

Getting Life-Saving Medical Devices and Drugs to Patients and Doctors Faster



The Business Challenge.

Achieve more efficient handling of orders, sales, and interactions with doctors and patients.

Ensure manufacturing facilities are running continuously to get drugs, pumps, and infusion solutions to healthcare providers and patients without delay.

The Solution.

Unisys Global Service Desk and desk-side support for more than 57,000 seats in North America, Latin America, Europe and the Asia Pacific region, including Level 1, virtual help desk, change management, incident management, problem management, and global IT reporting.

Established resolution path to immediately address business critical problems, facilitating over 300 resolver groups.

Results and Benefits.

- Enabled fast response and handling of interaction with doctors and patients
- Improved end user experience with faster service resolution



For more information visit www.unisys.com

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