



Client story

Heineken's unified approach to global IT operations

Brewing strong support experiences for employees

Client overview

- Supports 40,000 employees with streamlined IT support
- Delivers consistent support experiences while cutting complexity and costs

Objectives

- Reduce time and effort to resolve support tickets, including travel to locations
- Empower employees to use less expensive channels for support, such as chat

Why Unisys?

- Collaborative solutions across support, field services and data management solutions that fit in with a bold new approach
- Skilled resources that can provide local language support at a lower cost than in-house teams

Solutions

- Deploy [Unisys Field Services](#) to transform field services and reduce costs
- Leverage [Unisys Next-Generation Service Desk](#) and [Unisys Enterprise Service Management](#) to triage and assign tickets efficiently
- Manage [Microsoft 365](#) and other essential business solutions

Results and benefits

- Unified and standardized IT operations for greater efficiency and savings
- Enabled automation of service and support processes and AI use cases
- Increased employee satisfaction with self-service and smoother IT experiences
- Improved capacity to advance company-wide sustainability initiatives

93% CSAT score
consistently for three years

60% greater use of the
chat option for IT support

90% compliance in
patching and updates

3,200 devices
renewed for use each year

50% fewer on-site
support visits needed

Bold and complex or sweet and crisp - Heineken International crafts beer and cider for every palate. With 170 beer brands and a growing cider portfolio, this global beverage leader ranks as the world's second-largest beer producer. Built on a thoughtful strategy and its dedication to craft, Heineken brings people together through exceptional brews. Now, Heineken is applying that same dedication to unifying its technology operations.

Unifying to lead the industry

A decentralized technology environment across 13 countries created significant operational hurdles for Heineken's 40,000 employees. Multiple languages and country-specific technology resources led to slower ticket resolution and increased costs. Teams managing disparate systems had little bandwidth for strategic initiatives like sustainability programs.

Brewing efficient support

Unisys delivers digital workplace and data management solutions that enhance technology operations and elevate employee experiences at Heineken. The partnership accelerates asset management, network support (LAN/WAN), and digital identity and access management across 13 countries and five languages.

Unisys developed a unified foundation and service strategy tailored to Heineken. Using Heineken's ServiceNow instance, the Next-Generation Service Desk coordinates with local and global resources, Unisys teams and partners. Field services teams operate at key locations, including breweries, the main sales office and the Americas headquarters.

The support network manages 40,000 users and 77,900 assets, handling 16,000 incidents monthly across 30 breweries and five tech cafes. Employees receive support via telephone, chat, web and email. The new service experience is powered by skilled resources based in Brazil, Mexico, Colombia and the United States to help ensure local language support.

Delivering excellence through standardization

Boosting employee satisfaction

Technology powers Heineken's continued innovation, business success, and brewing expertise. Employees are happier working with IT and at Heineken overall. The company improved its employee experience with an extremely positive internal CSAT score, which has consistently remained above 93% over the last three years after the transformation project.

Optimizing service delivery

Thanks to decreased overall incidents, productivity is up, and costs are down. Specifically, tickets for status updates and password reset requests have been reduced by more than 20% through expanded self-service options. More employees than ever are using the chat option for IT support, about a 60% increase, and it has a lower cost per contact than traditional phone calls.

Unisys Field Services has also optimized field service operations by reducing time and resource demands. It provides Heineken with advanced tools and targeted training throughout the asset life cycle, which enhances efficiency and service quality while cutting complexity.

Strengthening security and sustainability

The combined improvements across IT support, field services, asset management and data center management have helped Heineken advance its compliance and security goals. A more potent technology strategy mitigates risk and sustains 90% compliance in patching and updates.

And because Heineken believes the best beer is brewed in a better world, the business can now focus more deeply on sustainability. Each year, Heineken Americas renews an estimated 3,200 laptops and desktops. Unisys extends the life of these devices by enabling employee resale and partnering with responsible recycling recyclers. Remote resolution tools have also reduced on-site visits to offices without dedicated support by 50%, helping to lower the company's carbon footprint.

Discover how unified technology operations can accelerate workforce productivity and reduce costs across your enterprise, visit us [online](#) or [contact us](#) today.



[unisys.com](https://www.unisys.com)

© 2025 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.