Info sheet

Deliver consistent digital employee experiences

Unisys Experience-as-a-Service

Solution benefits

- Realize positive end-user experience outcomes for enhanced productivity, seamless support and technology that just works.

- Gain a user experience score and status to answer the "so what?" and "what now?' questions for all experience outcomes.

- Improve end-user experiences over time and ensure those experiences match rising expectations.

- Confirm and achieve defined outcome commitments and deliveries.

Understanding the actual employee experience

Today's workplace can take many forms — from a remote office to a transatlantic airplane. Workers now expect the same tools, access, connectivity and experience wherever they are. The result is that experience (technology and solutions) inspires some and disrupts others. Successful organizations go a step beyond digital parity and ensure experience parity, offering an excellent employee experience for all.

However, with the rapid and pervasive transformation of the digital workplace comes new levels of complexity in evaluating the employee experience — what employees say, why they say it and what to do about it.

Optimize your digital workplace

With a proven track record of leading global organizations in digital workplace transformation, Unisys offers a unified services approach for utilizing predictive analytics and automation to optimize the employee experience.

Traditional service-level agreements (SLAs) and their key performance indicators (KPIs) may suggest "what to do." But those suggestions typically have little connection to the actual employee experience. This is because SLA metrics do not align with modern methods, such as continuous delivery that requires constant adjustment based on experience and outcomes.

As a result, new experience-oriented frameworks are becoming indispensable in modern working environments. Experience-as-a-Service (XaaS) from Unisys enable enterprises to pivot from traditional IT service delivery to provide a consistent and meaningful employee experience to help drive business value.

Beyond SLAs: Measuring experience through XLAs

Organizations can measure employee experience success by implementing experience-level agreements (XLAs). Beyond addressing what to do and how well to do it, XLAs are committed to delivering a defined experience measured by the response to "how do you feel we did?"

A unified approach to experience management helps transform the perspective around the effectiveness of IT delivery with insights that enable key stakeholders to understand what matters most to the workforce. The combination of science (operational metrics via SLAs and KPIs) with art (subjective measures of sentiment via XLAs) enables organizations to define experience with accuracy and confidence and inform business and technology decisions beyond any traditional approach.

As organizations become distributed enterprises, persona-based XLAs enable organizations to measure experience across different groups of key workers who have the biggest impact on business outcomes. XaaS empowers companies to create business-specific XLAs that look at key business initiatives, such as employee onboarding, experience parity in the hybrid office, or the adoption level of the company's latest digital transformation.

It's important to remember that XLAs don't replace SLAs. However, done right, XLAs augment and improve the way you evaluate the impact of your enterprise technologies.

Why embrace experience?

Employee reliance on technology grows as work continues to become more digital and the workplace becomes more dispersed. The digital workplace requires linking employee experience to business outcomes, which means organizations now must prioritize the digital employee experience and equip workers with the tools to flourish in the digital workplace. Businesses that strive to deliver superior customer outcomes must align enterprise technology and applications with corporate goals to ensure their workforce is empowered to do their best work.

Delivering enterprise-wide value

XaaS delivers continuous measurement of device health status, operational/ contractual status and the largely neglected element of user sentiment. Pulling these strands together allows organizations to understand what is really happening across the enterprise and enact positive change, rather than simply report against availability.

Unisys helps organizations foster transformative change with cohesive and unified platforms to deliver a genuinely positive end-user experience.

By deploying XLAs directly tied to the organization's experience with closed-loop feedback cycles and data on how employees' interactions with IT services make them feel, organizations can drive ongoing improvement to boost overall satisfaction.

Of course, KPIs are still required to define what to do and how well to do it. The magic of augmenting SLAs with XLAs is the insight provided to the business on how well its technology was delivered and the resulting impact on business outcomes. Businesses should understand employee and customer sentiment to drive improvements.

Transform your digital workplace

XaaS from Unisys combines science and art — measuring both device performance data and human sentiment — to produce actionable insights.

Explore how XaaS from Unisys can help transform your digital workplace. To learn more about how Unisys can resolve IT issues before they impact end users, visit us online or contact us.

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