

The rise of adaptive AI in application transformation

Transforming the application experience with adaptive AI



With intelligent interfaces that adapt and learn from user interactions, adaptive AI enhances your applications, boosting productivity, personalizing experiences and revolutionizing your organization's engagement with technology.

Adaptive AI's promise for applications

When building applications, organizations are moving beyond user interfaces to adaptive interfaces — intelligent platforms that understand and respond to human intent. Sometimes called "sentient user interfaces," adaptive AI is a type of artificial intelligence in which AI can learn, adapt and improve as data and environmental factors change.

This evolution toward adaptive interfaces opens new dimensions for [application transformation](#). Imagine the possibilities of modern, AI-infused applications:

- Applications that learn your work patterns, anticipate your needs and proactively offer solutions
- Customer experiences that are transformed by interfaces that intuit preferences, personalize interactions and foster stronger user engagement
- Platforms that seamlessly integrate into your cognitive processes, enhancing your ability to think, create and collaborate and redefining productivity

Together, these innovations create intelligent ecosystems that expand the boundaries of what humans and technology can achieve.

The shift from user interfaces to adaptive interfaces

Traditional approaches to application interface design rely on graphical user interfaces or command-line interfaces, where users must provide explicit inputs to complete tasks. These interfaces serve as fixed bridges between users and software, requiring specific user inputs to function.

Adaptive interfaces represent the next evolution by introducing intelligent features that enhance the user experience. This is where the principles of **agentic AI** — intelligent, autonomous systems that act on a user’s behalf — begin to take shape. By harnessing AI, these adaptive interfaces can predict and respond to user behavior in real time, creating value through:

- **Workflow optimization:** Virtual assistants can learn employee routines and provide personalized workflow recommendations.
- **User experience enhancement:** Adaptive interfaces can adapt an application’s layout and functionality based on user preferences and behavior patterns without requiring manual adjustments.

Adaptive AI earns its name through its defining characteristic, adaptability, which gives it a significant advantage over traditional interfaces. The technology is evolving so fast that the current tools using adaptive AI may be completely different just months from now.



Traditional interfaces vs. adaptive interfaces

	Traditional interface	Adaptive interface
Adaptability	Fixed functionality and design; does not change based on user behavior	Context-aware, responsive functionality and design; changes based on each user’s interaction patterns, preferences and behavior
Personalization	Same experience for all users	Tailored user experiences based on user interactions, utilizing machine learning and data analytics
Awareness and intelligence	No ability to adjust if user needs or environmental factors change	Ability to dynamically evolve the user experience if needed

Application transformation unlocks the benefits of adaptive AI

Transforming applications enables you to collect usage data, pool that information across your entire application portfolio and create responsive experiences. Modern AI services allow organizations to seamlessly incorporate machine learning models that evolve with each interaction.

This modernization also makes implementing adaptive AI easier to achieve in the future. Hyperautomation with adaptive AI — which combines adaptive AI with technologies like machine learning and robotic process automation — makes these applications even more responsive to changing conditions.

AI-powered modernization clears the way to use adaptive AI to enhance the customer experience of your applications:

- Discovery of all your legacy applications becomes more thorough and insightful.
- Assessment of the current state of your applications incorporates predictive analysis of future needs.
- Rationalization becomes dynamic, responding to changing business conditions.
- Roadmap development incorporates intelligence about which applications to modernize based on considerations like cost, complexity and potential ROI.
- Migration becomes seamless with AI that's responsive to system conditions.

Adaptive AI transforms customer experience

Adaptive AI creates modern customer experiences that evolve with each interaction. Through tools like chatbots and digital agents, adaptive AI personalizes experiences in ways that increase satisfaction and loyalty while requiring less effort from both customers and staff.

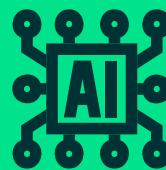
This transformation happens through:

- AI-powered CRM systems that learn from each customer interaction
- Conversational tools that adapt their responses based on customer behavior patterns
- Sentiment analysis that continuously refines the personalization approach



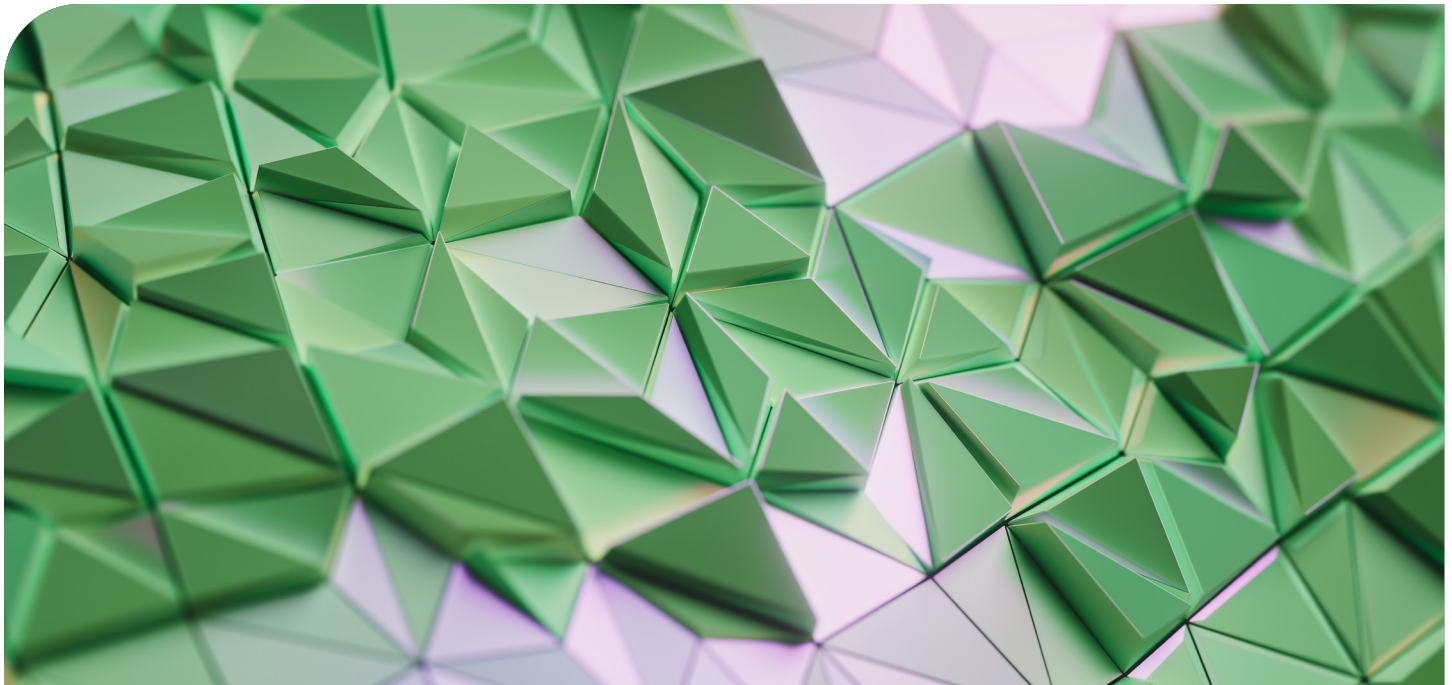
Application rationalization

Application rationalization can be one piece of creating a modernization roadmap. It's a comprehensive way to determine whether to retain, retire, replace, re-host, re-platform or re-factor each business application.



Personalization for more customer connection

AI makes it possible to create personalized experiences that strengthen the emotional connection between users and organizations. For example, professional services firms use AI to recommend workflows and manage client interactions more effectively.



Adaptive productivity: Beyond automation to enhancement

Adaptive AI goes beyond task automation by enhancing human thought processes, learning and evolving alongside users.

This adaptability transforms routine tasks:

- Data processing that learns from previous classifications
- Decision-making support that refines recommendations based on user choices
- Complex analysis that adapts its approach based on past successes
- Design tools that evolve with creative preferences for applications

Beyond individual productivity, adaptive AI encourages team collaboration by learning from group dynamics and adjusting project management approaches accordingly.

How Unisys can help

Unisys helps accelerate your modernization journey by providing comprehensive AI and public or private cloud solutions tailored to your needs. Our AI experts guide you in seamlessly integrating the technology and transitioning smoothly from legacy systems to cloud-based platforms.

Our consultation, implementation and ongoing support services can help identify AI use cases and maximize the benefits of AI and public or private cloud integration. Partner with Unisys to stay ahead of the competition, improve customer satisfaction and achieve greater efficiency and productivity.

Ready to explore AI's potential?

Visit unisys.com or [contact](#) us to schedule a consultation with our experts today.



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