



Delivering an Outstanding Customer Experience by Serving Great-Tasting Food Every Time

Success Story

Business Challenge

Maintain and grow market position as a leading quick-service restaurant brand.

Solution

- Unisys Digital Workplace Services, including service desk for ~12,000 employees across 8 countries, field engineering services including desk-side and Tech Café at corporate headquarters, and global break/fix and network dispatch across 50+ countries.
- Unisys CloudForte® Services for Cloud Management Portal and dashboard development.

Results and Benefits

- Enabled world-class employee experience by minimizing technology interruptions
- Achieved high satisfaction levels by modernizing and personalizing support
- Reduced support costs while delivering highly-responsive managed services

“Unisys continues to bring innovation as they provide excellent support for our employees. This allows us to focus on enabling our restaurants to quickly serve customers hot, delicious food.”

Global Service Manager – Service Desk



For more information visit www.unisys.com

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