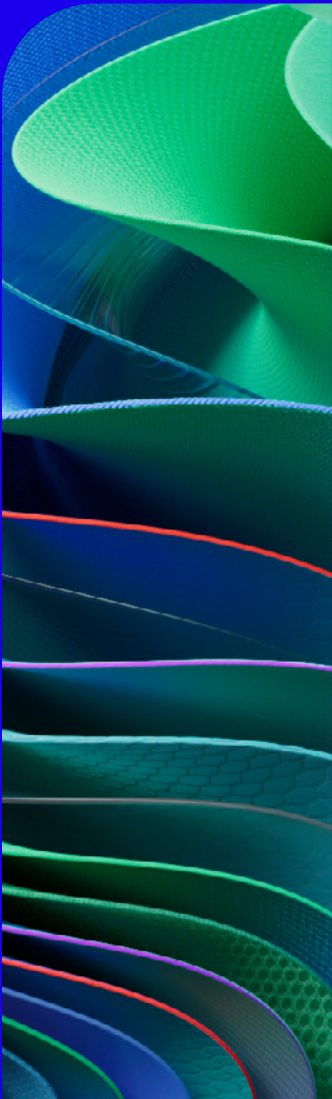


Beyond the help desk

Stories to inspire IT support innovation



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Transforming IT support for business success

Digital workforce productivity hinges on reliable IT support. When employees can't complete tasks or assist customers due to tech issues, it impacts the bottom line. Forward-thinking organizations know that top-tier service desk delivery experiences go beyond solving immediate problems. They drive business expansion, boost operational efficiency, enhance data security and bolster mission-critical applications.

Unisys has pioneered innovative approaches to IT support that focus on measuring and improving the overall employee experience. And, as showcased in this guide, organizations that implement these solutions are supporting their hybrid workforce and realizing service delivery success.

62%

Engaged employees motivated by the right technology

49%

Employees who lose one to five hours per week to IT issues

92%

Employees willing to share data for better IT support



Source: From Surviving to Thriving in Hybrid Work: How employee experience defines the digital workplace



Supporting your hybrid workforce

Organizations need flexible support models to meet employees' needs where and when they work. Whether in the office, remote, in the field or alternating among locations, today's workforce requires adaptable IT assistance that aligns with diverse schedules and environments.

Unisys addresses this need through a multichannel approach to maximize uptime and productivity. Our global footprint combines worldwide reach with a localized presence, ensuring consistent, high-quality support across all employee locations.

Digital workforce support tools from Unisys, like the Next-Gen Service Desk solution, take you beyond the limitations of a traditional service desk. This intelligent workplace service combines expert delivery staff, robust process controls and advanced technology via the Service Experience Accelerator — the intelligent technology behind our solution.

Reduce friction and enhance the employee experience by using capabilities including:

- Omnichannel experience
- Cloud contact center
- Augmented reality
- Virtual tech cafés
- Knowledge management
- Quality management
- Workforce management
- Automated resolution

Stories of service delivery success

Where the previous section illustrates how service delivery tools can support your hybrid workforce, the following real-world stories showcase the tangible benefits of using these tools. While industry-specific, these outcomes are broadly applicable. Use these stories as a jumping-off point to imagine your future success. And note that in many cases, a superior service desk can solve for more than one business objective.

Business expansion

A global pharmaceutical company based in the United States prioritized improving patient outcomes by expanding its business. It sought expertise from longtime partner Unisys to focus on research and development, innovative therapies and clinical trials.

To help the client achieve its expansion objective, Unisys developed a user management group responsible for processing new account requests for users, including doctors and nurses needing access to clinical trials. This group also handles account modifications and terminations and addresses inquiries related to user training and account support. For these efforts, the company used experience-level agreements (XLAs) that monitor and provide insights for support enablement and productivity gains for the end user.

Unisys also formed a global support team, which works 24/7 to support the healthcare organization's real-time interactive web response system that randomizes patients, manages inventory, assigns investigational products, tracks enrollment and collects data for clinical trials. Additionally, the team analyzes and resolves issues related to clinical trials — vital to ensuring that their work progresses unhindered. For these tasks, the company also used XLAs focused on support enablement.

Client success highlights



Reduced ticket handling time by gaining 24/7 service desk delivery



Ensured timely, secure and accurate clinical drug testing with the support of Unisys professionals



Accelerated the delivery of new lifesaving drugs to the market, potentially significantly helping patients



Increased productivity by reducing downtime and eliminating potential issues through Unisys training



Continuous uptime

A major U.S. healthcare provider operates a network of hospitals, outpatient care, senior facilities and home healthcare services. Across all settings — from emergency rooms to preventative care facilities — the organization's medical staff must have reliable access to devices, applications and systems.

Minimizing IT-related downtime is essential so that medical professionals can focus on patient care and ensure consistent service delivery. The healthcare provider partnered with Unisys to meet this need. Unisys also supports hospital administrators and corporate executives in ensuring their systems maintain uptime so there's no interruption in hospital operations, recognizing that system reliability can be a matter of life and death in their field.

Unisys implemented several strategies to achieve this goal:

- Comprehensive ticket management: Ensuring swift assignment to the appropriate team and resolution as quickly as possible
- Best practice identification and knowledge base curation: Enhancing uptime through effective strategies and shared knowledge
- Data-driven improvements: Using the support enablement XLA to analyze data and suggest action
- Proactive security measures: Alerting monitoring teams to potential threats to protect the organization's environment

Client success highlights



Resolved 90% of service desk calls on the first call in Q3 2024 (up from 78.7% in Q2). This was possible through XLAs focused on productivity gains and support enablement



Saved 600,000 hours of employee work annually, allowing health practitioners to focus on exceptional patient experience



Minimized or eliminated downtime and maximized uptime to maintain continuous service so medical professionals could spend less time with IT support and more on treating patients



Multilevel support

A leading crude oil transportation company responsible for safely moving approximately 14 billion barrels of oil from Alaska's North Slope to Valdez partnered with Unisys for comprehensive IT support. The company's needs spanned a wide range of roles and environments, including on-site, in-the-field and remote support. The support required was broad and varied:

- Office administrators needing a password reset
- Field-based environmental safety workers needing device assistance
- Executives seeking analytics insights and consulting
- Engineers accessing complex systems and applications that monitor, analyze, test and transport crude oil from point to point safely
- Comprehensive emergency preparedness and response program handling any incidents that occur

Unisys developed a tailored solution to meet these diverse needs, aligning with the company's demanding SLAs (service level agreements) for support. Key components of the solution included:

- Customized service desk delivery and XMO (experience management office)
- Comprehensive knowledge bases and automated solutions
- Service desk delivery and request management using support enablement XLAs
- Windows and cloud monitoring
- Microsoft 365 messaging and collaboration support using application performance XLAs
- Major incident management

Client success highlights



Supported the transportation of more than 14 billion barrels of crude oil from Alaska's North Slope



Provided convenient support options to employees at multiple levels and touchpoints of the organization



Maximized productivity and uptime with enhanced service desk delivery support



Supply chain efficiency

A leading global produce supplier serving restaurants and retailers in more than 100 countries partnered with Unisys to enhance its supply chain and logistics efficiency by improving employee productivity. The company aimed to create a more effective logistics network and gain deeper insights into its diverse customer base of restaurants, retailers and food service operators.

Unisys provided a wide variety of IT services to support employees on site, remotely and in the field:

- Service desk delivery and request management
- ServiceNow endpoint and mobility solutions
- Windows and cloud monitoring
- Major incident and event management
- Asset management
- Mainframe support
- Network support

To address specific business challenges, Unisys strengthened the company's IT support in several key areas:

- Mitigated the effects of reduced inventory visibility and lower fulfillment rates caused by a newly launched ERP system
- Supported cost management and mitigation initiatives
- Maintained high product quality standards
- Bolstered supplier relationship management

Client success highlights



Maintained a robust global presence and efficient distribution network, ensuring products were available to customers in 100 countries around the world



Tracked product quality throughout the production process to address issues early



Balanced inventory between distribution centers and its new ERP system

Unisys solutions for a better employee experience

Optimizing the employee experience through enhanced IT support can benefit organizations significantly. Implementing XLAs and an XMO can reduce turnover and improve business outcomes. The ripple effect of a positive employee experience extends to customer satisfaction. By offering modern support tools, including self-resolution options, organizations can boost workforce productivity and overall satisfaction.

Enhancing employee experience through XLAs and an XMO

XLAs build on traditional SLAs by measuring both system performance and user satisfaction. While SLAs track metrics like mean time to resolution, XLAs also capture employee sentiment through adaptive surveys. This holistic approach provides a more complete picture of IT support effectiveness.

The Unisys XMO serves as the hub for managing these experience-focused initiatives, bringing together Unisys digital workplace experts and your team to manage the XLA life cycle. It generates data-driven insights so you can optimize the employee experience.

Together, XLAs and an XMO help minimize IT disruptions and boost employee satisfaction. The results often manifest in faster service ticket resolution times and increased productivity across the organization.

Organizations like yours are optimizing service delivery and advancing business initiatives with next-generation technology solutions. They also are improving the user service desk experience and increasing productivity guided by expertise from Unisys.

The power of XLAs and an XMO

XLAs and an XMO are instrumental in elevating employee experience and delivering superior IT service. The XMO monitors, updates, tweaks and creates new XLAs to meet new company objectives, stay current with tech innovations and address other factors that could change business priorities. This combination results in fast service resolution to drive a superior employee experience and, ultimately, achieve your business objectives.



Effectively measuring, gathering and analyzing data makes assessing the overall employee experience easier. Data is key to satisfying objectives like business expansion, continuous uptime, productivity gains, mission-critical operations support and more.

Measuring data, such as device data and user sentiment analysis, against your unique XLAs allows your XMO to make informed decisions and take appropriate action to meet their business objectives. For instance, if adoption rates and user satisfaction with a new software rollout are low (two examples of XLAs), an XMO can identify this and notify business leaders so they can then take action.

Many XLAs are available to improve your service delivery. Typically, you wouldn't use all these XLAs in every situation, though you might use more than one for the best results. They also can be customized to your unique needs.

Common XLAs: tailoring support to your needs

Below are some of the most common XLAs, each customizable to your organization's specific requirements, though the possibilities are endless.

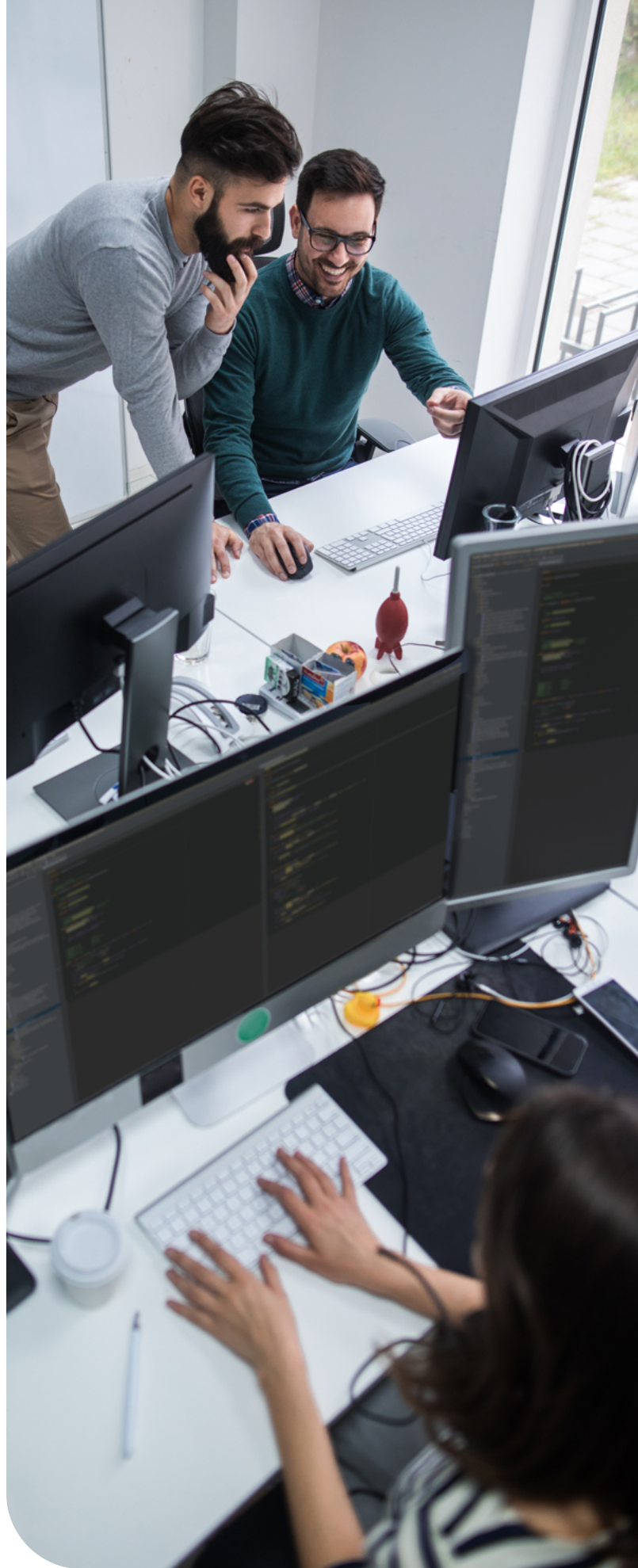
- **Device performance:** Assess endpoint performance based on transactional data measurements covering OS and hardware.
- **Productivity gains for the end user:** Quantify time saved by proactively resolving issues before they become user-reported incidents.
- **User sentiment:** Capture and analyze user sentiment across different touchpoints to improve the overall user experience.
- **Application performance:** Analyze user behavior, application usage patterns and performance trends over time with advanced analytics capabilities.
- **Support enablement:** Decrease call handling time and accelerate resolution via one-click automation and more.

Service desk delivery scenarios

Here are examples of how XLAs can be applied in various business contexts.

- **Continuous uptime:** A team of doctors needs 24/7 support to ensure quick resolution if they become locked out of email or apps because of password issues. Unisys created a plan that includes the XLAs focused on productivity gains and support enablement to ensure maximum uptime for these doctors.
- **New-hire experience:** A company that is focused on growing its headcount may want to create an XLA to examine the new-hire experience, including onboarding, user sentiment and device usage. Leveraging XLAs that monitor user sentiment, device performance and application performance, the company can examine this data to fine-tune and optimize the new-hire experience.
- **Field worker support:** A company that relies on workers in the field to deliver services may create an XLA that ensures timely support to them. This support may include modern asset replacement solutions like smart vending machines or virtual tech cafés. Device performance, productivity gains and support enablement XLAs can guide their efforts.

The success stories shared earlier showcase the tangible impact of innovative technology solutions. [Unisys Intelligent Workplace Solutions](#) offers a proactive approach to service delivery, moving beyond traditional reactive models. It can help you deliver quality IT support to employees via the powerful offering of Unisys Next-Generation Service Desk.



Optimize your service desk delivery

What sets Unisys apart? Our approach goes beyond simply implementing a service desk. We begin by understanding your organization's unique priorities and goals, then crafting a solution that aligns precisely with your business objectives.

By aligning our service desk delivery closely with your goals, Unisys creates a solution that addresses immediate IT needs while helping drive your business forward. This strategic approach to service desk delivery is what truly sets Unisys apart in optimizing your digital workplace experience.

Take the next step

Explore our [Next-Generation Service Desk](#) to see how Unisys can elevate your employee experience and boost productivity. Deploy it for first-line user support, ticket management, incident management and self-healing. It also offers remote assistance, knowledge management and automated response.

Ready to transform your IT support? [Contact us](#) today to discuss how Unisys can tailor a solution to your organization's unique needs.

Here's how we tailor service delivery

Custom-crafted XLAs:

We design XLAs specifically to meet your goals, ensuring that every aspect of our service contributes to your desired outcomes

Ongoing optimization:

Our XMO continuously monitors these XLAs, recommending actions and adjustments as your business evolves. This dynamic process ensures your service desk remains aligned with your objectives over time

Outcome-focused solutions:

Rather than a one-size-fits-all approach, we offer service desk delivery that advances your specific business goals

Other advantages Unisys can offer

Global reach with local expertise:

A vast footprint and ability to serve globally while also delivering locally

Comprehensive data insights:

Telemetry and data — including device information, employee sentiment and application analytics — to paint a more complete picture for more informed decision-making

Adaptable solutions:

Business outcomes tailored to your organization's individual needs, ensuring that our service desk evolves with your business



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