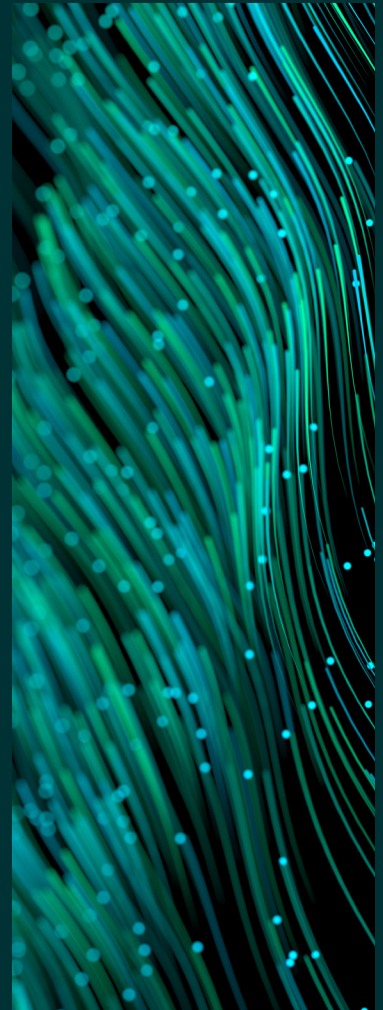
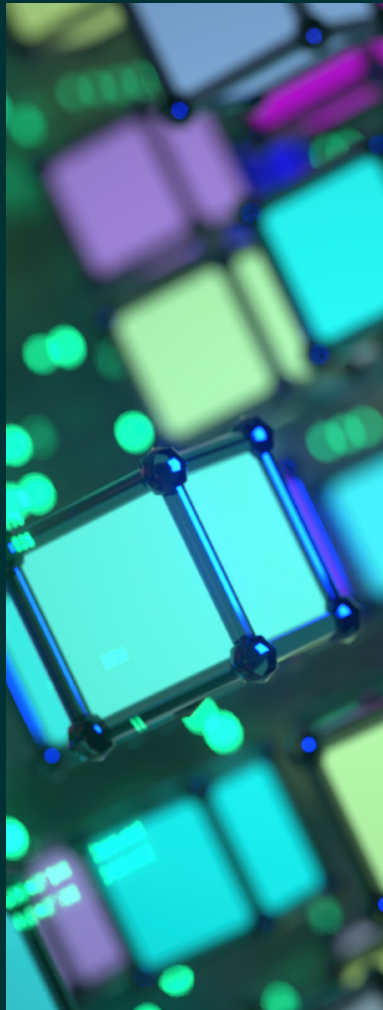
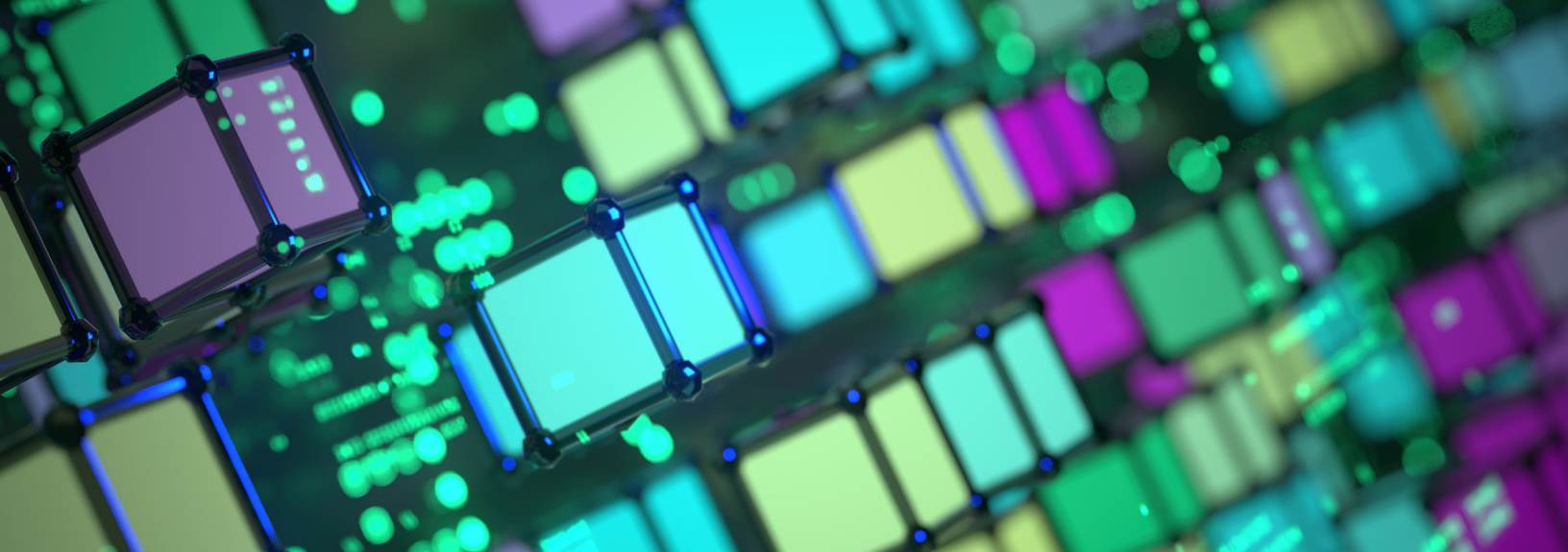


A look inside modern field tech support

How smart technology and expert teams keep your workforce moving





Smart technology and human expertise keep your workforce moving.

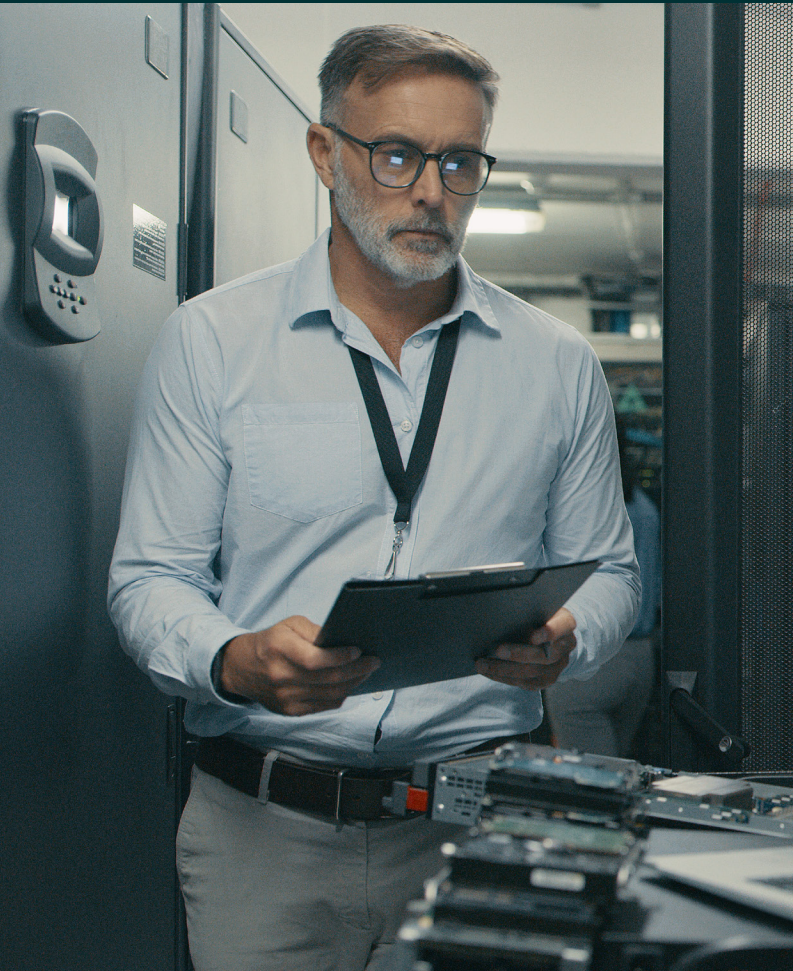
While traditional IT support often meant productivity delays, field services now drive business momentum. Combining intelligent technology with expert support teams allows Unisys to spot and solve issues before they impact your operations.

Walk through a day in the life of a Unisys field technician and discover:

- How predictive analytics prevent downtime before it happens
- Why global teams achieve a 95% first-time fix rate
- What AI-powered scheduling means for response times
- Where smart lockers and tech cafés fit into your support strategy
- How field techs maintain productivity across 120 countries



Field service in action



Meet Terry. He is one of over 7,300 Unisys field technicians providing support to organizations all around the world.

Terry connects your teams with the expertise they need right when they need it. His story shows how smart technology and skilled support combine to keep your business moving forward.

Ever-present challenges in the field

Terry supports field and frontline workers across diverse organizations, handling a wide range of challenges daily – from on-site support and virtual tool training to remote assistance and more. Each day brings new requirements, and Terry must be prepared for whatever comes his way.

Smart starts, faster solutions

Terry's mobile device maps his day for maximum impact. AI analyzes regional service patterns, matching his skills to your most pressing needs. When sensors at a nearby manufacturing facility signal potential issues, Terry adjusts his route — preventing tomorrow's emergency today.

Speed through self-service

Many fixes don't need to wait. When applicable, Terry connects your teams with smart lockers for immediate parts access, virtual tech cafés for rapid assistance and self-service options that solve common issues in minutes. This frees Terry to focus on complex challenges while end users enjoy convenient self-service that keeps them productive.

Expert support at your doorstep

Some issues require Terry's physical presence. He's part of a global network that makes expert support readily available. As one of 7,300 technicians worldwide, Terry ensures that skilled assistance is never far away. He arrives equipped with the right tools and expertise, ready to deliver localized assistance wherever needed.



Preparation drives performance

Every minute counts at your sites. Before arrival, Terry builds a complete picture of your needs:

- Site history and equipment details appear on his mobile platform.
- AI highlights similar cases and solutions.
- The integrated inventory system confirms parts availability.
- Quick training refreshers keep his expertise current.

Teams stay informed through our intelligent service platform, which captures and shares every detail to prevent repeated issues and speed up future fixes.

Real-time results

Your teams always know where help is. Live tracking shows Terry's location and arrival time. A dedicated platform keeps everyone connected with instant access to service history and updates. This visibility means less waiting and more work.

Unisys' combination of tools and expertise achieves a 95% first-time fix rate through:

- Augmented reality tools for complex diagnostics
- Direct access to extensive knowledge bases
- Real-time expert consultation when needed

Intelligence at work

Terry's mobile tech truck carries exactly what he needs to provide on-the-spot support – smart inventory systems stock components based on local service patterns. Need something specific? Smart lockers across the region provide 24/7 access.

IoT sensors at each location identify issues early. For example, at Terry's next stop, the sensors identified a hard drive showing early warning signs of failure. Instead of rushing to an emergency later, Terry arrives with the replacement part during scheduled maintenance.

Every service call taps into Unisys' regional operations centers. AI matches technician skills with your needs, while pattern recognition spots similar issues across sites. Terry connects with knowledge bases, repair histories and solutions from thousands of successful fixes through his mobile device.

Beyond the fix: Business impact

A resolved issue means more than a working device. It means your employees return to work sooner, your projects stay on track and you meet customer commitments. These moments add up to measurable business results.

Efficient field services create advantages across your organization:

For your IT teams

- Shift from reactive support to driving innovation
- Leverage predictive maintenance to prevent issues
- Automate routine processes to reduce overhead

For your employees

- Maintain uninterrupted workflow
- Access support through their preferred channel
- Experience proactive issue resolution
- Gain confidence in technology reliability

For your bottom line

- Minimize travel expenses through optimized routing
- Extend equipment life through preventive care
- Reduce environmental impact
- Scale support as your business grows



The Unisys advantage

A field technician like Terry represents just one point in our extensive support network. Behind him stands a team of specialists, each bringing deep expertise in specific technologies and industries. Your manufacturing facility in India receives the same level of expert service as your headquarters in Manhattan.

At Unisys, we blend global reach with local expertise to deliver field service excellence. Our worldwide network of 7,300+ certified technicians brings consistent high-quality support to your doorstep. Our practical approach to innovation focuses on one goal: getting your employees back to work faster, reflected in our 95 first-time fix rate.

Global scale, local impact

Our field services operation delivers worldwide reach with personalized service:



4.2 M

Field service calls completed annually



7,300+

Expert field technicians across
120+ countries



4.5 M

Devices supported worldwide



1.7 M

Devices under proactive monitoring



290

Strategic warehousing centers
ensuring rapid response



6,500

Pickup/Drop-off locations
for immediate parts access



5

Field services and support
awards since 2023

Our partnerships with major technology providers ensure comprehensive support across your entire IT ecosystem. Whether you're running Dell servers, Apple devices or a mix of vendors, one call connects you to the right expertise. This single vendor capability eliminates the complexity of managing multiple support contracts and providers.

These outcomes stem from our continuous investment in both technology and people. Every field technician completes rigorous training on the latest technologies while developing the soft skills needed for effective client interaction. This combination of technical expertise and professional service delivery creates consistently positive experiences for your employees.



Taking the next step

Modernizing field support delivers quick wins while building long-term advantages. Our team begins by understanding your current challenges and objectives. Through a focused assessment, we identify specific opportunities where modern field services can deliver the greatest impact for your organization.

Your customized implementation plan prioritizes quick wins while building toward comprehensive transformation. We work closely with your team to ensure minimal disruption to ongoing operations. A typical engagement follows three phases:

Learn more

Ready to see how modern field services can transform your operations?
[Visit our website](#) or [contact our team](#) to schedule a consultation.



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1. Assessment

Map your current service landscape, identify pain points and quantify potential improvements.

2. Design

Create your tailored solution, incorporating the right mix of on-site support, virtual services and automated capabilities.

3. Implementation

Deploy in planned phases, with each stage delivering measurable benefits, while building toward your complete vision.

Start with a single location or roll out across your enterprise – the choice is yours. Our flexible approach adapts to your priorities and pace.

