



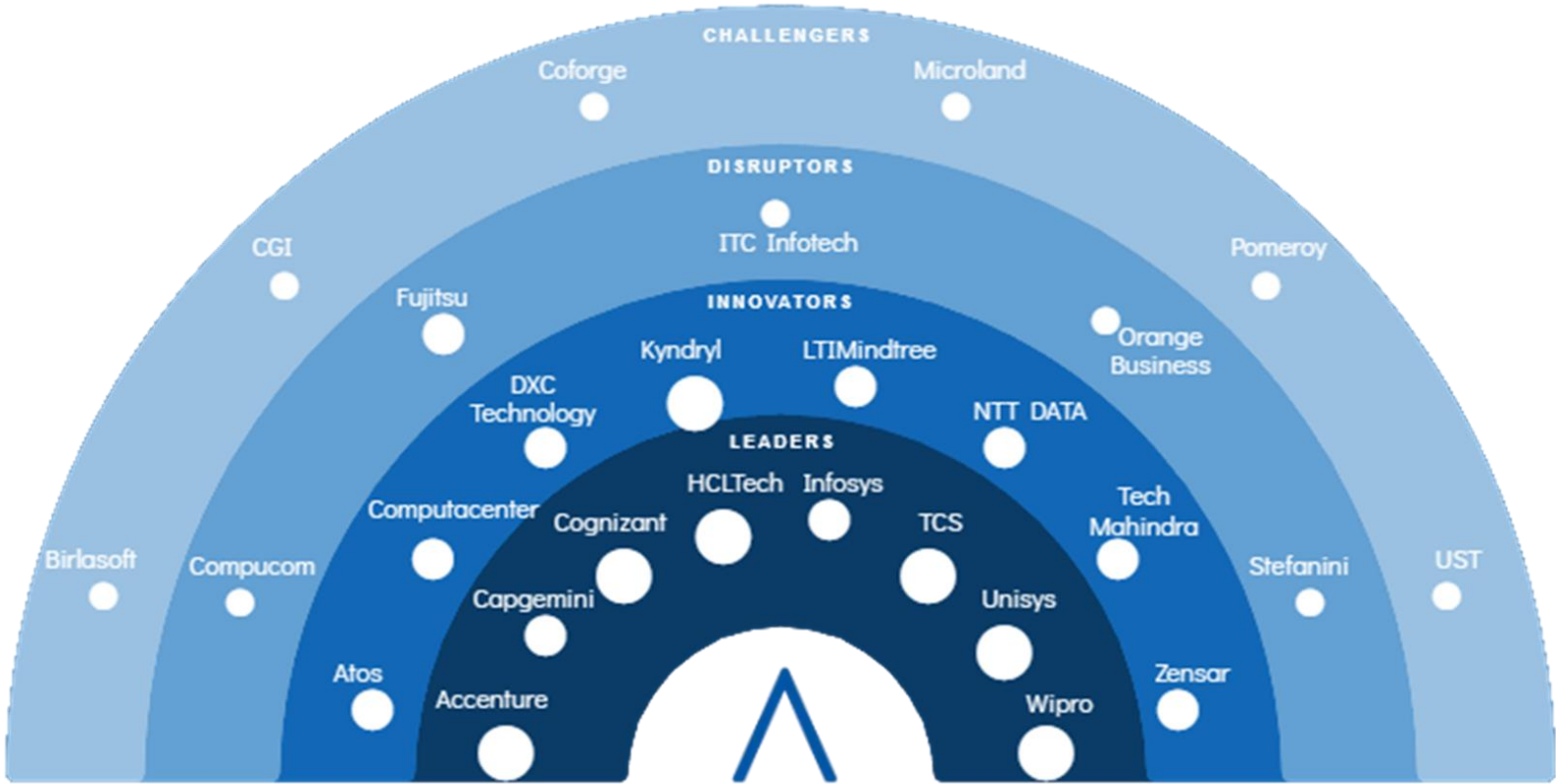
# Digital Workplace Services 2024 RadarView™

Leveraging generative AI across  
workplace services

September 2024

# Avasant recognizes 27 top-tier providers offering digital workplace services

Product maturity ○ ○ ○



# Unisys: RadarView profile



**Practice maturity** ★★★★★

**Partner ecosystem** ★★★★★

**Investments & innovation** ★★★★★

Provides persona-based digital workplace services to clients, focusing on employee experience. Has established CoEs with Google and Microsoft.

Practice overview		Client case studies	
<ul style="list-style-type: none"> <li>Practice size: 6,000+</li> <li>Active clients: 850+</li> <li>Externally certified resources: 18,000+</li> <li>Delivery highlights: Provides service desk services to over 3M users</li> </ul>		<ul style="list-style-type: none"> <li>Implemented a persona-based device-as-a-service subscription model for a global retail company, ensuring each employee received the appropriate device. This initiative enhanced user experience, decreased expenses, and promoted sustainability within the organization.</li> <li>Deployed an experience management office for a global appliances company to provide full visibility of the employee experience across the workplace. It proactively resolved issues, saved 9,800 hours, and enhanced employee onboarding process by cutting down the time by three days.</li> <li>Provided help desk, onsite, and end-user support for IT services to over 90,000 employees at Air France. The support extended to 40,000 devices and frontline field services for 83,000 employees, leading to enhanced employee satisfaction and a reduction in support costs.</li> <li>Implemented tech cafés at three Bancolombia locations, delivered service desk support, and introduced the Unisys ClearPath® solution for disaster recovery. This initiative handled over 60,000 requests monthly and achieved a 50% reduction in downtime for disaster recovery services.</li> </ul>	
32%	~9.5%		
Practice growth FY 2023-24	Active client growth FY 2023-24		
Key IP and assets		Key partnerships	Sample clients
<ul style="list-style-type: none"> <li>Service Experience Accelerator: A knowledge management system to integrate client-specific knowledge with generative AI to provide accurate information</li> <li>Digital Experience Maturity Matrix: A framework to evaluate the digital experiences of employees within an organization</li> <li>Intelligent PC refresh: A solution to replace a device based on performance rather than fixed time intervals.</li> </ul>		<p>Platform/technology partners</p> <p>Hardware partners</p>	<ul style="list-style-type: none"> <li>A global retail company</li> <li>A global appliances company</li> <li>Air France</li> <li>Bancolombia</li> <li>BT Global Services</li> <li>Elekta</li> <li>Henkel</li> <li>A global quick-service restaurant chain</li> <li>A large defense agency</li> <li>A large government agency</li> <li>A global financial services company</li> </ul>
		Industry coverage	
		<ul style="list-style-type: none"> <li>Aerospace &amp; defense</li> <li><b>Banking</b></li> <li>Financial services</li> <li><b>Government</b></li> <li>Healthcare &amp; life sciences</li> <li><b>High-tech</b></li> <li>Insurance</li> <li>Manufacturing</li> <li>Nonprofits</li> <li>Retail &amp; CPG</li> <li>Telecom, media &amp; entertainment</li> <li>Travel &amp; transportation</li> <li>Utilities &amp; resources</li> </ul>	

Darker color indicates higher industry coverage through digital services



# Unisys: RadarView profile

## Analyst insights

### Practice maturity



- Unisys provides persona AI-based workplace services to clients, focusing on employee experience. It leverages Experience Level Agreements (XLAs) to consistently enhance employee experience by periodically evaluating current XLAs for their impact and implementing dynamic changes to the XLAs based on accomplishments. It leverages its XLA 2.0 framework to measure employee workplace experience and its Persona Workshop framework to identify employee personas, which helps in determining services provided, such as device allocation, support models, and delivery locations.
- Banking, high-tech, and government are its key verticals, contributing nearly 70% of its practice revenue. Around 52% of its revenue is from managed services.
- It has incorporated generative AI into its digital workplace offerings to boost employee productivity via its Service Experience Accelerator. It combines a retrieval augmented generation approach to increase the efficacy of large language model (LLM) and a data search mechanism to deliver precise chatbot responses tailored to user profiles and governance models. Additionally, generative AI is utilized for knowledge management, automation, and business insight.
- It delivers tailored services to frontline workers by equipping them with real-time digital tools integrated with AI, enhancing their productivity.

### Partner ecosystem



- Unisys has a strategic alliance with ServiceNow. It is a ServiceNow Elite Sales Partner and a design partner for IT operations management, field services and digital service desk providing omnichannel support to the end users. It also leverages ServiceNow SecOps implementing a zero-trust approach for cybersecurity.
- It utilizes the VMware Workspace ONE platform to offer unified endpoint management services, enabling access to corporate data from any location or device, simplifying device setup, supporting the bring-your-own-device model, managing applications, and providing training and support in multiple languages.
- It is part of the Google Cloud Partner Advantage Program, utilizing Google Cloud, Google Workspace, and Google ChromeOS to deliver extensive digital workplace services. Additionally, it has established a CoE with Google for Chrome OS enterprise management.

### Investments and innovation



- Generative AI is a primary area of focus for Unisys. It has established a CoE in partnership with Microsoft to offer advisory services for Copilot implementation for clients. Moreover, Unisys has created a generative AI factory with Microsoft that tokenizes enterprise knowledge to integrate with commercial LLMs for improving enterprise search and knowledge management services.
- Over the next 12 to 18 months, Unisys is set to expand its focus to include human and physical spaces alongside digital workplaces. It will gather and analyze additional data to provide actionable insights, enhancing client business and HR performance. It is leveraging ServiceNow's expertise to automate IT service management platform workflows for departments beyond IT, such as HR and finance.

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