



EMEA Client Forum:

Unilever & Unisys - 16 years of Innovation & Partnership

Jen Starkey

Global Head of Employee Technology Services
– Unilever

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VP Global Strategy and Innovation – Unisys



Unilever

Where it all Started....



Unilever at a Glance



**We are a truly
global business**

190+
countries

where our brands are available.

3.4 billion
people

use our products every day.

125,000
Employees



Employee Technology Services

Jen Starkey - Global Head of Employee Technology Services at Unilever.

“The scale is huge, the landscape is complex, and the change is constant, but being able to deliver technology and business processes that powers each and every employee, in every part of the world is pretty special”.



Endpoint Services

100% modern managed
PC estate of ~88k
devices (Windows and
Mac)
Mobile Connectivity
Application Management
Client / OS management



Digital Support Services

Global Helpdesk
Engineering Field
Services
Business Support
Centres
Device Lifecycle Mgmt.
Executive Support



Collaboration Services

M365 Suite
Google Workspace for
FLCs



AI Services

Una (Employee Agent)
Microsoft Copilot Web
Copilot M365
Copilot Studio
OpenAI



Corporate Comms Technology

Internal and External
Corporate
Communications
through Viva, Exchange,
SharePoint and
Unilever.com



Workplace Technology

Meeting Room Tech
Digital Signage
Site Access Solutions
Physical Security
Travel
Print



None Negotiable Objectives for 2025



Automation First

Incentivise functional teams to automate & identify proactive fixes

Employee Accountability - Not at the expense of experience

Enabling employees to find solutions independently through high quality knowledge & search capabilities

First contact resolution

We will route employees to the experts faster.
Where self-serve isn't possible, skilled agents will support.



Continue the drive for deflection and automation

Unisys & Unilever Innovation & partnership through the years

- **Expansion to Global** (APAC , Middle East & Africa)
- Major Transition
- **Introduction of End user experience management (predecessor to XMO)**
- Introduction of Business support center (107 locations)
- Mobile Device Management
- Contract Renewal- Iterated and Innovation as Standard
- **Integrated Help Desk (IHD)**
- **Move to Device Depot Model**
- Rolling Refresh
- Move from Remedy to ServiceNow
- **Removal of Voice as a Channel**



2010

- **Initial Unisys / Unilever MSP** for Europe & NA/LA - Service Desk, Field, EPO, Asset & Config

2011
to
2013

- **Windows XP to Windows 7 Migration**
- Global Device Refresh
- Virtual Fast Pass POC

2015

2016

- Windows 7 to Windows 10 Migration
- CO-Source Country Support

2018-
2019

Unisys & Unilever Innovation & partnership through the years

- Unisys POV session on Smart Workplace & Copilot
- Meeting Room Assessment and recommendations
- Zero Touch provisioning
- **COVID 19 Pandemic Contingency**

2021

- **Full review of current contract** and processes, Identify efficiencies and areas of cost reduction
- **Managed Meeting Rooms** - Implemented a support service for Meeting Room technology

2022

- **Virtual BSC** - Fully virtualized BSC globally, maintaining experience and driving savings
- **Modern Managed Endpoint Transition**
- Unisys takeover of Intune managed endpoint estate

2023

- Moveworks development, pilot and roll out of classic bot in partnership with Unisys

2024-2025

- **Dynamic Translation Service** English only helpdesk globally, optimizing costs
- vBSC Consolidation Further consolidation and optimization
- **Smart Vending POC** Smart locker device provision
- Windows 11 migration 99% complete
- **Helpdesk of the Future Strategy & RFI Contract Review** Opportunity to enhance employee experience based on insights and drive cost optimisation



Key highlights of recent progress on our journey so far...



Chat deflection at 49%

Chats now resolved by Una as of End of 2024



Incident volumes 20% lower than the 2024 average

Tickets now resolved by Una



Una CSAT is 4.03

Since MoveWorks Copilot launch



9 proactive automations

Resolving issues before user interaction



Savings Realisation

Driven by service improvements



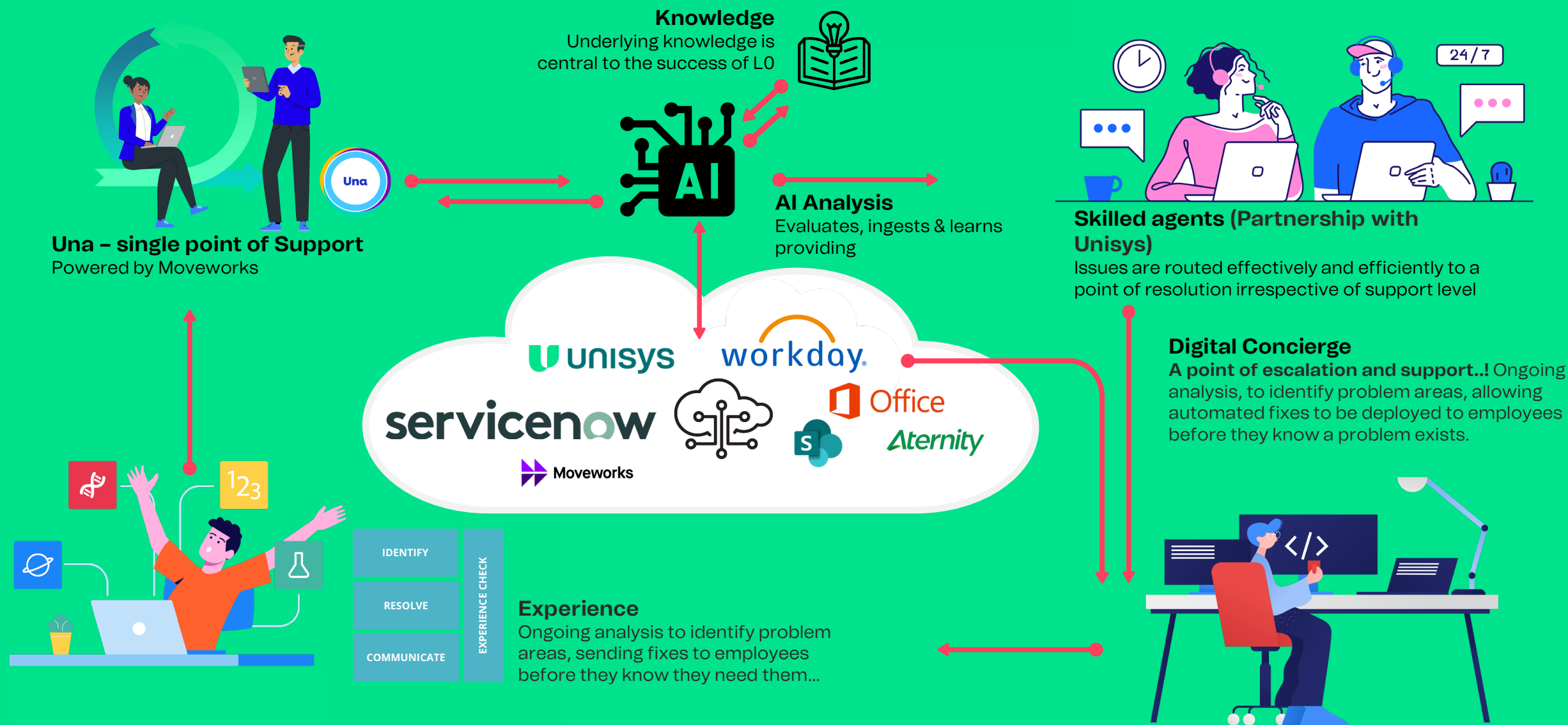
Dynamic Translations

One global English-speaking helpdesk serving employees in their preferred language

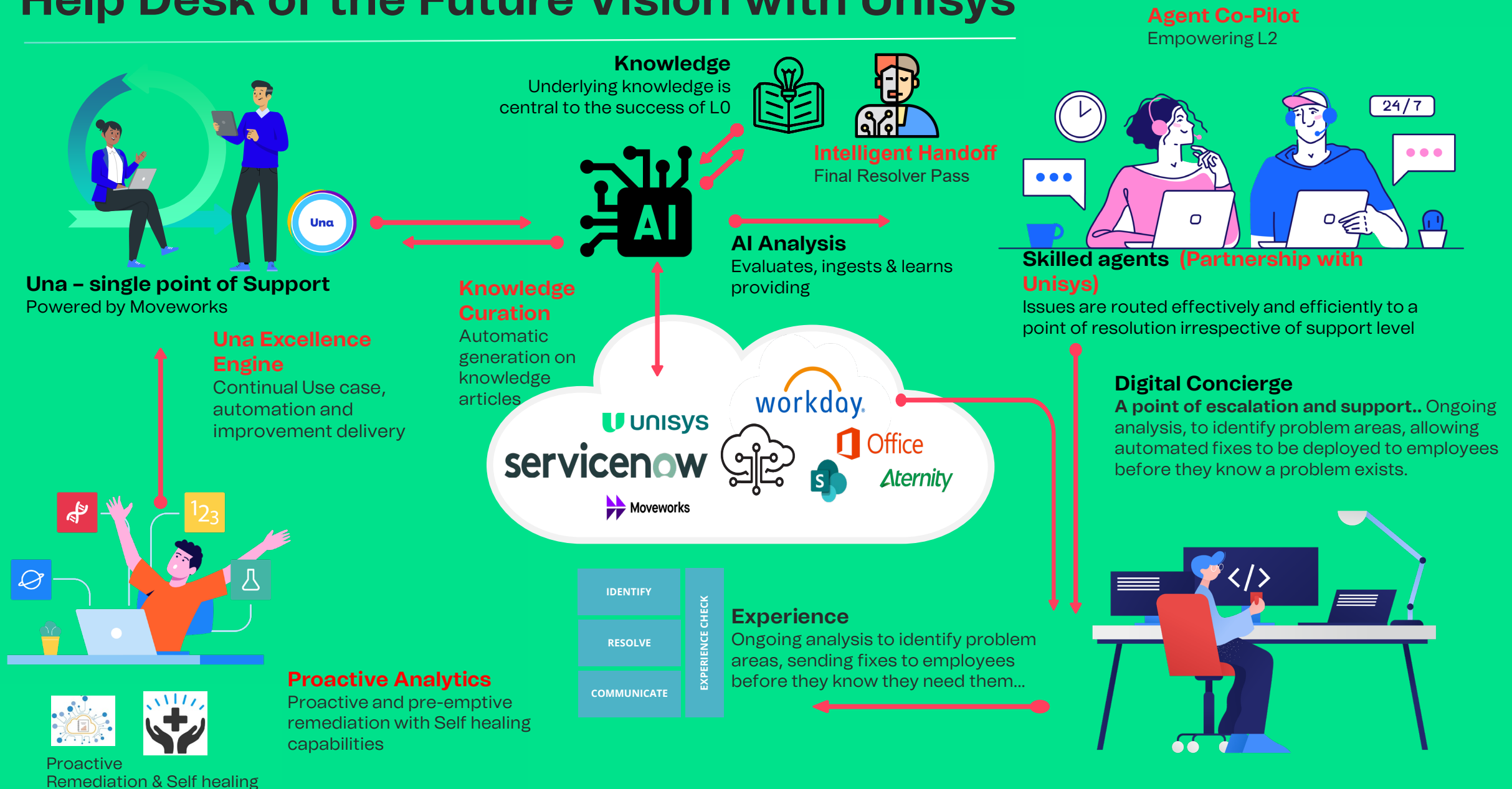


vBSC consolidation across 17 locations

Help Desk of the Future Vision



Help Desk of the Future Vision with Unisys



Intelligent Service Desk – Overview

An integrated service that drives business value



Una Excellence Engine

Enhanced with RPA ability to enable user-initiated fix to identified problems

Unisys SMEs



GenAI Knowledge

Automatic Knowledge curation, highlighting new articles for creation based on real time events

Tool & Unisys IP



Intelligent Handoff

Chat summary delivered to most relevant agents based on call context

Tool

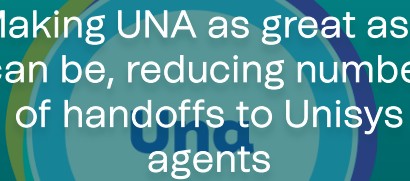


Next Gen Unisys Agents & Agent Copilot

AI assistance to improve Unisys agent performance and time to resolution for incidents

Unisys SMEs & Tool


Intelligent Service Desk – Benefits



Making UNA as great as it can be, reducing number of handoffs to Unisys agents

Reduce service desk interactions


Una Excellence
Engine



Increasing knowledge quality and timeliness for new knowledge articles

Providing more time for knowledge manager to generate value


GenAI
Knowledge



Get to the experts faster by matching chat with agents quicker and with more relevant information

Cost reduction for routing of chats to resolver

Intelligent
Handoff



Reduce time to resolution with real time AI enabled assistance

Next Gen Agent expertise

Next Gen Unisys Agents
& Agent Copilot

A solution that maximises **first contact resolution**, gets employees to experts faster and accelerates problem resolution

Our Journey and
Partnership will
continue...



And how will we do it...

Measure

Insights – Voice of the Employee – 100k opinions!

Understand Cultural complexity

Change management – Stakeholder buy-in

Understanding realities of industry

Cost is a driver, but it does not have to be at the cost experience

Strategic Partnerships

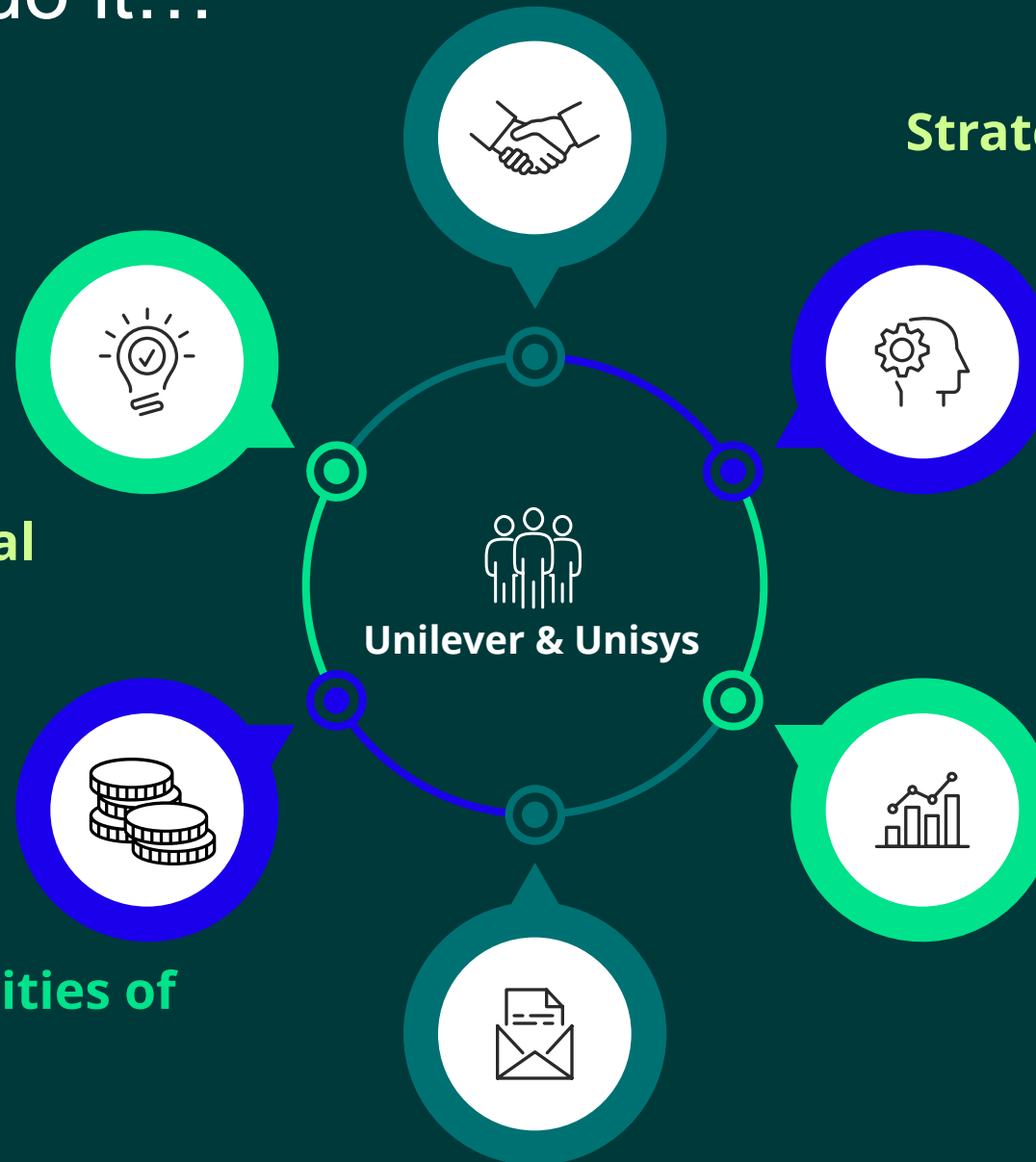
Right horse for the right race

Taking Risks

Fail Fast, A winner is a loser who tried one more time!

Push Boundaries

Have conviction – Believe in yourself, Don't stop at the first "No"



Unisys and Unilever through the years

Q&A

Thank you

