

Building a Stronger Workforce



The Business Challenge.

Help citizens and businesses by providing resources, skills development and veteran services to prepare and connect people with jobs in the State.

The Solution.

Unisys Digital Workplace Services, including level 1 service desk and field engineering services for ~5,000 employees throughout Texas; implemented ServiceNow®, a scalable cloud-based service management platform with online portal and catalog (for self help, chat, real time status) to fulfill the incident and request management function for the agency, including B2B integration for single sign-on with active directory.

Results and Benefits.

- Improved business efficiency and employee productivity that minimizes the need for dependence on assistance from IT
- Reduced cost of delivery through automated routing to resolver groups, self-help and increased automation for top call drivers (i.e. automated password reset)

“For more than a decade Unisys has provided service desk and field services support to the agency’s employees. Our recent move to a cloud-based service management solution based on ServiceNow drives improved employee productivity, security, and analytics to help us focus on continuous improvements in support of our Agency goals.”

Director of Customer Service



For more information visit www.unisys.com

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