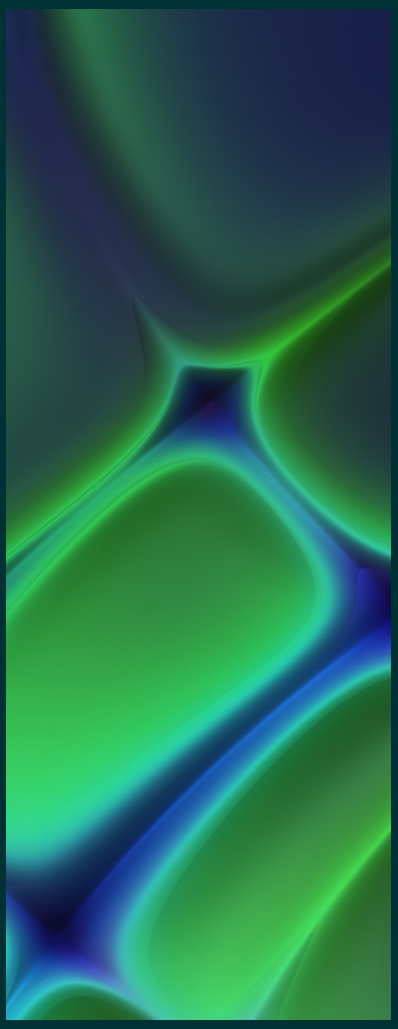
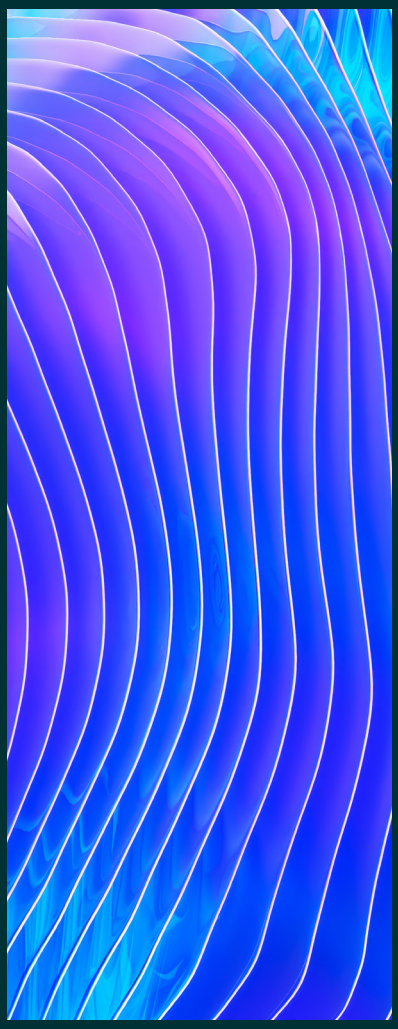
unisys

The technology backbone of retail and consumer goods

Helping you modernize operations, protect critical data, and deliver better consumer experiences









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The customer experience starts with the technology behind it

Retail and consumer goods organizations operate at a scale most industries never reach. Millions of transactions, complex global operations, large, distributed frontline workforces, and customers who expect frictionless experiences. Industry leaders know that technology is what makes those experiences possible, and it's what makes them consistent enough to earn loyalty and drive revenue.

C-suite executives are managing demands that go well beyond maintaining standard operating practices. AI adoption is moving from pilot to production. Supply chain volatility is reshaping technology priorities. Sustainability targets are influencing technology decisions.

What's driving change

Organizational leaders are converging on a common set of priorities: unifying commerce data across channels, integrating AI into merchandising and operations, improving consumer experience, boosting brand loyalty, and enabling workers with technology they need to perform at their best.

At the same time, they are feeling pressure from boards and senior leadership to deliver tangible business outcomes amid budget constraints, minimal headcount growth, and evolving regulations.

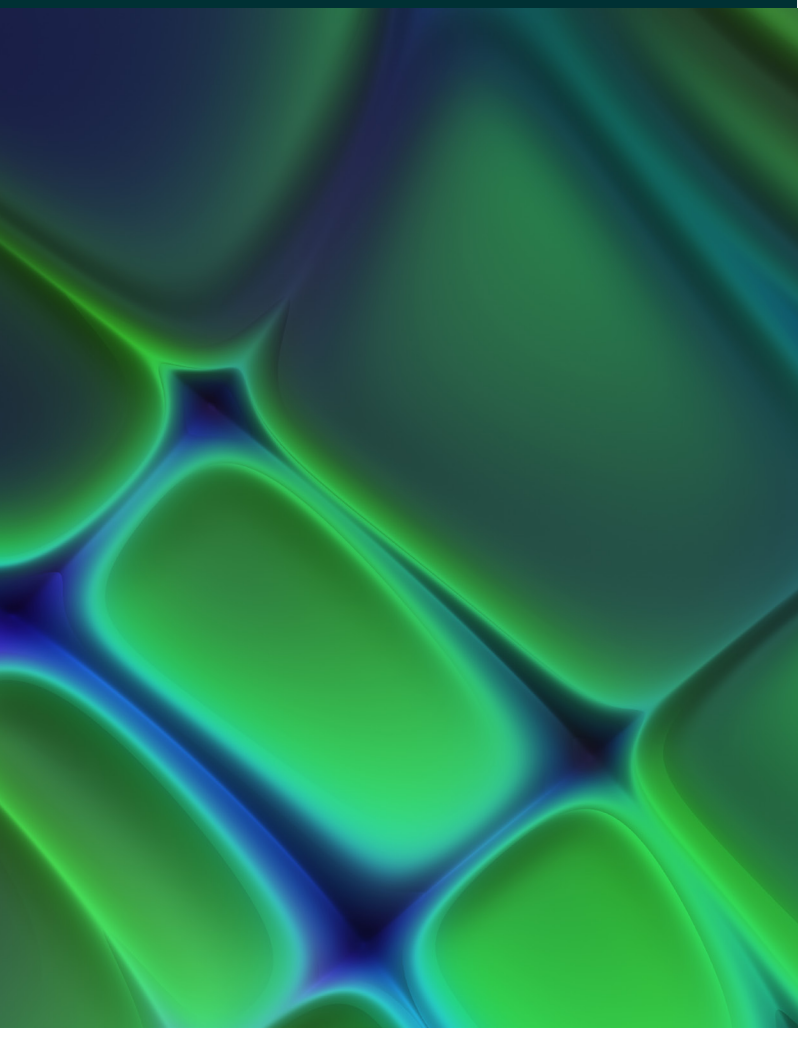
The organizations pulling ahead treat technology as a direct driver of better customer outcomes, faster decisions, and stronger competitive position.

76%

of **retail and consumer goods organizations** report improved ROI from their digital workplace investments, and 67% plan to accelerate IT and AI transformation in the next 12 months.

How Unisys helps

Driving that performance requires focus. Unisys works with retail and consumer goods organizations across four areas where technology has the most direct impact on business outcomes.



01 Digital workplace and frontline support

Your store associates, distribution center workers, and corporate teams depend on technology that stays out of their way, with AI-enabled responsive support and device management built for high-volume, high-turnover environments.

02 AI and intelligent operations

Your organization is already generating the data needed to make smarter decisions. AI delivers real business value when it surfaces consumer insights, responds to market shifts, and keeps operations running without interruption.

03 Cybersecurity and data protection

Customer trust is a commercial asset. Protecting payment data, loyalty programs, and customer information at scale keeps that trust intact and your brand's reputation secure.

04 Cloud and application modernization

Modern, flexible infrastructure gives retail and consumer goods organizations the speed to respond to market opportunities, the control to manage costs, and the foundation your AI and data capabilities need to deliver results.

01

Digital workplace and frontline support



In retail and consumer goods, customer and employee experience are deeply connected. When store associates have reliable technology and fast support, service is smoother, queues move faster, and customers leave with a better impression of the brand. When technology fails, the cost shows up immediately — in lost sales, frustrated customers, and employees who can't do their jobs.

Unisys delivers digital workplace solutions built for pace and scale. From Agentic AI-powered service desks and omnichannel support to on-site tech cafés and field services, your workforce stays equipped and supported so they can stay focused on customers.

The possibilities for your business

- Consistent tech support across every store, site, and shift, enabling a better employee and consumer experience
- Faster issue resolution with less disruption to operations
- Device and endpoint management across complex, multi-site environments
- Reduced support costs through self-service, automation, and smarter channel routing
- Confident adoption of AI-powered tools across store, production, field, and corporate teams

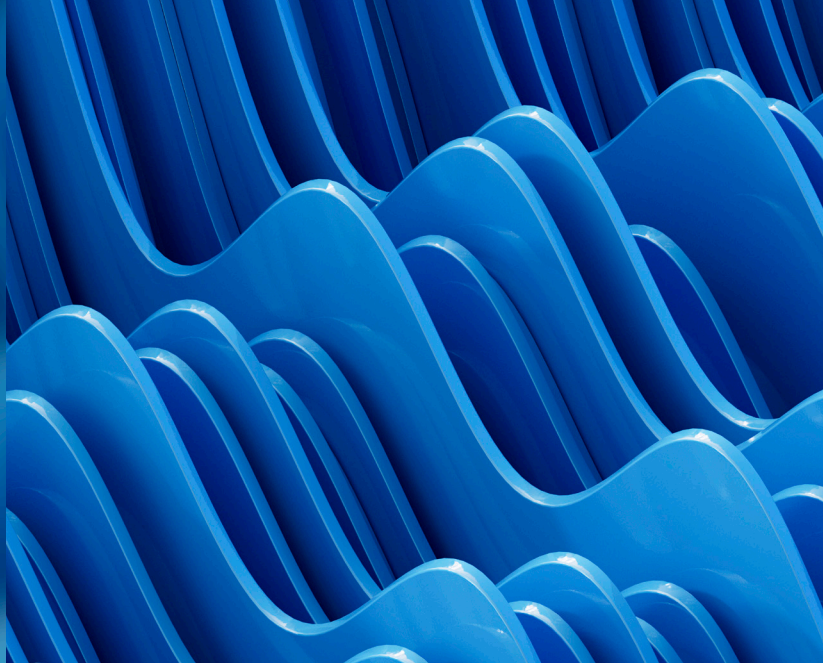
Unisys solutions and expertise

- Agentic AI-powered service desk and virtual agents
- Unified endpoint management
- Field services and on-site support
- Device lifecycle management
- Digital collaboration and productivity tools
- Enterprise service management

When Heineken set out to unify IT operations across 13 countries and 5 languages, the goal was simple: Make technology work better for 40,000 employees. Three years later, a 93% CSAT score has held consistently, self-service adoption has cut routine tickets by more than 20%, and on-site support visits have dropped by 50% — freeing Heineken's teams to focus on what they do best.

02

AI and intelligent operations



Retail and consumer goods organizations possess some of the most valuable data in any industry: every transaction, every customer interaction, every inventory movement, every shift in buying behavior. The organizations getting the most from that data are using it to make faster, smarter business decisions. They're spotting emerging trends, responding to demand shifts, and personalizing experiences before the competition does.

Unisys helps organizations connect that data, apply AI where it delivers real value, and put actionable insights in front of the people who need them. On the IT side, that means resolving issues before employees or customers encounter them. On the business side, it means real-time visibility into consumer behavior, inventory, and operational performance, enabling the business to move with confidence.

The possibilities for your business

- Real-time insights into consumer behavior, buying patterns, and demand shifts
- Faster response to inventory changes, emerging trends, and market opportunities
- AI that supports better decisions across both IT and the broader business
- Proactive issue detection and resolution before operations are affected
- Automated processes that reduce IT workload and free up staff capacity

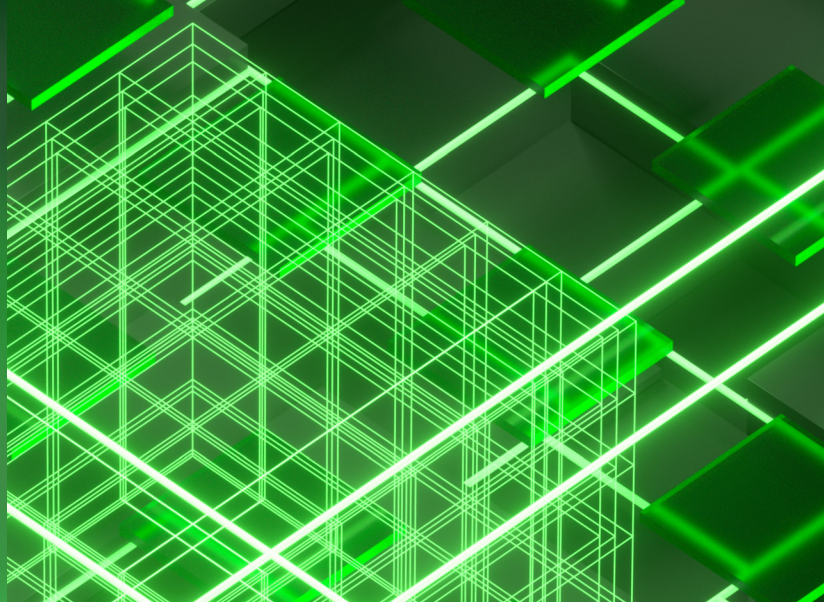
Unisys solutions and expertise

- Agentic AI-powered service desk and virtual agents
- Proactive analytics and intelligent automation
- Predictive issue detection and resolution
- Knowledge curation and intelligent self-service
- Responsible AI frameworks and governance
- AI for operational efficiency and service delivery

For a global quick-service restaurant chain operating across 50+ countries, every technology interruption affects speed, service, and customer experience. Unisys provides Intelligent Workplace Services, including Unisys Agentic Service Desk, for approximately 12,000 employees, which has shifted support from reactive to proactive. AI/ML insights, telemetry data, and automated detection help resolve issues before restaurant staff notice them.

03

Cybersecurity and data protection



Customer trust takes years to build and very little to put at risk. Retail and consumer goods organizations handle payment details, loyalty data, and purchase history across multiple channels. With store networks and distribution channels spanning hundreds of locations, seasonal workforce spikes, and an ever-growing web of third-party integrations, the security challenges scale with the business.

Unisys helps organizations build security into every layer of their operations, from the payment terminal and the purchase order to the data center, so growth doesn't come with added risk.

The possibilities for your business

- Consistent protection across store networks, distribution channels, supply chain operations, and endpoints
- Faster threat detection and response with less disruption to operations
- Security that scales as your footprint and digital channels grow
- Stronger compliance posture across payment, data privacy, and regulatory requirements
- Confidence to adopt new technologies without unnecessary exposure

Unisys solutions and expertise

- Zero Trust architecture
- Continuous threat exposure management
- Managed detection and response
- Digital identity and access management
- Cyber recovery
- Data protection and compliance
- Security managed services

For a global food and beverage company operating across more than 40 countries, network security had to be as reliable as the supply chain it protected. Unisys delivers continuous threat exposure management, security device management, and secure network access, capturing 255 security incidents per month and maintaining 99.9% uptime on the Secure Access Service Edge (SASE) platform. Twenty-five percent of firewalls have been decommissioned for efficiency savings, reducing complexity and cost without compromising protection.

04

Cloud and application modernization

The retail and consumer goods organizations growing fastest have infrastructure that moves as quickly as the business demands. For many, technology debt is what stands between where they are and where they want to be. The POS system that's been running for 12 years. The inventory platform that doesn't talk to the e-commerce stack. The supply chain application never designed for the data volumes of modern operations. Closing those gaps creates the flexibility to move faster, control costs more precisely, and get more value from AI and data investments.

Unisys designs cloud migration and application modernization approaches built around your existing environment and business priorities. Working alongside partners like AWS and Microsoft, we prioritize the highest-impact opportunities first and deliver modernization that builds momentum without putting operations at risk.

The possibilities for your business

- Greater application flexibility and stronger infrastructure performance
- Clear visibility into cloud costs and usage across your environment
- A modernization path that protects existing investments while creating room to scale
- Improved disaster recovery and business continuity across your store network
- Cloud infrastructure that supports the data and AI demands of modern retail operations

Unisys solutions and expertise

- Cloud migration and modernization
- Application development, transformation, and integration
- Hybrid cloud and infrastructure management
- Cloud financial analysis and optimization
- Disaster recovery and business continuity
- Infrastructure modernization and optimization



Serious about retail and consumer goods. Serious about results.

Retail and consumer goods organizations need a technology partner with the depth, scale, and commitment to deliver consistently across your entire operation, wherever the work happens. Here's what sets Unisys apart.

Global delivery you can count on

With a footprint spanning the world and experience supporting some of the most complex distributed environments in retail and consumer goods, Unisys brings the scale to match your ambitions wherever your operations take you.

Deep understanding of retail and consumer goods

We know what it costs when a POS system goes down during peak season, when a kiosk fails during the lunch rush, or when a supply chain platform drops at the wrong moment. Our solutions are designed around those realities, with teams who have the experience to back it up.

Security built in from the start

Unisys designs security into each service and solution we offer. From endpoint protection and identity management to cyber recovery and Zero Trust architecture, we help you protect customer data, payment systems, and the trust your brand depends on.

Outcome-driven managed services

Our managed services model is designed for the long term. Every engagement is built around continuous improvement, measurable results, and a partnership that deepens as your business grows.

A partner ecosystem that extends your possibilities

Unisys works alongside the technology partners retail and consumer goods organizations already trust, bringing together best-in-class platforms and our enterprise expertise to deliver integrated solutions that go further.

Champions in collaboration

DELL Technologies

servicenow

Microsoft

aws

Let's talk about what's next for your organizations

Your priorities are unique. Unisys is ready to help you act on them. Let's start a conversation about where your operations could be working harder for your business.

Visit unisys.com or contact us to take the next step.

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