



Use case

Accelerate employee device support

Unisys Field Services and Touchless Experience use case

Every minute your employees save waiting for on-site support increases productivity. For organizations without 24/7 human agents on site, touchless experience and alternative physical support solutions can save hours or even days and reduce financial losses from stalled production.

The combination of Field Services and Touchless Experience solutions helps you minimize disruptions, increase employee productivity and improve the employee experience with persona-based device support options.

Scenario



Organization size and scope:
From small businesses to global enterprises struggling to provide hands-on support



Objective:
Multiple support channels and methods for issue resolution

Human agents on standby cost money and create delays. Zero- or light-touch options keep things moving faster.

When devices fail after-hours, employees can access virtual tech cafés for round-the-clock support or swap failed equipment at smart asset lockers for instant replacements.

Unisys support agents can also guide teams through complex tasks, like server resets or projector connections, using augmented reality.

Need hands-on help? Our reps arrive within your SLA window with a 95% first-time fix rate.



How Unisys delivers value

Reliable on-site human support paired with next-generation physical support options delivers the best solution for employees, allowing them to choose what best fits the situation.

- **Increased productivity:** Unisys support helps employees resolve technology issues faster so they can return to their tasks.
- **Advanced support options:** Employees benefit from step-by-step service guides and advanced support options like the Unisys Digital Assistant and augmented reality.
- **Enhanced employee experience:** Employees appreciate multiple convenient support options that cater to their needs and lifestyles. A remote worker might prefer to stop by a virtual tech café, while a technology-savvy worker might opt for augmented reality.
- **Decreased downtime:** Achieving a high first-time fix rate is a goal for organizations that prioritize effective issue resolution. Unisys can reduce time to issue resolution, minimizing or eliminating costly downtime, even if an issue occurs during off-hours.

ROI potential

Convenient, fast device support

Field Services and Touchless Experience keep employees contributing to business objectives by providing:

- Device installation, configuration, refresh, disposal, recycling and in-person training
- Turnkey device support capabilities like an integrated information technology infrastructure library, asset management, self-service automation and smart dispensing
- Expanded IT coverage without investing heavily in a physical on-site presence or committing extensive resources or time to asset management
- Zero-touch access to device accessories through asset lockers, virtual tech cafés and smart vending machines

To learn how Unisys can help you deliver IT support to employees, visit our [website](#) or [contact us](#).



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