

Supporting Technology Demands of Millions of Clients and Employees Around the Globe



The Business Challenge.

Reduce the number of vendors/suppliers from thousands to a few strategic partners. Provide global field support, including installations and break/fix, to enterprise clients. Achieve a consistent AV (Audio Visual) experience for all meetings outside the United States.

The Solution.

Unisys Digital Workplace Services with 24/7 support in 7 languages, including service desk, deskside support, application support, product line 2 support, identity management, global incident management and global project management; supports ~155,000 end users across 104 locations (totaling ~80,000 contacts per month).

Unisys established a robust IT governance model, developed a roadmap to deliver continuous improvement/innovation, developed support through social media and video chat, implemented a global “white glove” kiosk support for walk-up customers, and deployed Advanced Data Analytics focused on measuring the influence of ticket volumes and behavior patterns in the network.

Results and Benefits.

- Achieved the highest employee and business unit level satisfaction rates
- Reduced mean time to resolve (total elapsed time, no exclusions) by 40%, and eliminated tickets
- Enabled consistent support in an “as you want it” environment (i.e. self service, in person, kiosk, service desk, chat, video chat), and increased the quality of responses at lower costs

“Because of the exceptional support Unisys provides to our internal users, the associated business leader recommended we ask Unisys to provide global support for our clients. We expect this to strengthen our ability to sell devices, knowing they will be supported around the world.”

Leader of User Experience Services



For more information visit www.unisys.com

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