routine diagnostic and workflow steps, operating within guardrails and escalating to humans when approvals or higher-risk decisions are required. In addition, it recommends next best actions and highlights potential risks to enhance decision-making, streamline processes, and empower your teams.

## Intelligent duplication suppression



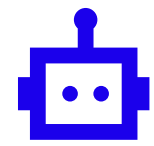


Duplicate alerts can overwhelm support teams and mask root causes. By identifying and suppressing duplicate tickets, agentic AI creates a cleaner, more focused work queue for faster troubleshooting.

## Quality delivery

Agentic AI accelerates release and change processes. With embedded automated quality gates and “shift-left” principles, AI can catch bugs earlier in the development pipeline, reducing deployment risk and lowering failure rates. This means faster delivery of improvements and a more stable production environment.

# Assessing your agentic AI maturity

Advancing AMS with AI starts with an honest assessment of where you are today. A four-level maturity model gives you a clear picture of where you stand and where to focus next.

Capability Area	Level 1: Reactive	Level 2: Managed	Level 3: Optimized	Level 4: Autonomous
 <b>Operations</b>	Manual processes, inconsistent workflows	Standardized processes and SLAs	Automated triage and workflows	Self-healing, AI agent-orchestrated operations
 <b>Observability</b>	Minimal or siloed telemetry	Basic monitoring across layers	Unified full-stack observability	Predictive analytics and proactive detection. Automated resolutions
 <b>AI &amp; Automation</b>	Impromptu scripts, manual resolutions	Initial automation, runbooks	Event-driven automation, AI guidance	Agentic AI orchestrating actions end-to-end
 <b>Governance</b>	SLA-driven, reactive management	SLA and KPI visibility and reporting	Insight-led decision-making	Real-time business-aligned governance
 <b>Innovation</b>	Minimal enhancements/ firefighting	Planned periodic improvements	Continuous micro-enhancements	AI-recommended improvements and rapid execution

Use this model to identify where you are today, then target the right strategies and initiatives to progress.

# Evaluating your AMS operational performance

Leading AMS teams continuously measure operational effectiveness to determine the ROI of their investment. AI agents can optimize assessments with these four strategies.

## Outcome-led assessment

Evaluate how effectively AMS contributes to application reliability, user satisfaction, and business continuity and measure service performance to reflect service experience, business impact, and sustained improvement.

## Proactive issue resolution

Anticipate issues, resolve them before disruption occurs, and continuously improve application health. Previously manual coordination now happens automatically.

## Experience enhancement

Measure success by application performance consistency and reliability, user experience quality and continuity, and support of broader business objectives.

## A holistic view

Gain a complete picture of value delivered over time and understand whether it is delivering meaningful, business-aligned outcomes in an increasingly autonomous service environment.

# Unisys: Your partner in agentic AI

The strongest AMS outcomes come from combining human expertise with agentic AI innovation. That's the foundation of our approach at Unisys. Our teams bring together expert guidance and hands-on management to deliver tangible results that improve application performance over time.

Unisys Application Managed Services takes you beyond reactive support and toward truly autonomous, intelligent operations. These services amplify your teams' strengths with smart technology that learns and adapts alongside your teams.

With Unisys, you'll benefit from:

- Self-healing agentic AI that automatically detects and resolves issues before they impact users
- 24/7 unified support across platforms — all managed through a single modular framework
- Outcome-based, token-based, and performance-based pricing options that align with your business priorities and risk tolerance
- Deep industry expertise and strategic alliances across Microsoft, AWS, Google, ServiceNow, Oracle, and innovative startups

Ready to put agentic AI to work across your AMS? Visit [unisys.com/AMS](https://unisys.com/AMS) to begin your journey toward higher-performing applications today.

## Cross-functional alignment

To achieve measurable service outcomes, AMS synchronizes across:

- **IT ops:** Incident and change governance, request management, change management, and platform readiness
- **Security:** Continuous posture monitoring, vulnerability treatment cycles
- **Finance:** Portfolio management, resource optimization, budget visibility, cost models, automation, and ROI tracking
- **Product and engineering:** Adaptive evolution services for feedback ingestion and assurance loops, release alignment
- **Business units:** Value realization, feature prioritization

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