

Use case

## Unisys Device Lifecycle Management and Unisys Device Experience Management

# Turning the DRAM shortage into a smarter device strategy

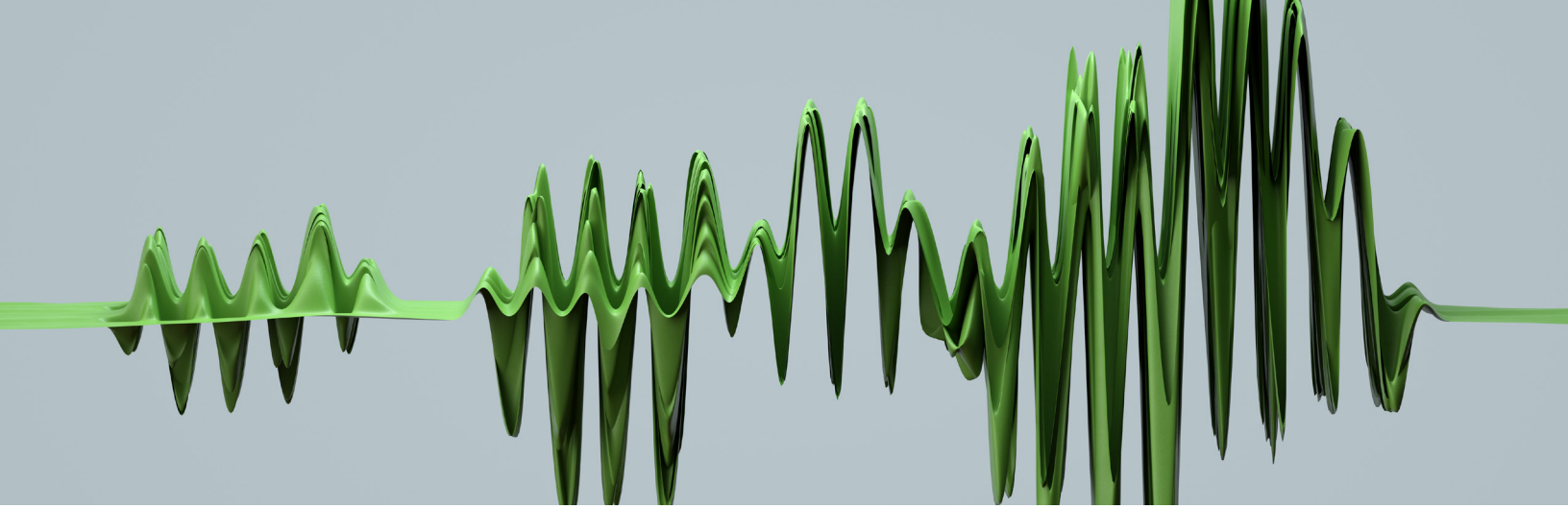
DRAM (dynamic random-access memory) shortages and rising hardware costs are reshaping the traditional device refresh cycle. How you respond matters as much as the shortage itself. Unisys Device Lifecycle Management and Unisys Device Experience Management replace calendar-based decisions with continuous, data-driven lifecycle management to help you spend more predictably, see device health more clearly, and extend device life based on real usage.

## Scenario

**Organization size and scope:**
10,000+ employees, global operations

**Objective:**
Extend device life and reduce budget risk through a prolonged DRAM shortage

Enterprises face a trade-off: replace devices on schedule at higher prices or delay purchases and leave teams without the devices they need. As chip makers favor high-margin memory production, costs stay unpredictable. For example, a 20,000-device fleet with a $200 per-device cost increase would translate into a $4 million budget exposure. A better way limits that exposure. IT leaders who base refresh decisions on employees' device performance requirements, device health, and supportability, not just a calendar, can extend device life confidently while keeping employees productive and every device in view.



## How Unisys delivers value

Unisys brings two solutions together: Device Lifecycle Management manages provisioning and the device lifecycle, while Device Experience Management proactively improves employee experience. Together, they move device strategy from calendar-based replacement to continuous, evidence-based decision-making. Device telemetry, employee experience data, asset intelligence, and financial modeling give IT leaders ongoing visibility into device health, utilization, and compliance.

- **AI-powered device management:** Extends devices based on performance and usage data. Uses a two-stage process: AI-driven 30-, 60-, and 90-day demand forecasting to buy and stock ahead through Lifecycle Hub, then fulfillment from that pre-positioned inventory with centralized provisioning and last-mile delivery.
- **Persona-based catalogs:** Matches device specifications to how each role uses technology based on real telemetry data analysis.
- **Flexible consumption models:** Adjusts spending as the workforce needs and market conditions change.
- **Employee experience safeguards:** Offers employees reciprocity, such as upgraded peripherals or expedited support, when a device is kept longer to maintain satisfaction and ease pushback.
- **Strategic bulk buying:** Recommends device types and quantities from data, timed ahead of hardware cost increases, with secure stockholding that preserves warranty coverage.
- **Measurable experience outcomes:** Sets experience-level agreements that tie commitments to employee experience, not just system uptime.
- **DLM RVA/TCO assessment**: Assesses your device estate, models bulk-buy and Lifecycle Hub options, and builds the business case for your refresh strategy.

## ROI potential

Unisys solutions provide predictable hardware spending and reduced exposure to inflation and component market volatility. Additional outcomes include:

- Sustained device performance through refresh decisions based on usage and reliability data instead of a fixed calendar
- Better alignment of device capabilities to employee needs
- Improved forecasting and reduced procurement complexity
- Optimized refresh strategies and reduced over-provisioning
- Stronger sustainability and security postures
- Higher employee satisfaction through built-in reciprocity for extended devices
- Reduced license spend due to usage-based monitoring of high-value applications

To learn more about how Unisys can help your organization implement a more intelligent evidence-based approach to device lifecycle management, visit our website or contact us.

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