

# Drive transformation with Digital Workplace Services

A Unisys and Dell EMC solution

## AT A GLANCE

- Market-proven, cloud-based workplace services spanning end-user tools, support, and management
- Dramatically enhanced user experience and support — workers can connect, communicate, and collaborate anywhere, anytime, on any device
- Secure workplace environments identify and validate trusted users, devices, and data flows
- Significant gains in individual and organizational productivity, agility, and collaboration
- Demand-based delivery and cost model
- Greater IT automation, visibility, and control

The Unisys and Dell EMC alliance is laser focused on transformation: digital transformation, IT transformation, security transformation, and workplace transformation. In this undertaking, these two market leaders complement each other perfectly.

Unisys brings proven systems integration, managed services, and hosted services expertise. Dell EMC provides the underlying platforms, infrastructure, and software.

Together, we are leading the enterprise workplace transformation from traditional to digital workspaces. That means empowering workers to connect, communicate, and collaborate anywhere, anytime, using any device – no matter the application. Our joint solutions let you keep pace with the rapidly changing digital workforce by building environments that foster personalization, reduce risks, and facilitate compliance.

- Enhance the end-user experience with powerful collaboration, productivity, and mobile resources
- Streamline IT management and user processes using automation

## DIGITAL WORKPLACE SERVICES

### Unisys

IntelliServe  
 Field Engineering Services  
 Endpoint Management  
 Modern Workplace Productivity Services  
 Managed Security Services

### Dell EMC

PCs and Laptops  
 Servers  
 Software  
 Networking  
 Storage  
 Device Configuration, Build, Test & Deploy

### Unisys and Dell EMC

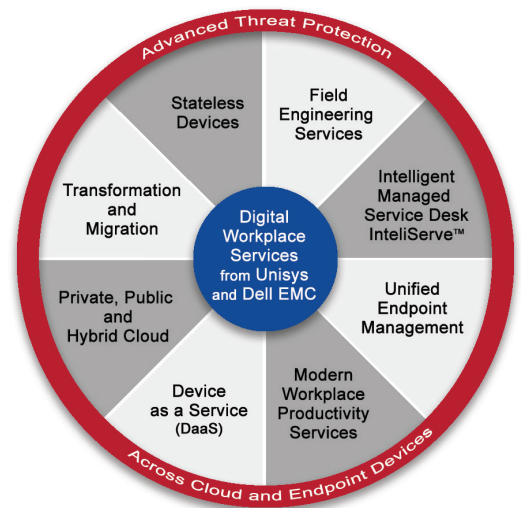
Device as a Service (DaaS)  
 Private Cloud and Hybrid Cloud Services  
 Transformation and Migration Services

## Digital Workplace Services

Digital Workplace Services from Unisys and Dell EMC provide comprehensive end-user services using a demand-based delivery and cost model. Unisys consultants help you identify immediate and longer-term device, management, and support needs. Then they help you choose the right solution elements and lead the preparation and execution of a phased implementation plan. Ongoing IT management services use both virtual and live agents.

This solution transforms your workspaces into digital workplaces that:

- Ensure data sovereignty in private, public, or hybrid cloud environments



End-user workplace tools are chosen from a larger digital toolbox and vary from customer to customer based on specific needs. Our governance and management processes give your IT staff vastly greater automation capabilities, visibility, and control.

## Proven threat protection

Data and network security are rightly top concerns in today's environment: signature-based security tools alone are no longer sustainable and too often real-time threats go undetected. By

## UNISYS HIGHLIGHTS

- Recognized leader in Digital Workplace Services by Forrester, Gartner, and ISG<sup>1</sup>
- Global reach: 7,600+ clients in 100+ countries, 10,000+ global service professionals, and 1,500+ Dell EMC certifications
- Dell EMC's longest standing partner (25+ years)
- Dell EMC Global Services Partner, Titanium Level CSP/SO and Solution Partner
- Overall "Leader" in the NelsonHall Managed Security Services (2017 and 2018) and Application Outsourcing (2017)<sup>2</sup>

## ENGAGE

To learn more about transforming your workplace visit:

[Unisys Digital Workplace Services](#)

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contrast, Unisys and Dell EMC Alliance Digital Workplace Services use micro-segmentation software — including Unisys Stealth cybersecurity solutions — to protect both cloud and on-premises networks, render servers, workstations and mobile devices undetectable, and encrypt in-transit data.

Unisys is a recognized leader in cybersecurity and physical security, particularly identity management. We have unmatched experience protecting the most sensitive endpoint and data networks and hold global security certifications from NIAP and NSA's CSfC program<sup>2</sup>.

## Support services that turn complaints into raves

Our highly responsive, technology driven support services include intelligent self-help, self-service, and self-healing resources. Service desk and field services leverage a cutting-edge network of live and automated AI and augmented reality-based support tools.

When users reach out for help, smart agents instantly recognize their follow-me identify and route them to the fastest, most appropriate support resource. Abandon rates fall and customer satisfaction skyrockets.

## Digital workplace transformation in action

Customers who implement Digital Workforce Services report compelling and immediate gains at the individual user and organizational levels, including:

- **Greater productivity and efficiency:** Workers need to share information from multiple sources, anytime and anywhere. Issues need to be resolved quickly and on first contact. Our highly automated and AI-based support services address problems before they occur, reducing costs and empowering people.
- **Enhanced collaboration:** Working with our professionals, you create a detailed plan for moving to a cloud-based workplace that delivers the

capacity, flexibility and elasticity your end-users need to enhance collaboration and sharing.

- **Highly secure data and networks:** Our workplace security technology shields your IP, data, and infrastructure while restricting access to authorized and validated users. It also lets you easily and dynamically change how you compartmentalize information to meet changing business needs.
- **Increased agility and flexibility:** Our solution lets you to provision, monitor, secure, and control all physical and virtual endpoints anywhere in your operating environment—from smartphones and tablets to laptops and PCs. These seamless management capabilities give workers the resources and flexibility to work effectively from any location.

### About Unisys

Unisys is a global information technology company that builds high-performance, security-centric solutions for the most demanding businesses and governments on Earth. Unisys offerings include security software and services; digital transformation and workplace services; industry applications and services; and innovative software operating environments for high-intensity enterprise computing.

### About Dell EMC

Dell EMC, a part of Dell Technologies, enables organizations to modernize, automate and transform their data center using industry-leading converged infrastructure, servers, storage and data protection technologies. This provides a trusted foundation for businesses to transform IT, through the creation of a hybrid cloud, and transform their business through the creation of cloud-native applications and big data solutions. Dell EMC services customers across 180 countries – including 98 percent of the Fortune 500 – with the industry's most comprehensive and innovative portfolio from edge to core to cloud.

1. Based on analyst reports from Forrester, Gartner, ISG, Nelson-Hall, and IDC from 2015 -2019.  
2. Nelson-Hall, IT Services; Unisys– Managed Security Services. 2018.

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