



Use case

Matching support delivery to employee needs and locations

Providing smart contextual support when and where employees need it

When your service desk, field technicians and digital tools share context seamlessly, support becomes invisible to employees. While your workforce focuses on their priorities, connected operations handle issues smoothly, share information automatically and resolve problems before they escalate. Unisys' end-to-end support approach makes exceptional IT experiences both achievable and sustainable for organizations ready to connect their support ecosystem.

Scenario



Organization size and scope:

Organizations of all sizes with distributed workforces and multiple support channels



Objective: Create connected support that streamlines handoff processes and delivers the right assistance at the right time

When teams work from various locations, maintaining context during handoffs between service desk and field operations becomes increasingly challenging. You may struggle with information gaps that slow resolution times and create frustrating repeat conversations for employees.

Effective organizations are connecting their support teams to reduce these friction points. With Unisys, you can integrate your service desk, field services and collaboration tools to create seamless experiences for both employees and IT operations.

How Unisys delivers value

Unisys' end-to-end support solution connects your entire support ecosystem to create smooth employee interactions.

- **Intelligent routing and context sharing:** Connect employees with the right agent immediately while ensuring relevant information travels with every interaction, minimizing repeated explanations and downtime.
- **Smart support options:** Deploy convenient alternatives like smart asset lockers, virtual tech cafés and augmented reality guidance, letting employees choose support methods that fit their location and schedule.
- **Integrated digital assistance:** Leverage AI-powered chatbots that gather information, resolve issues autonomously and seamlessly escalate to human agents with full context when needed.
- **Proactive decision intelligence:** Use comprehensive data to optimize support delivery, automatically replacing devices before failure, choosing the most effective support channel and reducing unnecessary site visits.
- **Complete life cycle management:** Handle device installation, configuration, refresh, disposal and training through coordinated field services that integrate with your broader support strategy.

ROI potential

Implementing end-to-end support transforms both operational efficiency and employee satisfaction across your organization:

- Enhanced productivity through faster resolution times and reduced employee downtime
- Superior employee experience via first-contact resolution and convenient self-service options



- Operational efficiency gains from streamlined workflows and intelligent ticket routing
- Proactive issue prevention through analytics that identify patterns and address problems early
- Cost optimization via automated resolution paths and strategic field service deployment

These improvements create support experiences that feel invisible to employees while positioning your organization as a workplace that removes technology barriers rather than creating them.

To learn more about how Unisys can connect your service desk and field operations for seamless employee experiences, visit our [website](#) or [contact us](#) today.



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