

# Enable your frontline workers

Streamline and supercharge your frontline worker experience



According to a [Microsoft Trend Report](#), nearly 80% of the workforce is composed of frontline workers. These workers are the backbone of many businesses in customer-facing roles or in functions that have a direct impact on business operations. However, their environment away from a desk can make frontline workers feel disconnected from their peers.

By partnering with Microsoft, Unisys offers our clients a fully managed end-to-end, cross-industry solution to this problem. Delight your workers, boost employee satisfaction, maximize worker productivity, and streamline your organization with the help of Unisys Frontline Worker Enablement.

Unisys' Frontline Worker Enablement offering thoughtfully designs digital solutions to each client's pain points, streamlining processes and reducing administrative overhead. Utilizing Microsoft Teams, Unisys transforms and empowers the frontline workforce in three specific ways:

- Connect and empower with digital tools, line of business applications and modern devices that enable real-time communication and collaboration.
- Identify skill gaps and equip frontline workers with the skills and training they need to succeed — all while providing easy access to knowledge across the organization.
- Improve worker wellness, health, and safety by reducing manual effort through automation.

## Unisys Frontline Worker Enablement

We offer full end to end service for Microsoft Frontline Worker from an initial assessment and design to the deployment and integration, continuing on with support, and management services for all service components.

### **Unisys Consulting: MSFT Frontline Worker implementation workshop**

Identify business pain points, goals and develop an actionable roadmap to tailor Microsoft Frontline Worker to your enterprise's needs and workforce

### **Unisys Organizational Change Management (OCM): MSFT Frontline Worker adoption and optimization**

Ensure smooth adoption of the new solution and processes to prevent disruption to daily work, to ensure a speedy deployment, and to maximize ROI from the new technology through seamless and successful trainings

### **Unisys Unified Experience Management (UXM): MSFT Frontline Worker management and support**

Let our end user experience team serve as 24/7 support, ensuring your frontline worker experience remains efficient and optimized

## What solutions and features are offered with Unisys Frontline Worker Enablement?

- Microsoft Teams collaboration ecosystem including chat, email, Teams Walkie Talkie, Teams Phone and Teams Mobile Phone
- Instant access to training, onboarding, and off boarding anytime, anywhere via company devices
  - Shift and task management access: Empower workers to meet fluctuating business needs by equipping employees with agile shift scheduling tools and seamless task management.
  - Line of business application integration: Increase operational efficiency by automating task and service processes using configurable apps and digital workflows
- AI Bot integration help with arduous and repetitive tasks – such as knowledge searching and call logging

We believe that a connected and engaged workforce with enriched communication and employee experiences married with the right tools and devices will fulfill their roles at a higher level and with greater productivity.



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