



# Empower and support your workforce

Digital Workplace Solutions



# 77%

of digital workers have an IT specialist within their business unit. Business-led IT is becoming the norm as IT organizations reposition themselves to support improved business outcomes.

[Gartner: Strategic Roadmap: What Is the Digital Workplace of 2027 and How Do I Get There?](#)

# Common organizational pain points

## Poor employee experience

- Lack of strategy
- Lack of buy-in

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## Siloed IT support

- Complicated software and technology
- Slow ROI
- Sustainability



# Effective strategies for digital workplace success

## Unified employee experience

- Hybrid work models
- Device management
- Communication and collaboration

## End-to-end IT support

- Proactive support
- AI-powered automation
- Persona-based approach



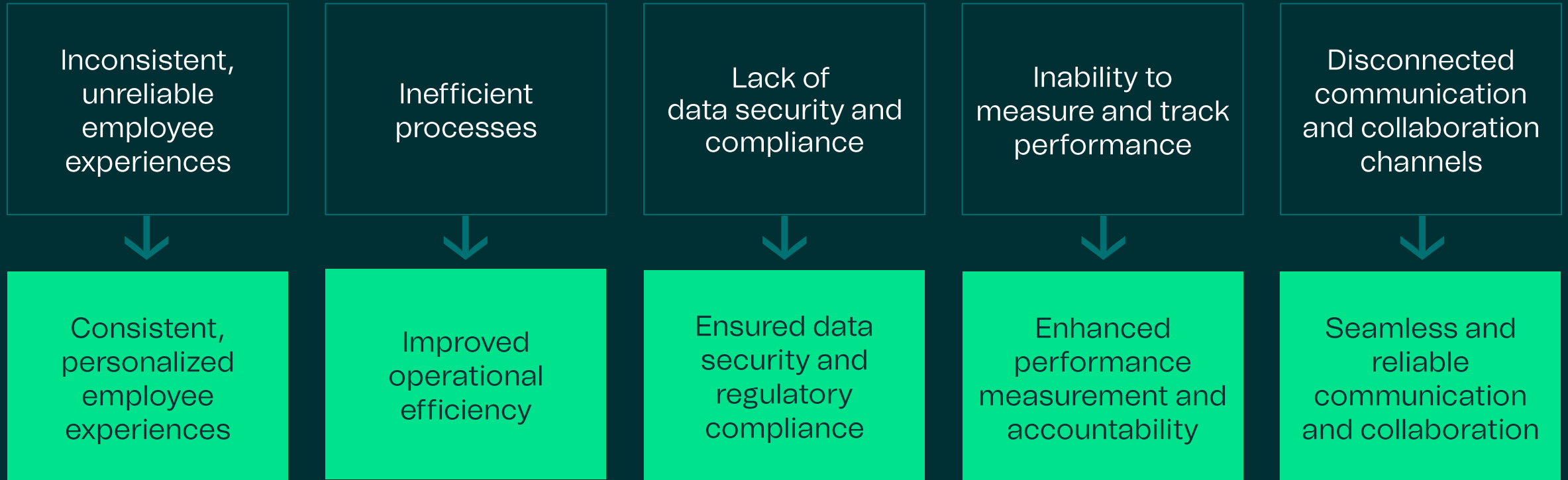
# Employee happiness correlates to the employee experience

66

Business units with engaged workers have 23% higher profit, while employees who are not engaged cost the world \$7.8 trillion in lost productivity, equal to 11% of global GDP.\*



# Bridging gaps to unify the employee experience





# Drive higher productivity and satisfaction

## Utilize digital workplace solutions to:

- Provide consistent employee experience across all devices
- Ensure data security and regulatory compliance
- Reduce support costs without sacrificing productivity or parity
- Centralize and simplify technology management

# We enhance employee experience through downtime reduction

## SCCM and Intune

Check status, restart devices, clean disks for space issues

60%

less time to resolve

## Microsoft Outlook

Create new profiles to resolve email-related problems

87%

less time to resolve

## Network

Refresh IP, flush DNS and reset firewall to address connectivity issues

71%

less time to resolve

## Microsoft Teams

Clear cache to fix application-related issues

65%

less time to resolve

## Microsoft Office

Enable add-ins to restore full functionality

55%

less time to resolve

## Software issues

Monitor dashboard view, compare statewide data and identify red flags

60%

less time to resolve





# Elevating experience to accelerate business outcomes



## Challenges

- Improve communications between two large hospital systems
- Elevate the medical clinician experience to create more patient focus time

## Solutions

- Evolved to a proactive service model
- Merged 'best practice support models from both hospitals
- Migrated to Win10 on all devices after security assessment
- Migrated from multiple UC&C systems to Google

## Results and benefits

- Helped keep 46 hospitals (150K employees) fully operational during COVID peak period
- Assisted with merger of two large health providers to create the second-largest nonprofit healthcare system in the U.S.

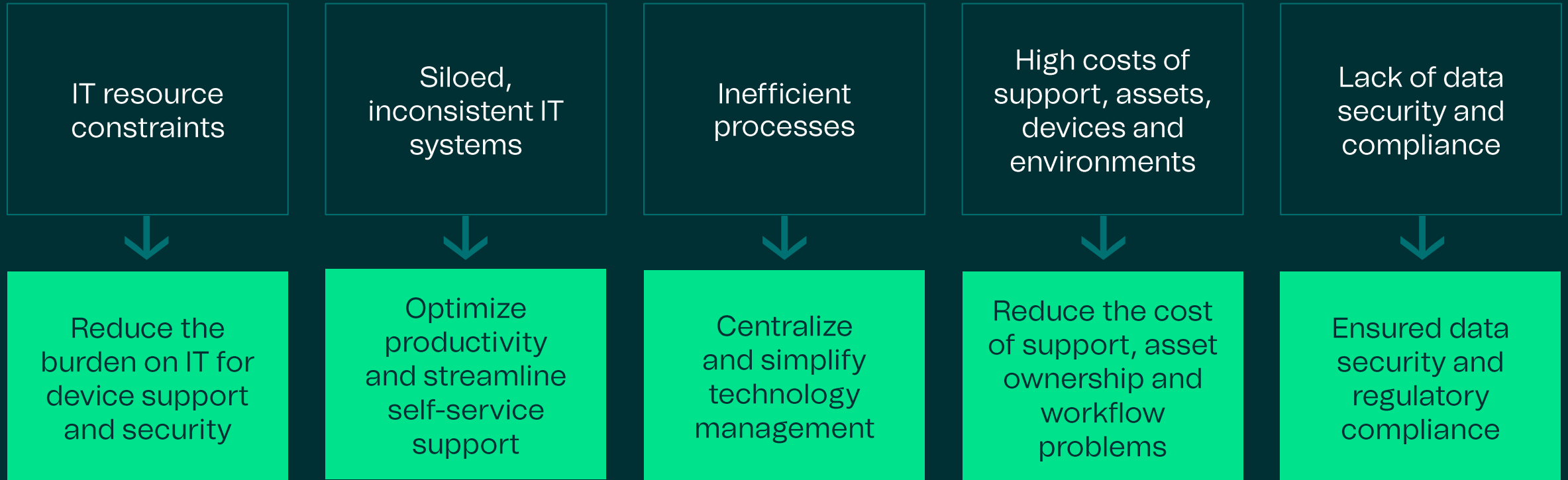
## A traditional support structure is inefficient and expensive

“

When employees encounter a problem, only 51% call the support desk — a trend that will only grow as phone call-averse younger generations join your organization.\*



# Bridging gaps to provide end-to-end IT support





# Reduce operational costs and improve efficiencies

## Utilize Digital Workplace Solutions to:

- Optimize productivity and streamline self-service support
- Reduce the burden on IT for device support and security
- Centrally control end-user devices in hybrid environments
- Streamline and accelerate new employee onboarding, transitions and offboarding

# Master your end-to-end employee tech experience



# Accelerating business growth with an eye on experience



## Challenges

- Drive growth
- Accelerate enterprise digitization
- Strengthen customer and consumer relationships

## Solutions

- 24/7 support in 13 languages
- A 'Tech-Stop' at HQ for in-person technology support
- Support for 53,000+ end users across 70+ locations (totaling ~35,000 queries per month)

## Results and benefits

- Improved end-user satisfaction by providing secure and innovative support services
- Enhanced employee productivity and resolution rates
- Reduced service delivery costs



# A great green employee experience



## Challenges

- Ensure families can purchase supplies regardless of the emergency
- Ensure experience parity as employees return to the office
- Promote sustainability and biodiversity

## Solutions

- Touchless provisioning of all devices
- Single integrated help desk (HR, IT, Travel and Finance)
- Smart conference room services
- XLAs for UC&C platform

## Results and benefits

- During height of pandemic, green provisioning of 17,000 devices continued unabated.
- Remote employees continued to supply 2.5B customers in 190 countries with over \$51B in needed foodstuffs and cleaning supplies.
- Smart conference room service enabled a great hybrid workplace.

# Strategic partner that drives business outcomes

"A collaborative partnership that makes me want to do more together. ...Unisys is collaborative. They are easy to work with and pragmatic about change. That doesn't mean they are a pushover, or endlessly saying "yes". Unisys approaches each matter logically and by thinking "how do we make this work"

*-Commercial Delivery Lead, Banking Industry*

"In the 9 years of my relationship with Unisys for the services I manage, I find them to be very agreeable to find solutions and process improvements for every day support challenges."

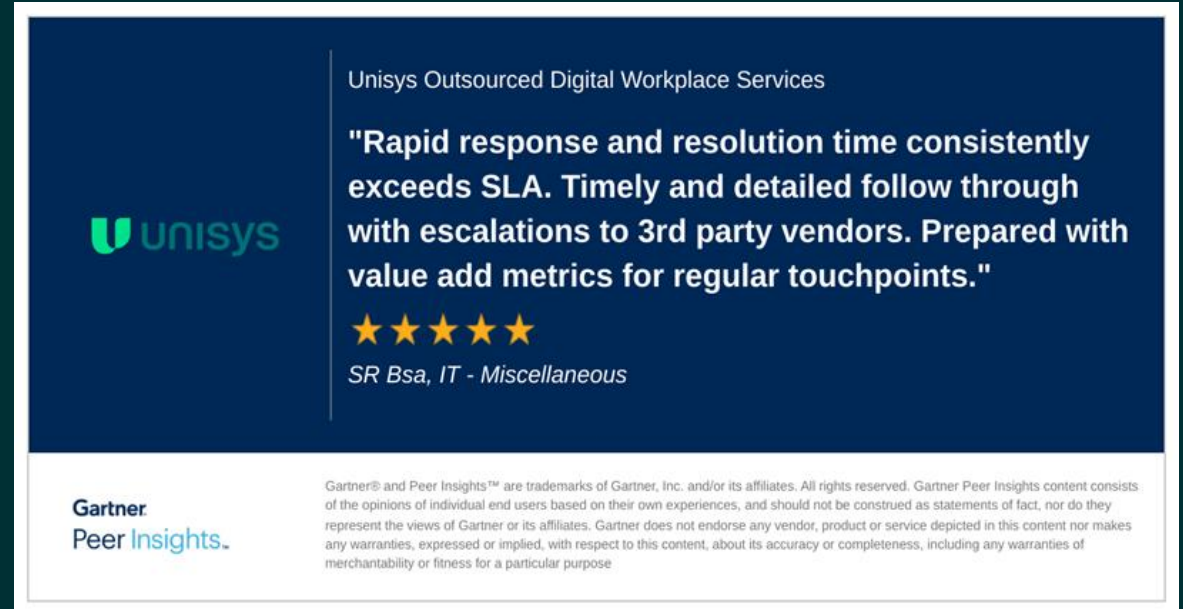
*-Director of Service Delivery, Manufacturing Industry*

"From beginning to end, the experience has been wonderful and the results have brought real measurable value to our company."

*-IT Services, Education Industry*

"Consistently excellent in the way they show up and deliver continuous improvements. ...Satisfied with the consistent, predictable delivery of the service!"

*-SR BSA, IT Industry*



Unisys Outsourced Digital Workplace Services

**"Rapid response and resolution time consistently exceeds SLA. Timely and detailed follow through with escalations to 3rd party vendors. Prepared with value add metrics for regular touchpoints."**

★★★★★

SR Bsa, IT - Miscellaneous

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# Our experience-based portfolio is unique in the market



# Thank you



# We get results as well as awards

<p><b>*ISG</b></p> <p><b>2023 Provider Lens – Future of Work</b>                  Leader — U.S., U.S. Public Sector, U.K., Germany, Switzerland, Australia, Brazil (Employee Experience Transformation Services)                  Leader — U.S. Public Sector, Germany, Switzerland, Australia, Brazil (Managed Workplace Services – End-User Technology)                  Leader — U.S., U.K. (Managed Workplace Services – End User Technology — Large Accounts)                  Leader — U.S. (Managed Workplace Services – End-user Technology — Mid Market)                  Leader — U.S. Public Sector, Germany, Australia, Nordics, Switzerland and Brazil (Managed Workplace Services – End-User Technology)</p> <p><b>2023 Provider Lens — Private/Hybrid Cloud Data Center Services</b>                  Leader — U.S., U.K. (Managed Services for Midmarket)                  Leader — U.S. Public Sector (Managed Services)                  Leader — U.S. Public Sector (Managed Hosting)</p> <p><b>2023 Provider Lens — Multi-Public Cloud Services</b>                  Leader — U.S., U.K. (Consulting &amp; Transformation Services for Midmarket)                  Leader — U.S. Public Sector (Consulting &amp; Transformative Services)                  Leader — U.S., U.K. (Managed Services for Midmarket)                  Leader — U.S. Public Sector (Managed Services)                  Leader — Brazil (FinOps Services and Cloud Optimization)</p> <p><b>2023 Provider Lens — Microsoft Ecosystem</b>                  Leader — Australia (Managed Services for Azure and Office 365: Modern Workplace)</p> <p><b>2022 ISG Provider Lens — AWS Ecosystem Partners</b>                  Leader — U.S. Public Sector (AWS Data Analytics and Machine Learning, AWS Migration Services, AWS Consulting Services)</p>	<p><b>Gartner</b></p> <p><b>2024 Magic Quadrant</b>                  Challenger — Global (Outsourced Digital Workplace Services)</p> <p><b>2022 Magic Quadrant</b>                  Niche Player — Global (Data Center Outsourcing and Hybrid Infrastructure Managed Services)</p>	<p>Everest Group <b>PEAK MATRIX</b></p> <p><b>2023 PEAK Matrix</b>  <b>Digital Workplace Services</b>                  Major Contender — North America and Europe</p> <p><b>Cloud Services</b>                  Major Contender — North America and Europe</p> <p><b>2022 PEAK Matrix</b>  <b>Workplace Communication and Collaboration Services</b>                  Major Contender — Global</p>	<p><b>AVASANT</b></p> <p><b>2023 RadarView — End-User Computing Services</b>                  Leader — Global Assessment</p> <p><b>2023 RadarView — Digital Workplace Services</b>                  Leader — Global Assessment</p> <p><b>2023 RadarView — App Modernization Services</b>                  Innovator — Global Assessment</p> <p><b>2023 RadarView — Cybersecurity Services</b>                  Challenger — Global Assessment</p> <p><b>2022 RadarView — Hybrid Enterprise Cloud</b>                  Disruptor — Global Assessment</p> <p><b>2022 RadarView — Multi-Sourcing Service Integration</b>                  Innovator — Global Assessment</p>	<p><b>THE CHANNEL CO. CRN</b>  <b>TECH ELITE 250</b>                  2022</p> <p><b>THE CHANNEL CO. CRN</b>  <b>MSP 500</b>                  2021</p> <p><b>European Contact Centre &amp; Customer Service Awards 2023</b>                  Outsourced Contact Centre of the Year (Silver)                  Best Customer Experience — Large Team (Bronze)</p>
	<p><b>NelsonHall</b></p> <p><b>2023 NEAT Assessment</b>                  Leader — Cognitive and Self-Healing IT Infrastructure Management Services</p> <p><b>2023 NEAT Assessment</b>                  Leader — Advanced Digital Workplace Services</p> <p><b>2022 NEAT Assessment</b>                  Leader — End-to-end Cloud Infrastructure Services</p>	<p><b>IDC</b> ANALYZE THE FUTURE</p> <p><b>2023 MarketScape</b>                  Leader — European Human-First Digital Workplace Services                  Major Player — Worldwide Managed Public Cloud Services                  Major Player — Worldwide Application Modernization Services</p> <p><b>2021 MarketScape</b>                  Major Player — Asia-Pacific Managed Cloud Services                  Major Player — Identity and Digital Trust Software, Advanced Authentication Software</p>	<p><b>SIDI</b> Service Desk Institute</p> <p>Best SD Customer Experience Winner</p> <p><b>BEST SERVICE DESK CX 2022</b> <b>SDI AWARDS 2022</b></p> <p>SD Analyst of the Year Winner</p>	<p><b>HDI Awards</b></p> <p>Best Service and Support Culture                  Best Service and Support Organization</p> <p><b>HDI CERTIFIED Support Center</b></p> <p>HDI Global Support Center Certification awarded to Unisys Global Service Desk in Feb 2024, the only certified MSP globally</p> <p>Patrycja Sobera Recognized as HDI's Top 25 for 2024 Thought Leaders</p>

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# We deliver quality solutions resulting in strong relationships with our clients

64  
NPS

## **Industry-leading NPS**

Our expert operations and client satisfaction lead to some of the best NPS in the Digital Workplace industry.

94%  
renewals

## **Loyalty from delivery**

In an era of short-term contracts and bottom-line-driven financial pressure, we retain most of our clients.

50+  
years

## **Average tenure of top 10 clients**

We have earned the right to be the only service provider that our customers will choose.

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