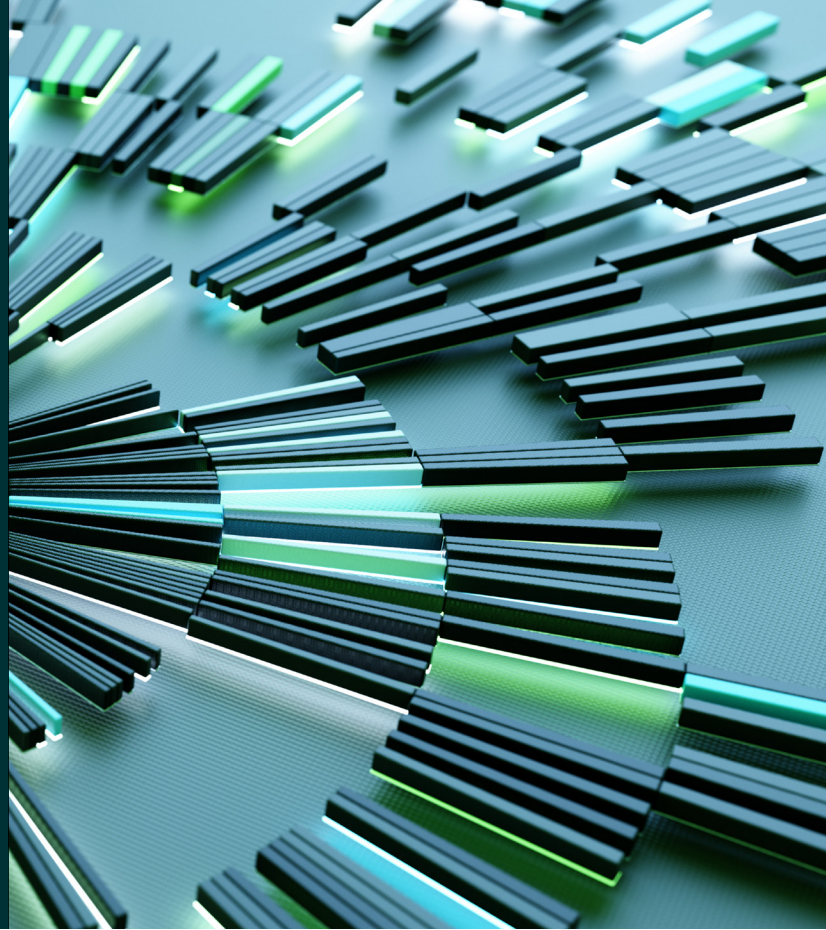


Solve technology issues faster with curated knowledge

Unisys Enterprise Knowledge Management



Highlights

Generative AI-powered content creation for dynamic knowledge management

In-tenant trust to deploy within the client's cloud environment

Heatmap and automated knowledge coverage analysis to identify content gaps

Continuous knowledge base maintenance and refinement

Faster creation of support articles to address new issues

Knowledge base optimization through duplicate and conflict detection

AI-driven quality scoring of ticket resolution notes to identify high-value cases for new knowledge articles

Actionable insights using AI, machine learning algorithms and human expertise

Empower support teams and users alike with instant access to answers—freeing time for innovation instead of repetition. Fast access to a knowledge base should provide clear, reliable information while AI chatbots deliver instant support. However, information is often spread across SharePoint sites, shared drives and disparate repositories, outdated and unable to keep pace with software updates and emerging issues.

Together, we transform scattered information into an organized, living knowledge system that evolves with your business. Unisys Enterprise Knowledge Management helps optimize and organize your knowledge bases. AI-powered analysis assesses existing knowledge content; identifies critical gaps; and is designed to maintain accurate, accessible information. This accelerated knowledge management life cycle helps reduce manual effort while improving relevancy.

You can integrate the solution with virtually any chatbot, IT service management platform or knowledge base system. Pair it with Unisys' Next-Generation Service Desk or use it independently for streamlined support.

Protect your assets

Deploy a trusted, in-tenant knowledge repository within your own environment to keep proprietary data securely under your control and out of third-party clouds.

How you benefit

- **Reduced support costs:** Enable users to resolve issues without agent interaction and improve first-contact resolution. This minimizes repeat tickets and costly downtime.
- **Self-service capabilities:** Empower users to resolve common issues by seeking out the answers contained in knowledge articles. This helps reduce repetitive inquiries and allows support agents to focus on completing complex, higher-value tasks.
- **Accessible and current information:** Continuous curation and updates keep your knowledge bases accurate, relevant and AI-ready—replacing slow manual reviews with real-time improvements. Your employees and users can access the correct information when they need it.
- **Versatile resource formats:** Gain access to knowledge articles in common Microsoft 365, PDF and HTML formats. The solution analyzes support tickets and existing resources to pinpoint missing information and add it directly to your knowledge base. Plus, the solution facilitates article uploads on new issues within days or even hours, compared to the traditional weeks or months.

Why Unisys?

Unisys has decades of expertise aligning organizations' business outcomes with digital workforce solutions that advance modern workforces and improve employee experiences. Our delivery expertise in highly regulated environments means we prioritize security, compliance and responsible AI deployment. We partner with industry leaders, including Microsoft and OpenAI, to optimize your workforce environment for impactful business outcomes and to hone your competitive advantage. .



Accelerate knowledge creation

Automate the generation of new knowledge articles using AI-powered analysis of support tickets and resolution notes to keep information current and actionable.



To explore how Unisys Enterprise Knowledge Management can give your organization's users access to information to resolve issues, [visit us online](#) or [contact us today](#).



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