



Client story

Digital workplace services transform global retail operations

From legacy in-house support to \$6.5M annual savings and global scalability

Client overview

- A leading multinational supermarket chain with operations in the U.S., Canada, and the U.K.
- Strong focus on bringing its signature fair-trade food and innovative commerce experiences to overseas markets

Objectives

- Create a more agile and cost-effective alternative to its legacy in-house field support model, reliant on dedicated full-time employees
- Accelerate international expansion by establishing consistent, efficient service experiences able to scale with its growing footprint
- Build a modern service desk infrastructure designed for the demands of technology-driven retail operations

Why Unisys?

- High degree of trust based on understanding of unique business challenges and goals
- Support for international expansion and creating streamlined, consistent experiences across stores

Solutions

- **Unisys Next-Generation Service Desk** transforms service desk support, user account management, and password resets for a growing workforce
- Per-event pricing and a more cost-effective fixed monthly support model
- Hypercare support for store openings and critical on-site services
- Integration of ServiceNow with the Microsoft Developer Network system to enable **enterprise-wide request management**
- **24/7 back-office Field Services** that use a flexible and efficient dispatch model

Results and benefits

- Built a scalable service management framework that supports current locations and grows with each new store
- Reduced service desk workload and shortened resolution times
- Empowered service teams and improved end-user satisfaction with proactive, reliable field services
- Maintained service-level agreements and team member satisfaction during the transition

\$6.5 million in annual cost savings

20,000+ monthly calls handled

90,000+ users across 500+ stores supported

From local roots to global growth

One multinational supermarket chain built its reputation on sustainable, quality products, and that was just the beginning. With ambitious global expansion plans, the company wanted that same commitment to sustainability and excellence to extend across every aspect of its operations. This included how it supported its growing workforce of 105,000+ team members across 525+ stores.

Building the foundation for worldwide success

The supermarket chain maintains high standards across everything from organic produce to innovative commerce experiences. That commitment to quality extends to how it supports its employees: it wants every team member to have the tools and services necessary to succeed.

However, their workplace services needed to level up to those expectations. The help desk and IT support systems relied on an outdated in-house model with dedicated full-time staff spread across stores in the United States, Canada, and the United Kingdom. This costly and underutilized approach created inefficiencies that would worsen as the business expanded into new markets.

The organization decided to modernize its entire service desk infrastructure to support its technology-driven retail operations and ambitious growth plans. They needed a partner who understood their unique challenges and could scale alongside their vision.

Building a service framework that grows with you

Unisys brought exactly that understanding to the partnership. Our team takes time to learn what makes each client tick, and we've built deep trust with this supermarket chain over years of collaboration. Together, we designed a modern, scalable service framework that could grow with the company's expansion plans.

Unisys now delivers comprehensive support for the supermarket chain's entire workforce. This includes a level-one Next-Generation Service Desk; Field Services; user account management; password resets; and full incident, request, and project-based support.

Integration played an equally important role. We connected ServiceNow, the chain's cloud-based service management platform, with its existing Microsoft Developer Network system for enterprise-wide request management. This integration of Unisys and the company's ServiceNow platforms enables smooth, efficient B2B operations through one unified platform that replaced an outdated service desk tool.

We also provide 24/7 back-office field services using a flexible dispatch model that adapts to this company's needs. Together, we piloted and transitioned to a per-event pricing and fixed monthly support model perfectly suited for the chain's growth trajectory.

The numbers tell an impressive story. Operational efficiencies now save this supermarket chain \$6.5 million annually, helping it support its growing store network.

Unisys service desk and field services provide a more proactive and reliable experience for end users and service teams. This approach reduces service desk workload, shortens resolution times (enabling the team to handle more than 20,000 calls per month), and maintains service-level agreements and team satisfaction during the transition.

Unisys digital workplace solutions scale with the supermarket chain, supporting it with the flexibility it needs to expand. With each new store opening, we provide Hypercare support and critical on-site services that keep operations running smoothly and customers happy.

Most importantly, this service framework frees this company to focus on what it does best: bringing sustainable, quality food to customers around the world.

See how Unisys can help you scale for growth while controlling costs. Visit us [online](#) or [contact us](#) today.



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