

## Enabling a Superior Shopping Experience



### The Business Challenge.

Provide quality organic food that is sustainable and leverage fair trade practices, as cost effectively as possible.

### The Solution.

Unisys provides level 1 service desk support including user account management and password reset for 90,000 employees; implemented ServiceNow™, a scalable cloud-based service management platform, to upgrade the existing service desk tool to fulfill the request management function for the entire enterprise, including a highly complex B2B integration between existing service management system MSSN and ServiceNow; implemented field services 7/24/365 for newly branded stores targeting millennials.

### Results and Benefits.

- Minimized service desk workload by optimizing resolution times, freeing up resources to focus on providing value-added services to its end users with a capacity to manage 25,000+ calls per month and increasing
- Established a flexible platform to seamlessly build additional service management functionalities and modules, serving 420+ stores and 90,000+ end users
- Improved end user experience via onsite field services including new store “hyper care” support, scheduled weekly visits, and dispatch support for critical events

For more information visit [www.unisys.com](http://www.unisys.com)

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