Breaking through legacy limitations

Application services use cases that drive growth, innovation and new revenue streams

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Are your apps keeping pace with your business?

Every IT team faces pressure to deliver better digital experiences, reduce costs and innovate faster. Legacy applications hold you back. Manual processes slow you down. Disconnected systems create friction.

Application services from Unisys can solve these challenges. By assessing optimization opportunities, modernizing applications, and automating delivery and service, you can remove obstacles to growth and create a foundation that supports your strategic goals.

This guide presents nine proven use cases organized by business priority. Whether you need to build new capabilities, transform legacy systems or manage your application ecosystem for continuous improvement, you'll find solutions that drive the results you're seeking.

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What's your top priority?

Launch new digital channels and embed AI/ML capabilities to create revenue streams and competitive advantages.

- New revenue enablement
- Innovation enablement

Build intuitive interfaces and automated resolution tools that increase satisfaction while reducing support costs.

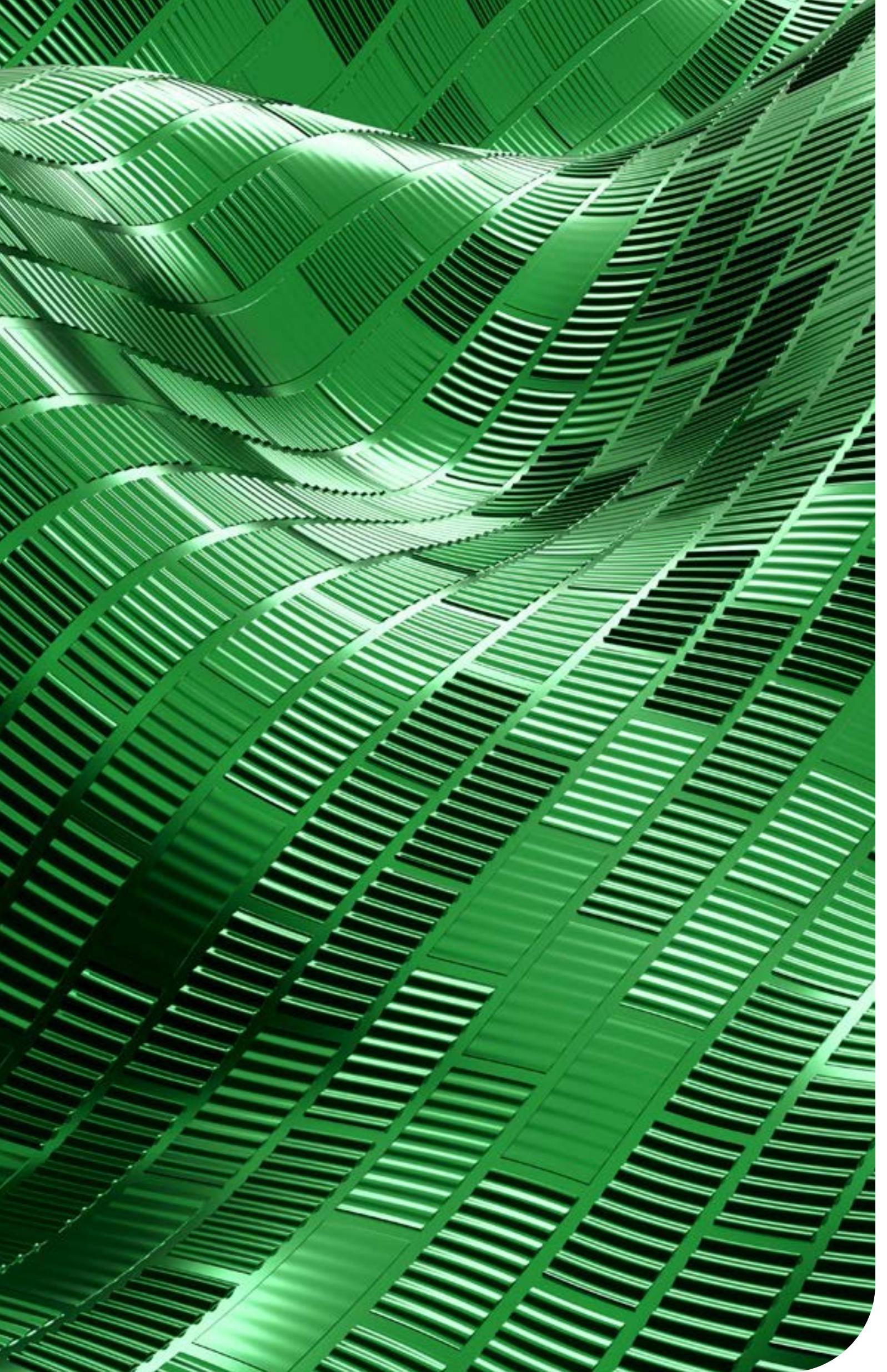- Enhanced customer experience
- Automated resolution

Automate delivery pipelines, optimize application portfolios and improve quality to reduce costs and accelerate release cycles.

- Digital agility through automation
- Cost optimization
- Quality assurance

Rebuild legacy applications with cloud-native architectures to reduce technical debt and enable future growth.

- Future-proofing
- Cloud scalability

New revenue enablement

Creating digital channels for speed and scalability

New sales channels drive new revenue. The mobile apps and e-commerce platforms your customers expect are within reach — even when legacy systems create challenges.

Together, Unisys Application Development and Transformation and Digital Product Engineering provide strategy development, full end-to-end product life cycle management and rapid development frameworks that get digital channels to market fast. Cloud-native architecture delivers the scalability and flexibility you need, while modular, reusable design keeps costs down. Security and compliance are embedded throughout the life cycle, and seamless integration connects your new channels with existing systems.

Value delivered

- Faster time to market gets new offerings to customers quickly.

- New digital sales channels drive measurable revenue growth.

- Better engagement translates to higher customer satisfaction and retention.

- Automation and cloud scalability lower costs, while built-in compliance reduces risk.

- Engineering teams become more productive and efficient.

Innovation enablement

Creating competitive advantage through AI/ML integration

Legacy systems and siloed data often constrain innovation at the worst possible times. Business leaders need AI/ML and modern application architectures to build new capabilities and generate actionable insights to stay ahead of the competition.

Unisys Application Development and Transformation is the pathway to make that happen. AI/ML embeds directly into your core business processes and integrates into existing workflows, enabling predictive analytics and intelligent automation. A modular, scalable design supports predictive maintenance, while unified data delivers deeper insights.

Value delivered

- Increased agility drives innovation and accelerates time to market.

- Analytics and modern data governance surface actionable customer insights.

- Intelligent automation and operational efficiency improvements free resources for innovation at scale.

- Future-ready architecture supports emerging technologies.

Enhanced customer experience

Building intuitive interfaces that drive satisfaction and loyalty

Customer expectations keep rising, and your digital experiences need to keep pace. While legacy systems and fragmented interfaces can hinder user experience and lead to poor engagement, low satisfaction and high support costs, application modernization turns those challenges around.

Through design thinking and AI-powered personalization, you can build intuitive interfaces that engage customers. Modern UI/UX frameworks deliver consistent experiences across channels with accessibility and compliance built in from the start. Omnichannel integration meets customers wherever they are with unified experiences that simply work.

Value delivered

- Digital engagement and conversion rates increase measurably.

- Higher satisfaction scores translate to better retention and lifetime value.

- Support costs drop through intuitive automated resolution options.

- Brand perception and customer loyalty improve.

- Accessibility opens markets and reduces compliance risk.

Automated resolution

Empowering users through intelligent automation

You want to cut support costs and boost user satisfaction, but outdated systems and manual processes keep support demand high and resolutions slow. Your customers want fast, dependable self-service that solves their problems without the wait.

Unisys Application Managed Services delivers intelligent automated resolution solutions, including AI-powered chatbots and knowledge management tools, that give users instant answers and automate routine support tasks. Natural language interfaces and hyper-personalization adapt to user context, while service management integration frees your teams for strategic work.

Value delivered

- Support costs and ticket volumes drop while resolution times shrink and user satisfaction climbs.

- Automated resolution adoption increases as experiences improve.

- IT teams focus on innovation instead of routine support.

- 24/7 availability meets customer expectations.

- Analytics reveal patterns that drive continuous improvement.

Digital agility through automation

Accelerating secure delivery with DevSecOps and continuous compliance

To accelerate time to market, you need both speed and security. Manual tasks, disconnected tools and late-stage security checks slow development and create risk. Automated delivery pipelines embed protection at every stage — letting you move faster and safer.

Unisys Application Development and Transformation enables true DevSecOps by integrating security and compliance into every phase of the software development life cycle. CI/CD pipelines enforce compliance, while infrastructure-as-code creates secure environments. Integrated monitoring catches threats early, while automated audit trails and real-time risk assessment support regulations including GDPR, HIPAA and PCI.

Value delivered

- Features and updates reach market faster with reliable quality.

- Manual effort and operational overhead decrease.

- Software quality and reliability improve measurably.

- Development and operations teams collaborate more effectively.

- Security incidents drop, while compliance reporting and audit processes accelerate, boosting stakeholder confidence.

Cost optimization

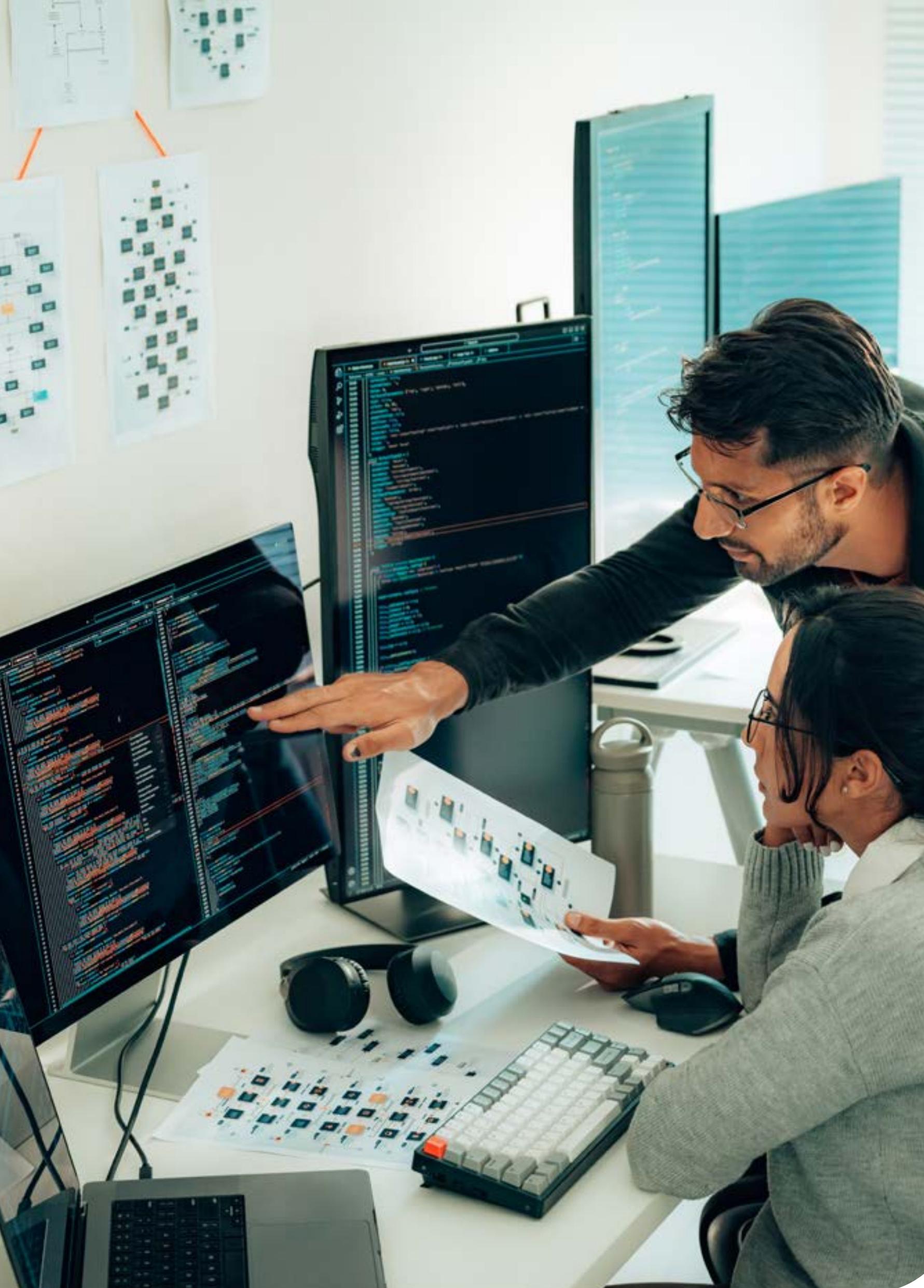## Maximizing IT value through strategic application rationalization

Optimizing IT spend and maximizing value starts with visibility. Redundant applications, outdated systems and manual maintenance drive costs and limit innovation. Application portfolio rationalization makes those expenses controllable to free up budget.

Unisys offers a comprehensive assessment that shows you exactly where to optimize. From there, data-driven roadmaps guide informed decisions on consolidation, retirement or modernization. Automated monitoring keeps you informed with real-time tracking of application usage and costs. License optimization and cloud migration deliver the final piece: scalable pay-as-you-go infrastructure that aligns spending with business value.

Value delivered

- IT operational, licensing and maintenance expenses decrease significantly.

- Resources are utilized more efficiently across the organization.

- Budget is freed up for strategic initiatives that drive competitive advantage.

- Streamlined application landscape supports faster innovation.

Quality assurance

Ensuring reliability through automated testing at scale

Rapid release cycles demand faster testing. Manual processes can't keep up, leading to slow, error-prone testing that causes inconsistent quality, downtime and rising support costs. Unisys Quality Engineering and Assurance eliminates those bottlenecks through automated testing frameworks.

Automated test creation and execution cover all application layers, while continuous integration into DevOps pipelines catches issues before they become problems. Real-time reporting gives you complete visibility into test coverage and results. Multi-platform support ensures comprehensive testing across every environment.

Value delivered

- Application reliability and performance improve consistently.

- Production defects and costly downtime decrease.

- Release cycles accelerate without sacrificing quality.

- Support and maintenance costs drop measurably.

- Confidence in quality enables faster innovation.

- Testing scales efficiently as application functionality grows.
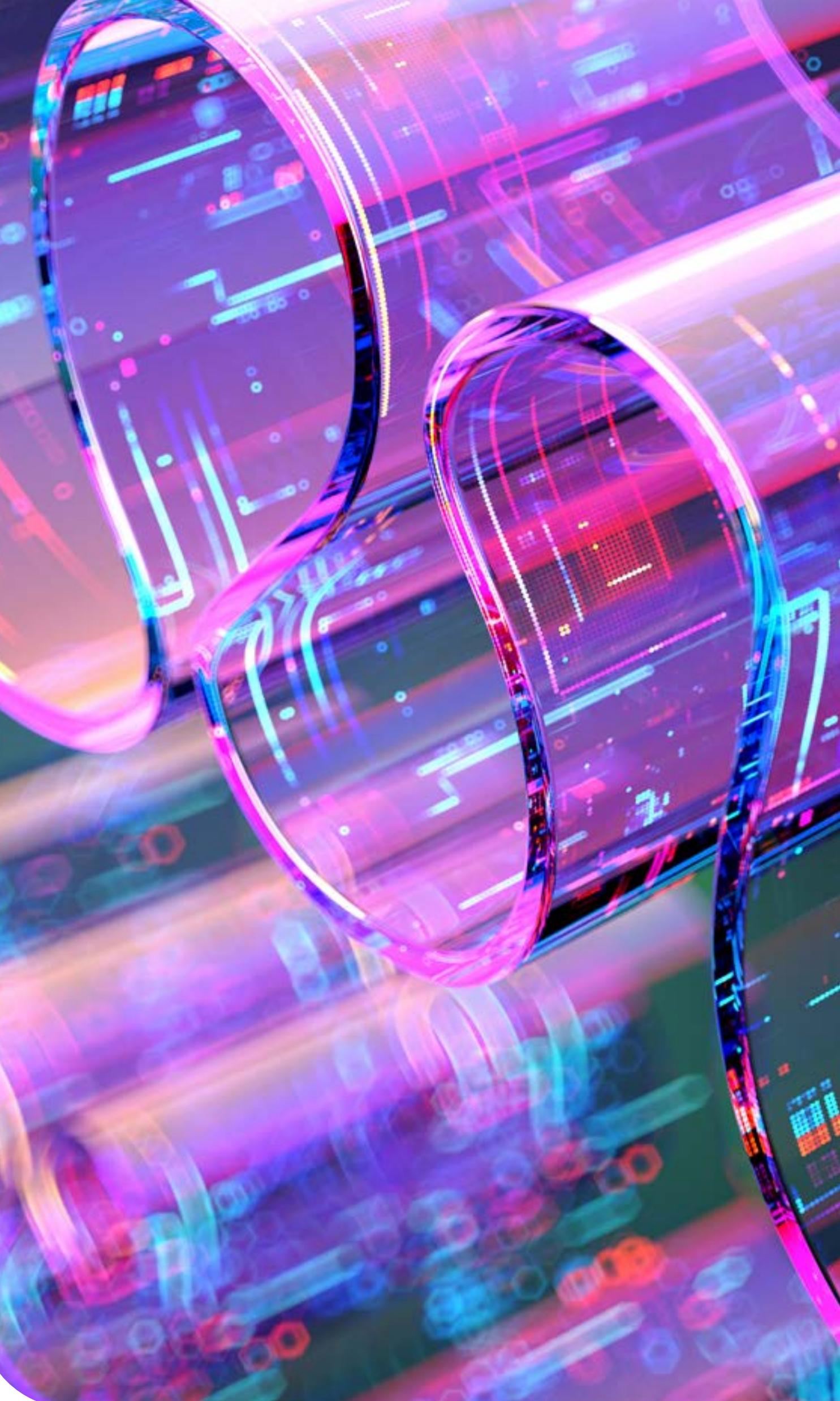
Future-proofing

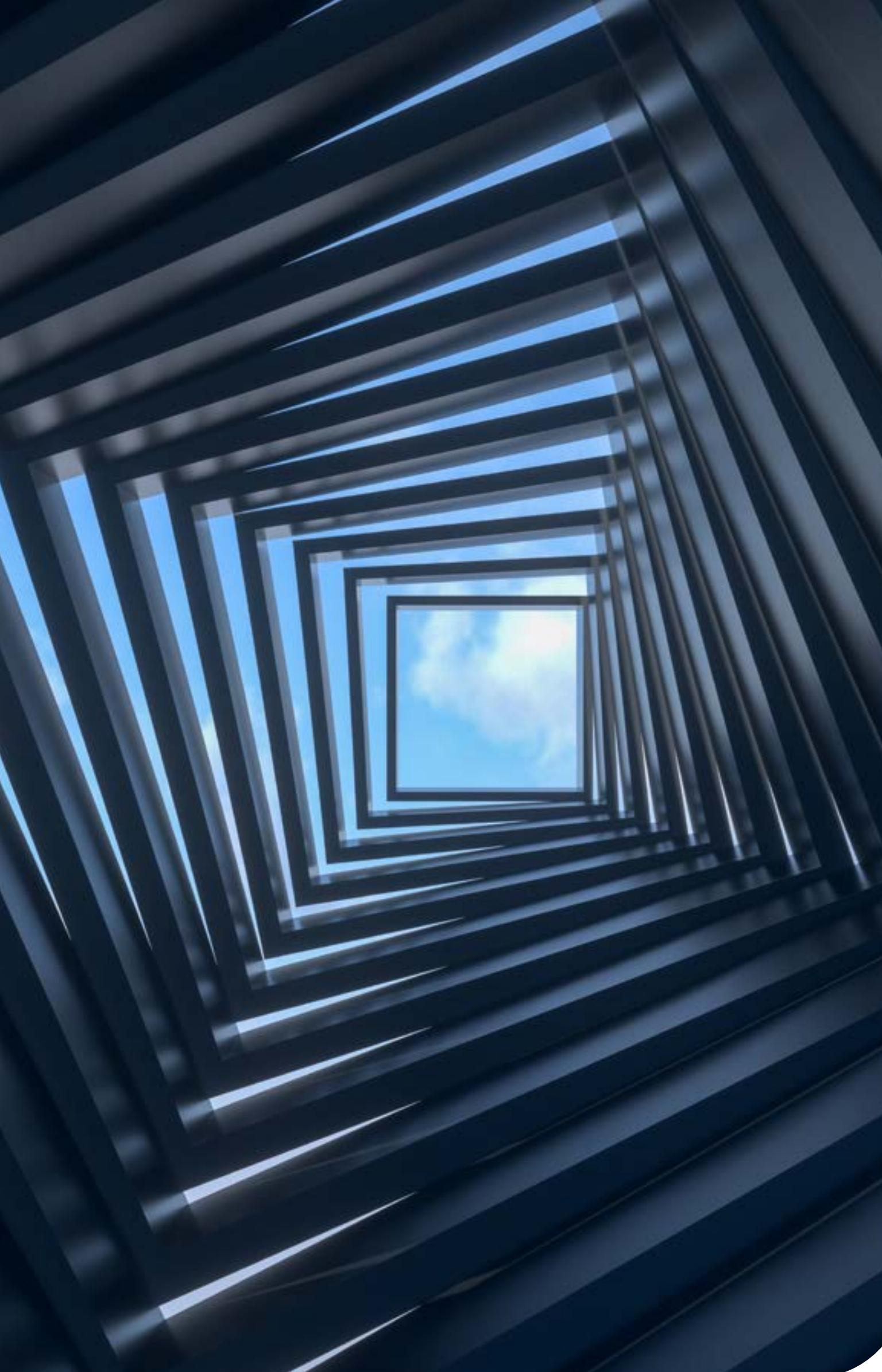## Modernizing legacy systems to enable AI and reduce technical debt

Modern systems support your ambitions, but mounting technical debt and outdated legacy systems currently create operational risk. When aging platforms can't support modern business requirements or integrate technologies like AI, agility and innovation suffer.

Application Development and Transformation eliminates those barriers using cloud-native architectures and modern development practices. Comprehensive assessment and modernization roadmaps guide the journey. Cloud-native development delivers scalability, while AI integration creates new possibilities. Security and compliance frameworks protect your modernized applications throughout.

Value delivered

- Technical debt and operational risk decrease substantially.

- Agility and scalability increase to support future growth and faster technology adoption.

- AI and automation capabilities become accessible.

- System reliability and security improve measurably.

- Competitive positioning strengthens through modern capabilities.

Cloud scalability

Enabling growth through high-performance cloud applications

What happens when your business is ready to expand but your infrastructure isn't? Legacy applications and on-premises systems create performance bottlenecks, drive costs and hinder growth opportunities.

Application services from Unisys remove those constraints by moving applications to cloud platforms that deliver scalability, resilience and cost-efficiency. Seamless migration eliminates disruption while enabling auto-scaling and load balancing that optimize performance on demand. You get flexibility through multi-cloud and hybrid support plus integrated security and compliance controls that protect your applications without sacrificing speed.

Value delivered

- Scalability helps teams meet growth goals without constraints.
- Application performance and reliability improve across the board.
- Infrastructure costs and complexity decrease significantly.
- Flexibility to support new products and services accelerates innovation.

The ROI potential

Modern application services deliver results that matter: faster time to market, lower operational costs, better customer experiences, increased security and reduced risk. Through strategic modernization, development and management, you get scalable solutions that drive revenue growth, improve efficiency and adapt to changing business needs — all while reducing technical debt and infrastructure complexity.

Ready to transform your applications?

Application services from Unisys help you address your specific business challenges — whether that's driving revenue, enhancing experiences, improving efficiency or modernizing technology.

Let's connect to schedule a strategy session and explore which application solutions are right for you.

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