



Client story

Global biotech leader streamlines IT

Digital workplace and cloud solutions cut costs and expand IT support

Client overview

- Global biotech innovator seeks to expand patient access to FDA-approved medicines while reducing IT barriers to innovation
- Enterprise technology strategy needs streamlining to support rapid global expansion

Objectives

- Meet the technology support needs of 18,000 employees using 27,000 laptops and desktops; 15,000 mobile devices; 9,700 cloud PCs (virtual desktops) and thousands of other assets
- Streamline a disparate landscape of multi-cloud solutions and reduce the cost of data center management
- Help employees take full advantage of enterprise software and workplace tools such as Microsoft 365 by better integrating them into operations

Why Unisys?

- 10 years of successful collaboration with Unisys as a partner that already understands the company's IT environment
- Proactive change management that uses predictive analytics to identify employees' potential challenges with new technology and processes

Solution

- **Digital workplace solutions**, including:
 - **Agentic Service Desk** to streamline IT support experiences and reduce disruptions to work for employees
 - **Field Services**, including nine tech cafés (walk-up support stations), to transform field services and reduce costs
 - **Unified Endpoint Management**, including services for endpoints, security, asset management, mobility management, unified communications and collaboration and management of the company's Microsoft 365 solutions, including SharePoint support for 175 sites
 - **Experience-as-a-Service** with **Nexthink** analytics, to manage experience management office operations
 - **Enterprise Service Management** and global delivery services for major incident, problem management, service-level management, request management, life cycle management, asset and configuration management and project management
- **Cloud and cybersecurity solutions**, including:
 - Network operations; network security; compute platforms (Windows, Linux, backup and storage); Active Directory engineering; data center support; cloud operations; capacity management; disaster recovery for 2,500 Wintel OS, 480 Linux OS, 30 Unix OS and 300 Hypervisors; 7,300 TB of allocated storage; backup for 3,000 servers and managed network services (MNS) for WAN across 7,500 remote user accounts
 - **Cloud AI solutions** to streamline operations and automate service delivery

Results and benefits

- Helped employees focus on patients by reducing disruptions to work
- Enhanced employee satisfaction by increasing automated resolutions and reducing mean time to resolution
- Scaled and optimized multi-cloud operations to cut costs
- Created automated solutions for specific use cases, such as automatically updating
- Boosted security and stability by increasing asset visibility and automating many IT processes

18,000 users benefiting from enhanced service desk experiences

39,000+ devices supported (25,000 computers and 14,000 mobile devices)

9 tech cafés delivering on-site support globally

Removing IT barriers to life-saving research

For 35 years, this biotechnology leader has transformed scientific breakthroughs into FDA-approved treatments for serious diseases, from cancer to rare conditions. With a recent global expansion into five countries and plans for five more, outdated technology threatened to slow their mission of bringing medicines to more patients worldwide.

Scaling without compromise

The company faced mounting technology complexity as it supported 18,000 global employees across multiple devices and platforms. Managing fragmented multi-cloud solutions was becoming increasingly expensive, while rising employee expectations for seamless digital tools added pressure. During this rapid expansion, maintaining security and compliance was paramount.

Their objective was clear: transform IT operations to match their innovative spirit. This meant streamlining global operations through automation, consolidating and optimizing cloud assets and enhancing security while reducing costs. Critical to success would be implementing change management to ensure adoption across their growing enterprise.

The company sought a technology partner that could do more than deploy a new IT service desk or optimize cloud operations. This partner would also need to provide organizational change management to get everyone on board with digital transformation. Its priorities included enabling seamless operations globally, adopting an automation-first approach, consolidating its assets, optimizing cloud costs and enhancing security, compliance, business agility and transformation.

Modernizing IT to accelerate scientific innovation

Building on a decade-long partnership, the biotechnology company expanded its engagement with Unisys to create a comprehensive technology transformation. The goal: free researchers to focus on life-saving treatments by eliminating IT friction.

Comprehensive service transformation

Unisys Agentic Service Desk and **Unisys Field Services** now support 14,000 users through multiple channels. Nine tech cafés provide walk-up support globally, while virtual services connect employees with experts on demand. Enhanced service management streamlined everything from incident response to asset life cycle management.

Unisys Experience-as-a-Service, powered by Nextthink analytics, proactively keeps endpoints healthy and users productive, delivering more than 205,000 successful automated resolutions in 2025. These include ~80,000 disk cleanups, ~18,000 devices auto-rebooted, ~5,500 startup applications disabled, ~300 security compliance checks completed, ~350 instances of software reclaimed, ~5,500 applications removed, and ~54,000 applications blocked.

Enterprise-wide cloud optimization

A modernized infrastructure now handles a massive scale: 2,500 Wintel OS, 480 Linux OS, 30 Unix OS and 300 Hypervisors. With 7,300 TB of storage and backup for 3,000 servers, the system supports 7,500 remote users. New cloud AI/AIOps capabilities prevent disruptions through automated service delivery.

Delivering global impact through optimized IT

The biotechnology company's transformation delivered measurable results across its enterprise, from enhanced employee experiences to significant cost savings. Every minute saved on IT issues means more time for critical research and treatment development.

Streamlined service delivery

The Agentic Service Desk and Field Services transformed daily operations with personalized, proactive support. Enhanced asset management provided greater visibility into hardware and software, while automated documentation prevented service disruptions.

The experience management office, a team dedicated to evaluating experience data to improve processes and encourage service team collaboration, enhanced asset retrieval and policy compliance using AI-powered hardware asset management. Nextthink's workflow automation improvements enabled low-code, scalable remediation and automated IT tasks. Emphasizing real-time issue resolution reduced mean time to resolution through proactive triggers and automated fixes. The team managed the full planning and execution life cycle, including roadmap updates.

This partnership delivered:

- Seamless ecosystem integration to improve application programming interface connections across platforms, such as Intune, ServiceNow, Microsoft Entra ID and Teams, enabling end-to-end workflows, proactive alerts, anomaly detection, and ITSM integration for smoother operations.
- AI-powered self-healing and optimization to broaden auto-remediation use cases, including connectivity repair, agent health, compliance fixes, and performance improvements; Nextthink Spark adds an employee-facing AI layer for guided self-service, one-click fixes, and targeted campaigns to increase adoption.
- Data-driven governance and sustainability insights to advance software metering for license optimization, introduce AI governance for compliance and shadow AI detection, support sustainable IT with energy efficiency tracking and enhance intelligent device refresh insights to guide hardware refresh decisions based on performance rather than age.

Practical innovations driving efficiency

A prime example of practical innovation is the automated solution for conference room management. By automating password updates across 300 meeting rooms, the company saved 150 hours and \$20,000 in field service costs by avoiding an in-person visit by a field technician. The solution was deployed in phases to minimize disruption while maintaining security requirements.

Enhanced security and collaboration

Automated device updates and streamlined IT processes strengthened enterprise security. Microsoft 365 services enabled seamless collaboration across physical and digital spaces, enhancing productivity across business units. Together, these improvements keep the company's global workforce connected, secure and focused on its mission: developing life-changing treatments for patients worldwide.

Advancing innovation through AI

Building on its successful automation initiatives, the biotechnology company is expanding its use of AI technologies. Plans include implementing agentic AI to automate routine IT tasks and enhance predictive analytics for capacity planning. These advancements will help IT teams prevent system issues, optimize resource allocation and focus on strategic priorities that support the company's research mission.

To explore how Unisys unlocks new ways to work smarter, promotes profitability and builds resiliency, visit us [online](#) or [contact us](#) today.



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