EMEA Client Forum:
The Future of The Service Desk

unisys

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What you will hear today...

The Unisys Service Desk Today

The Service Desk Paradigm shift

The Unisys Service Desk of the future

The Unisys Service Desk Today

The *ONLY* globally certified managed services desk provider

Transformational support
Innovation and delivery execution are the difference

SDI — Service Desk Institute

Finalist in 4 Categories 2024/25
MSP of the Year 2023
Best Service Transformation 2023
Best Customer Experience 2021
Analyst of the Year 2021

European Contact Centre & Customer Service Awards 2024

Best Customer Experience 2024 (Gold)
Outsourced Contact Center 2023 (Silver)
Best Customer Experience 2022 (Bronze)

The EMEA Paragon 2023 Awards

Overall Winner EMEA 2024: Dyson
Enhancing employee experience and productivity through an intelligent data-driven digital workplace at Dyson

Overall Winner EMEA 2023: Henkel
Driving Digital Transformation and Creating Leading Digital Solutions at Henkel Worldwide

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HDI Awards

Best Customer Experience 2024
Best Service and Support Manager 2024
Best Service and Support Organisation 2023
Best Service and Support Culture 2023
Best Service and Support Analyst 2022
Best Service and Support Manager 2022

Patrycja Sobera recognized as
HDI's Top 25 Thought Leaders 2022,2024/5
SDI Distinguished Industry Contributor 2025
ISG Digital Titan Award for EMEA 2023

HDI Global Support Centre Certification awarded to Unisys Global Service Desk 2024, **the only certified MSP globally**

Gartner

2024 Magic Quadrant
Challenger — Global Outsourced Digital Workplace Services

ISG

2024 Provider Lens – Advanced Analytics and AI Services, Global Leader

2024 Provider Lens – Future of Work
Leader — U.S., U.S. Public Sector, U.K., Germany, Switzerland, Australia, Brazil (Collaboration and Next-Gen Experience Services)

Leader — U.S. Public Sector, Germany, Switzerland, Australia, Brazil (Managed End User Technology Services)

Leader — U.S., U.K. (Managed End User Technology Services – Large Account)

Leader — U.S. (Managed End User Technology Services – Local Specialists)

Leader — U.S., U.S. Public Sector, Germany, Australia, Switzerland, Brazil (Continuous Productivity Services, incl. Next-Gen Service Desk)
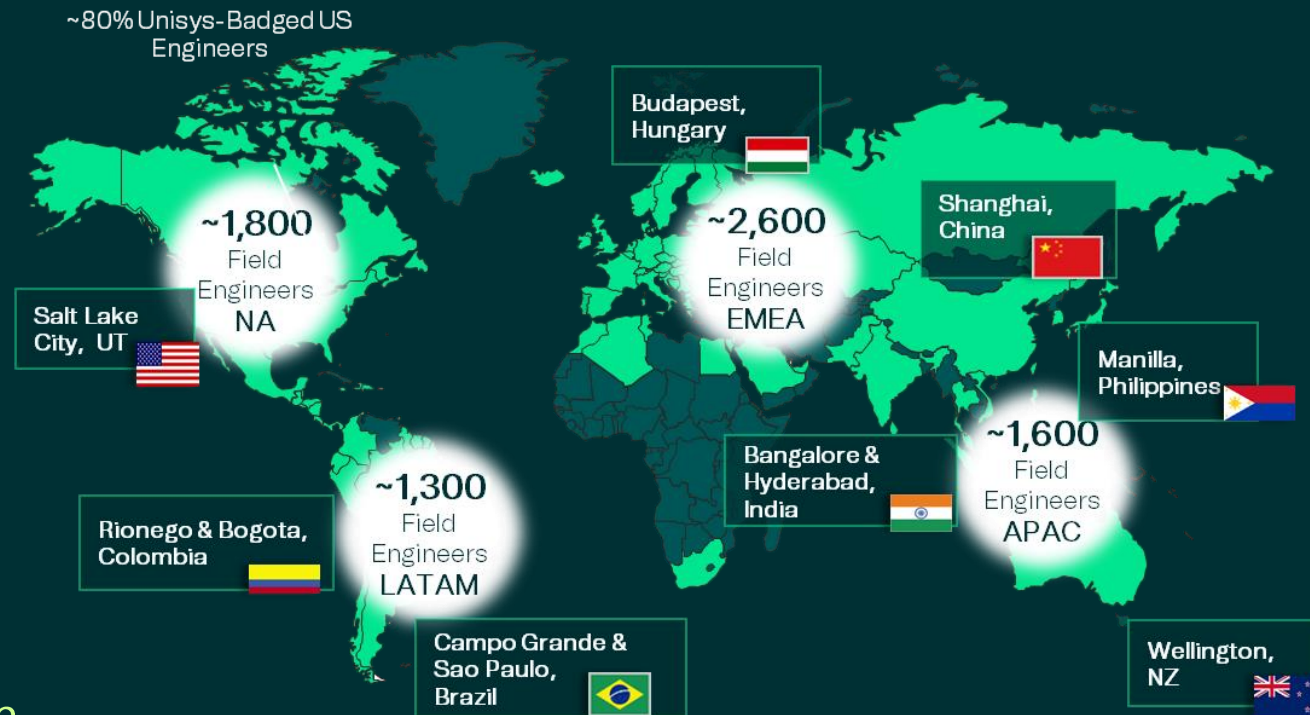
Leader — U.K., U.S. Public Sector, Germany, Switzerland, Brazil (Workplace Strategy and Enablement Services)

Leader — U.S., U.S. Public Sector, Australia (Smart and Sustainable Workplace Services)

One Unisys - Our Global Capabilities

Global Service Desk

24x7	Services
20M	Contacts annually
11M	Users supported
12M	Automated fixes
12	Global locations
20	Spoken languages supported
100+	Digital languages translation
20	XLAs in production

~80% Unisys-Badged US Engineers

Salt Lake City, UT 🇺🇸

~1,800 Field Engineers NA

Budapest, Hungary 🇭🇺

~2,600 Field Engineers EMEA

Shanghai, China 🇨🇳

Manilla, Philippines 🇵🇭

Rionego & Bogota, Colombia 🇨🇴

~1,300 Field Engineers LATAM

Campo Grande & Sao Paulo, Brazil 🇧🇷

Bangalore & Hyderabad, India 🇮🇳

~1,600 Field Engineers APAC

Wellington, NZ 🇳🇿

Global Frontline Services

120+	Countries supported
~7,300	Field Engineers (Unisys & Partner)
24x7	Services
4.2M	Field calls annually (Includes warranty)
4.5M	Devices supported
1.7M	Devices proactively monitored
6,500	Parts PUDO locations
98%	First visit fix

KFS Knowledge, Training, Quality

Our Award-Winning Service Desk today

AI Powered Automation

Embedded Proactive Insights & Support

Omni-Channel Experiences

Self-Service & Knowledge Management

AI Driven Personalisation

24/7 Global Support

Integrated IT & Business Functionality

The service desk paradigm shift

"Generative AI, digital customer service, and **conversational user interfaces (CUIs)** will transform IT service and support by 2028.

The technologies will **streamline the customer journey** and enable customer service leaders to meet customers' growing expectations

Within the next five years, we expect these technologies to change the face of IT service and support."

Gartner

Will there be a need for the service desk of the future?

REDUCING THE NEED

Automation

AI

Self-Service

Proactive Support

THE SERVICE DESK OF TODAY

Employee Experience

S%!@ Happens

Complex Issues

Security Threats

INCREASING THE NEED

The new Service Desk paradigm brings its own challenges

Balancing automation with human touch

Building trust in AI

Enhancing employee experience

Adapting to evolving roles

Managing knowledge effectively

Proactive threat management

The Unisys Service Desk of The Future

ARE YOU READY?

Introducing SEA
Service Experience Accelerator

Service Experience Accelerator Functional Architecture

Integrated approach to enhance our intelligent workplace services

End Users

XLAs/XMO

Workplace Analytics

Unisys Service Experience Accelerator

Integration Platform

Unisys Cloud Contact Center

Unified Experience Management

Enterprise Personal Assistant (EPA)

Teams Mobile, Workplace, etc.

Omni-Channel Support

Robotic Process Automation (RPA)
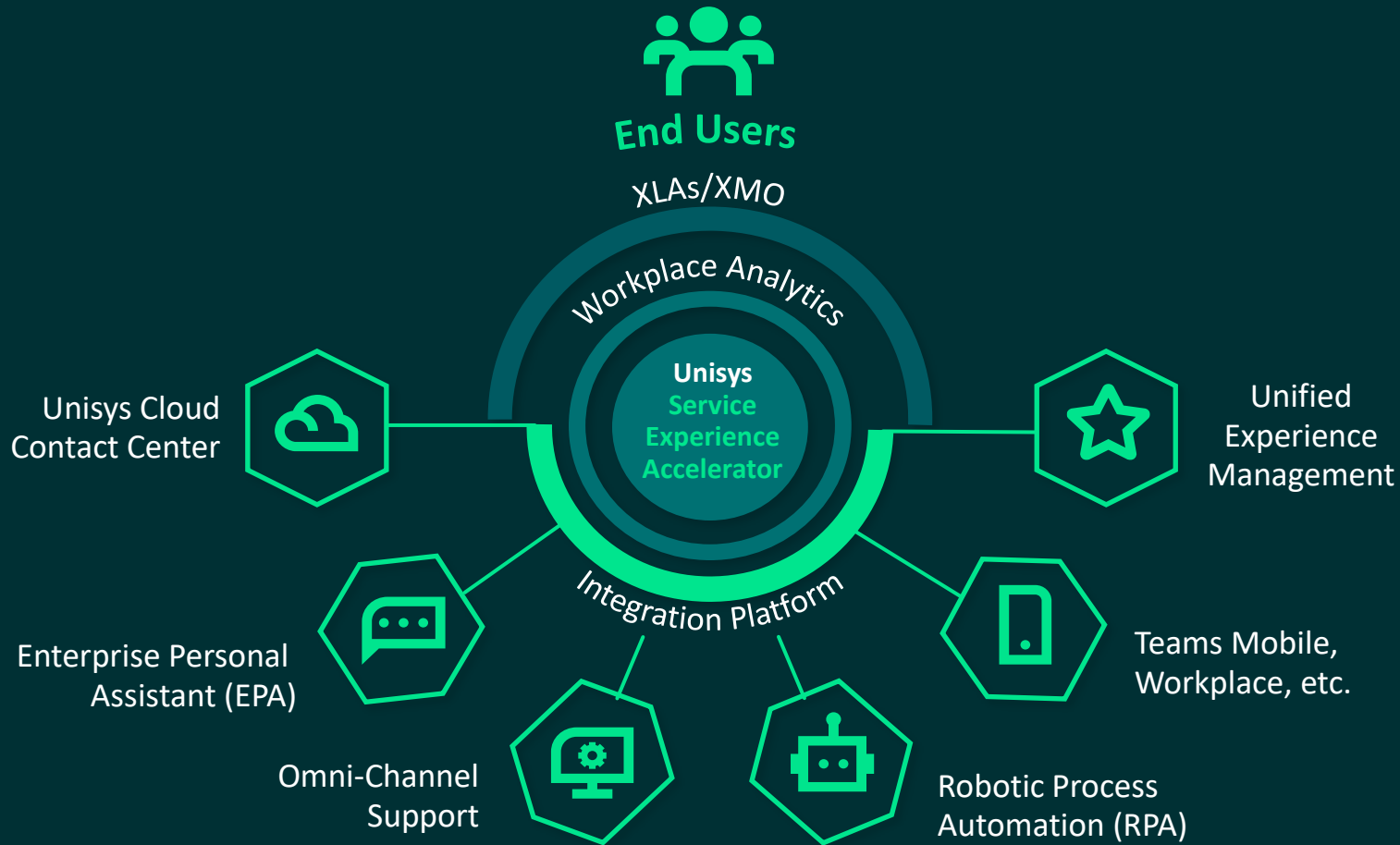
Proactive AI Automation

People – Analytics Analyst, Business Automation Analyst, Development Factory

Process – Use case identification and development

Technology – Virtual agent, contact center, RPA, ML, analytics, Mobile App

Driving AI and cutting-edge tech into the Service Desk

Security at the Core
Modernize service delivery to an in-tenant model to address data security, privacy, access, and governance requirements

Central & Integrated
Systems integration expertise and a common platform for ITSM Insights, Service Delivery, and GenAI Assistant capabilities

Cost Conscious
Reduce costs and improve overall TCO through a simplified model for shared data access, service management, and telemetry

Flexible & Scalable
Composable architecture for lighter effort in custom-built solutions with plug & play components that enable new commercial models

GenAI-powered Service Desk Agent via Agent Assist

Real Time Translation

Deliver multi-language in a centralized leveraged model

GenAI Knowledge

Knowledge curation, surfacing and answer highlighting
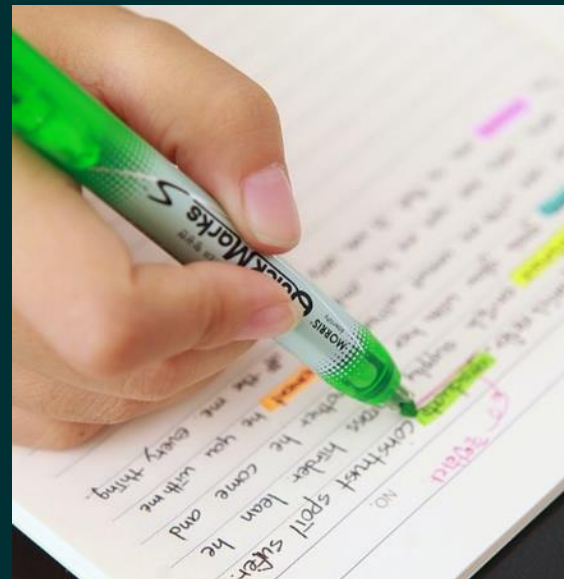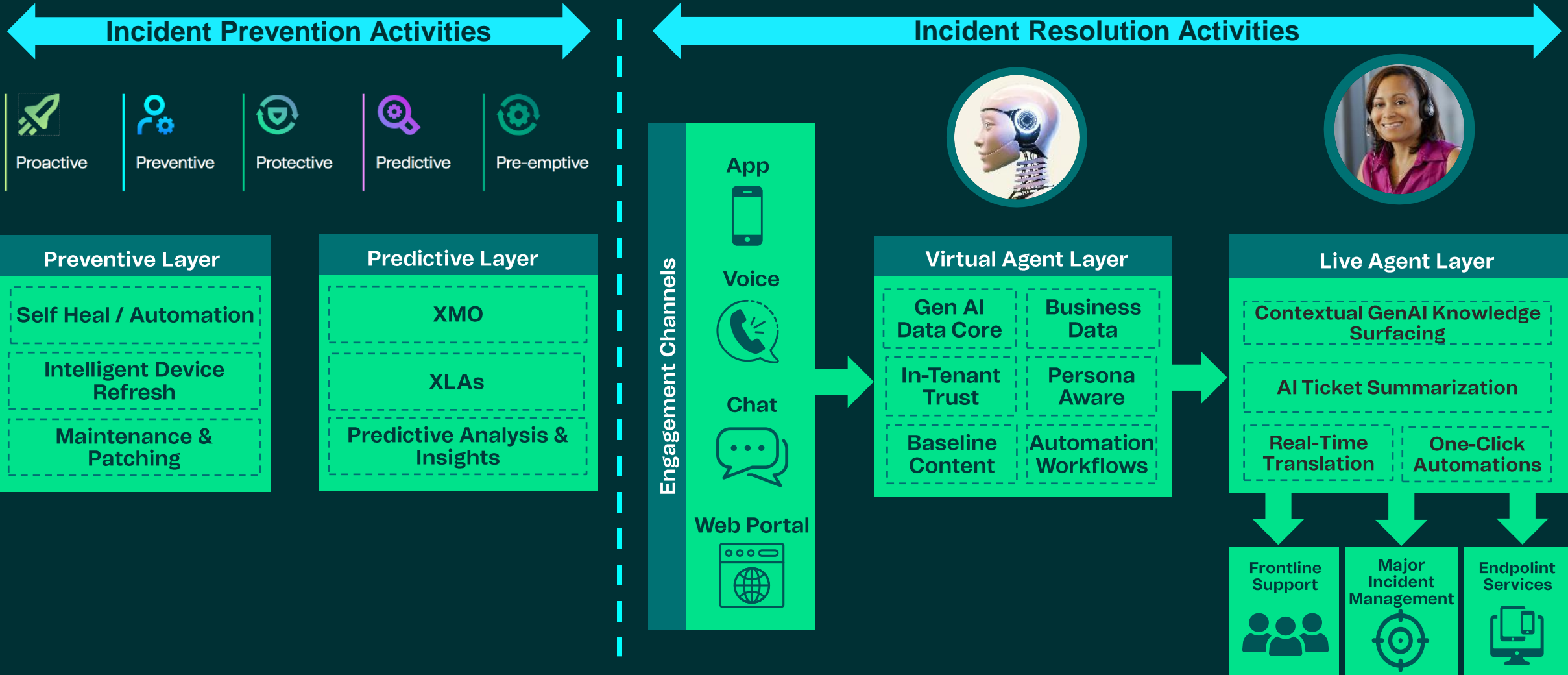

Summarization

Work notes summary and ITSM automated updates

Experience Optimization

Consistent user experience and speedy resolution

Proactive end-to-end prevention, containment, and resolution

Incident Prevention Activities

Incident Resolution Activities

Proactive | Preventive | Protective | Predictive | Pre-emptive

Preventive Layer
- Self Heal / Automation
- Intelligent Device Refresh
- Maintenance & Patching

Predictive Layer
- XMO
- XLAs
- Predictive Analysis & Insights

Engagement Channels
- App
- Voice
- Chat
- Web Portal

Virtual Agent Layer
Gen AI Data Core	Business Data
In-Tenant Trust	Persona Aware
Baseline Content	Automation Workflows

Live Agent Layer
- Contextual GenAI Knowledge Surfacing
- AI Ticket Summarization

| Real-Time Translation | One-Click Automations |

- Frontline Support
- Major Incident Management
- Endpoint Services

We've invested heavily in SEA

because...

...we believe it's all about taking experience to the next level

How will the service desk of the future

feel?

How does it feel to be a supported employee?

"I'm equipped, enabled and supported wherever I happen to be"

"My device and applications perform well, enable me to do my job, and I can rely on them"

"Support is now my first port of call, whereas it used to be my last resort, or something I would try to avoid"

How does it feel to be a service desk analyst?

"The calls I handle tend to be brand new or more complex than before.
I really enjoy the variety and challenge of my work"

"I resolve more issues first time and much faster, using diagnostics, AI and automation"

"Gen AI Summarisation means I can get onto new calls much faster too, so I'm able to handle more calls in a day"

We listen to our people; we ask for feedback! EX=CX ☺

- We are 'drinking our own champagne' and we use the same technology as we use externally for our clients

- Sentiment examples:

Our Service Desk roadmap priorities

SEA and AI advancements to deliver the Service Desk of the Future
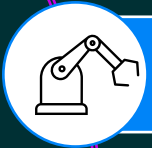
Focus on preventing or predicting issues before they cause impact or frustration

Optimize AI based knowledge creation, curation and effectiveness

Accelerate experience and productivity gains through proactive real-time insights and action

Leverage Agent Assist and Real-Time Translation to reduce AHT and enable more offshore

The future of the service desk at Unisys is...

proactive, personalized, automated, & integrated

underpinned by SEA & AI

THE FUTURE IS NOW!

Thanks &

see you next time!

Unisys Service Desk Partners

Strategic Partners

Differentiating Partners