



Use case

## Enterprise Service Management

# Creating seamless HR experiences for modern workforces

Fragmented HR systems can create barriers when employees need support most. Forward-thinking companies are discovering that Enterprise Service Management (ESM) platforms offer solutions beyond IT departments. Unisys helps you maximize the return on existing ESM investments to create simplified HR service delivery that empowers employees, reduces operational costs, and adapts to changing workforce needs. The result? You can turn everyday HR interactions into opportunities to strengthen workplace satisfaction.

### Scenario



**Organization size and scope:**  
Mid-market companies (\$2B-\$5B revenue) across industries with HR service delivery needs and distributed workforces



**Objective:**  
Create a seamless HR service experience that matches IT delivery excellence while enhancing employee satisfaction

HR departments face pressure to deliver more with less while workforce models shift toward hybrid arrangements. Many organizations have streamlined IT services through ESM platforms but maintain HR processes in separate systems. This disconnect creates frustration when employees need support with benefits, onboarding, or payroll questions — wasting time and diminishing satisfaction. By extending ESM platforms to HR operations, companies reduce costs and improve employee experiences without building new systems from scratch.

## How Unisys delivers value

Unisys' solutions transform your ESM platform into a comprehensive hub for employee experiences beyond IT.

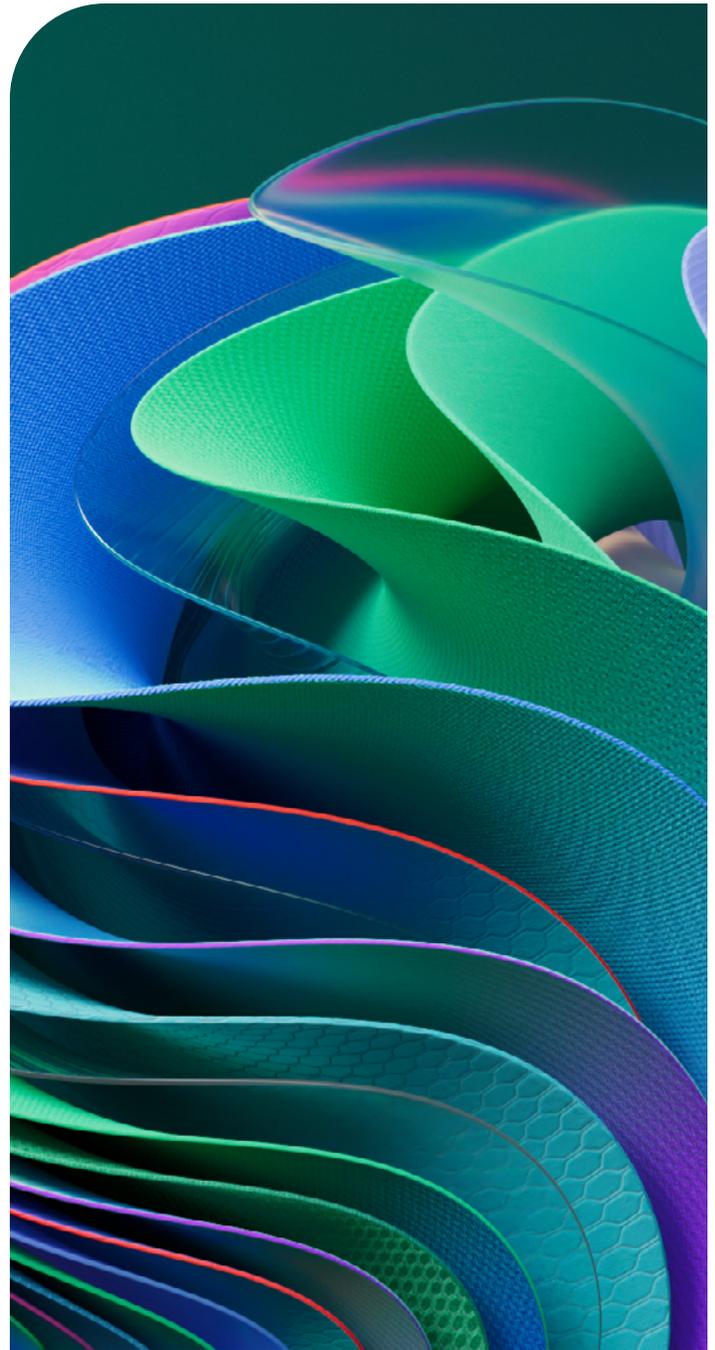
- **Self-service portal:** Single access point for all HR services with personalized dashboards
- **Process automation:** Streamlined workflows for routine HR tasks from onboarding to benefits management, including tuition reimbursement and health insurance
- **AI-powered assistance:** Intelligent chatbots that handle common inquiries, allowing HR staff to focus on strategic priorities
- **Analytics and insights:** Real-time reporting on service performance and employee satisfaction metrics
- **Scalable architecture:** Flexible implementation that grows with your organization and adapts to organizational needs without requiring a replacement of existing systems

## ROI potential

Implementing HR service delivery creates powerful financial and operational advantages across your organization:

- Reduced service costs through automation of routine tasks and standardized workflows
- Faster resolution times for HR cases with standardized workflows and knowledge sharing
- Increased employee satisfaction with consistent, intuitive service experiences
- Lower technology expenses by consolidating multiple service platforms into one system
- Improved talent management through data-driven insights and unified reporting

These improvements reshape daily HR operations while positioning your organization to attract and retain talent in competitive markets and adapt quickly to changing workforce expectations.



To discover how Unisys can elevate your HR service delivery with your existing ESM investment, visit our website or contact us today.



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