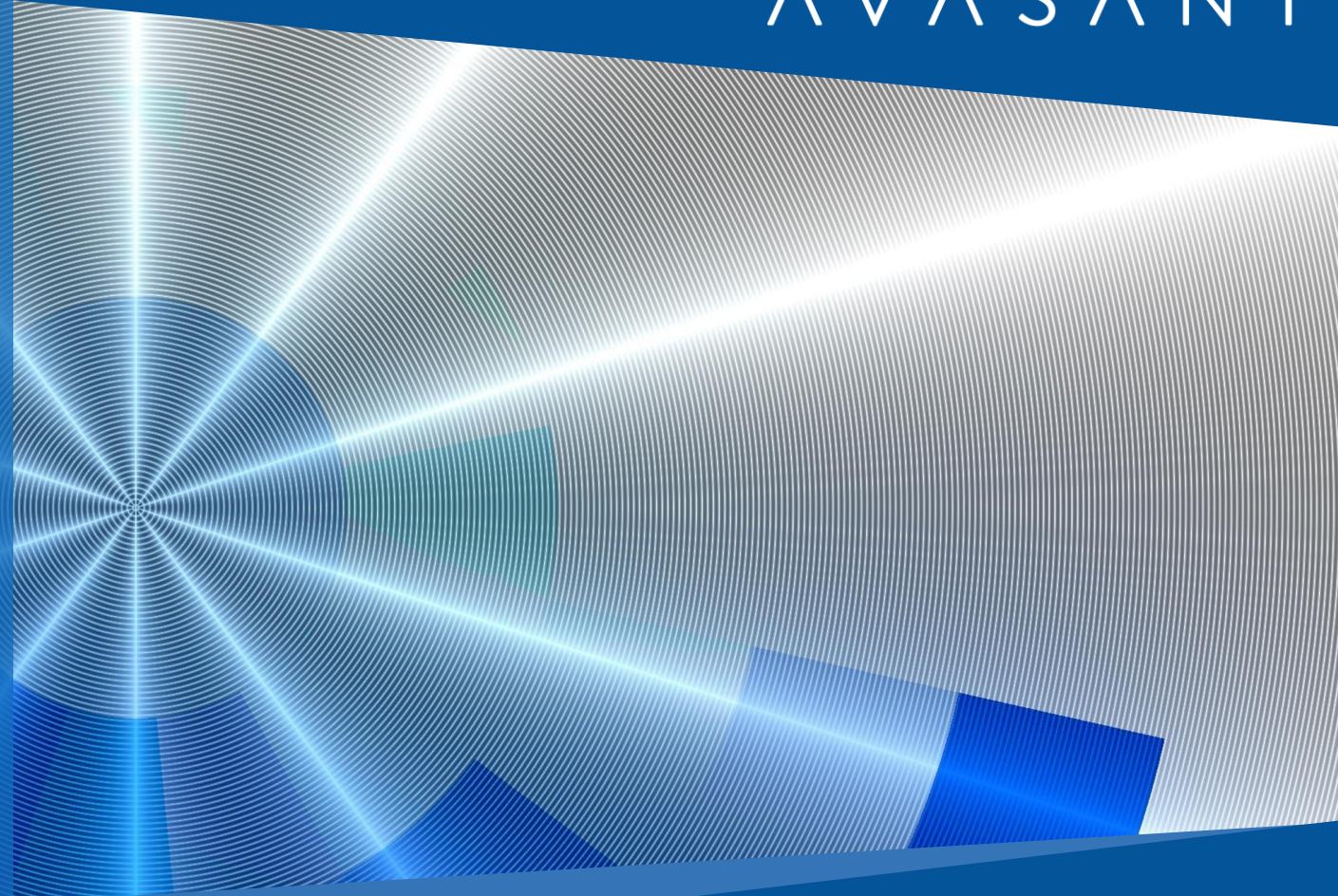




End-user Computing Services 2024-2025 RadarView™

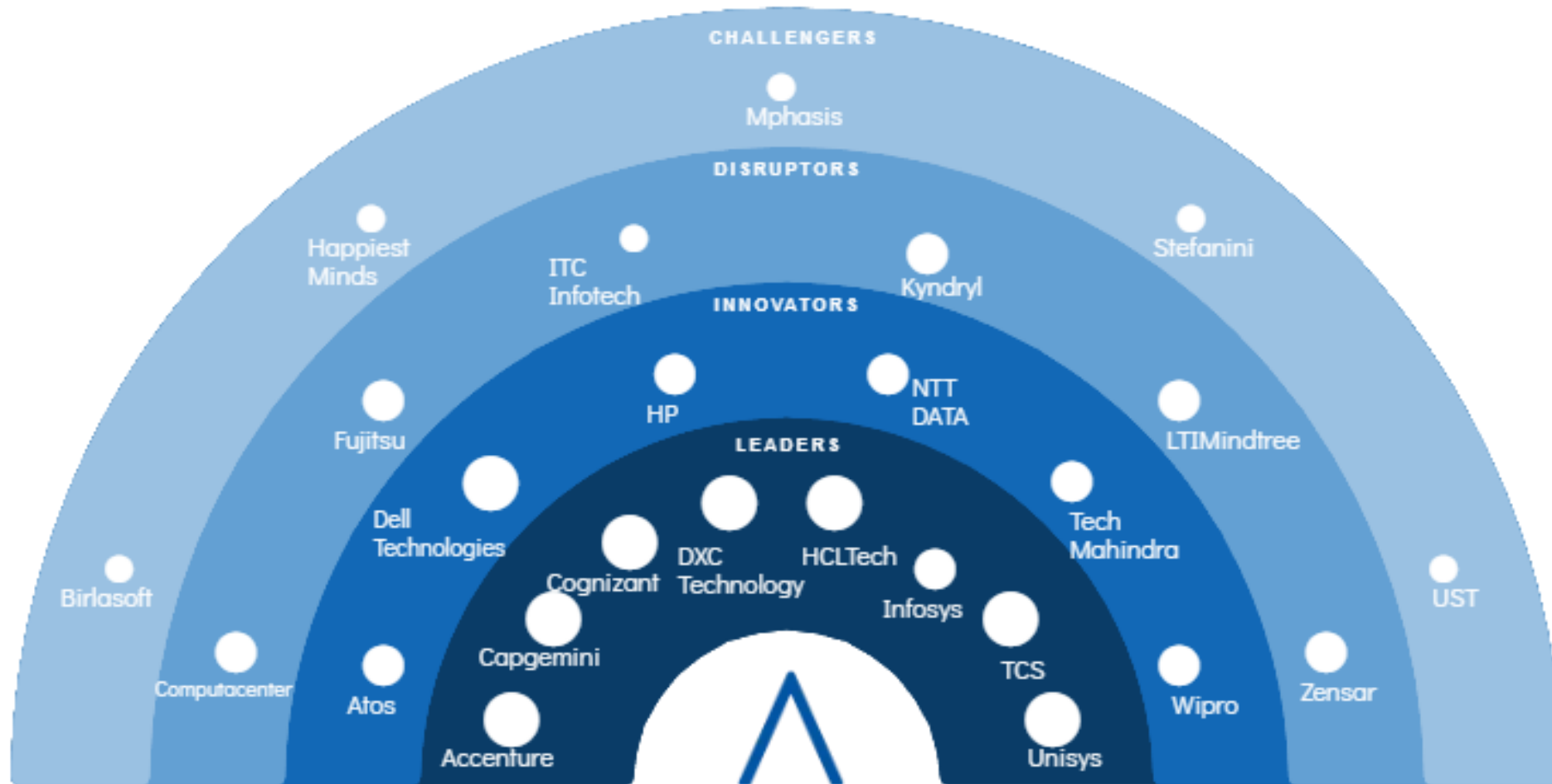
Focusing on user experience and
efficiency

December 2024



Avasant recognizes 25 top-tier providers offering end-user computing services

Product maturity ○ ○ ○



Unisys: RadarView profile



Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Provides persona-based end-user computing services focusing on user experience. Has developed a CoE with Google for enterprise Chrome OS management.

Practice overview		Client case studies														
<ul style="list-style-type: none"> Practice size: 6,000+ Active clients: 850+ Externally certified resources: 8000+ Delivery highlights: Has 54 delivery centers across the globe 		<ul style="list-style-type: none"> Implemented Unisys device subscription services with a buyback option and a global ordering system for device procurement for a European infrastructure service provider. This optimized device life cycle costs, saving USD 2.3M in the first year. Enabled remote provisioning of Windows 11 with custom images for over 2,300 users for a manufacturing company. This saved USD 30K in engineering costs, USD 1,400 per laptop on hardware certification, and USD 2,960 on image management. Implemented frontline worker services for a consumer goods company, including mobile devices, Teams access, and managed print services. This enabled faster resolution of incidents and reduced print servers from 200 to five, providing seamless access to local print services across offices. Deployed a dedicated team to monitor and identify devices vulnerable to hacking and ransomware for a medical equipment manufacturer. This initiative reduced the number of at-risk devices by 40% and enhanced the security of outdated applications. 														
USD 500M–1B EUC services revenue, FY 2023-2024	~10% Practice size growth, FY 2023-2024															
Key IP and assets		Key partnerships	Sample clients													
<ul style="list-style-type: none"> Unisys Powersuite® UCC Management and Security Suite: A unified communication and collaboration platform for monitoring, optimizing, and securing unified communication and collaboration platforms Exodus: A tool that accelerates migration between Enterprise Mobile Management (EMM) platforms 		<p>Platform/technology partners</p> <p>Hardware partners</p>	<ul style="list-style-type: none"> A European infrastructure service provider A manufacturing company A consumer goods company A medical equipment manufacturer A European bank A home appliance company A pharma company A US healthcare company A European chemical company A quick-service restaurant A global consumer goods manufacturing company 													
		Industry coverage														
		<table border="1"> <tr><td>Aerospace & defense</td></tr> <tr><td>Banking</td></tr> <tr><td>Financial services</td></tr> <tr><td>Government</td></tr> <tr><td>Healthcare & life sciences</td></tr> <tr><td>High-tech</td></tr> <tr><td>Insurance</td></tr> <tr><td>Manufacturing</td></tr> <tr><td>Nonprofits</td></tr> <tr><td>Retail & CPG</td></tr> <tr><td>Telecom, media & entertainment</td></tr> <tr><td>Travel & transportation</td></tr> <tr><td>Utilities & resources</td></tr> </table>		Aerospace & defense	Banking	Financial services	Government	Healthcare & life sciences	High-tech	Insurance	Manufacturing	Nonprofits	Retail & CPG	Telecom, media & entertainment	Travel & transportation	Utilities & resources
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Utilities & resources																

Darker color indicates higher industry coverage through digital services



Unisys: RadarView profile

Analyst insights

Practice maturity



- Unisys provides persona-based end-user computing services to clients that focus on user experience. It offers experience-as-a-service by leveraging predictive analytics, automation, and user sentiment analysis to connect user experiences with business outcomes.
- It provides subscription-based device life cycle management services, including procurement, image and application management, provisioning, patching, monitoring, support, and replacement.
- Government, banking, and high-tech are its key verticals, contributing nearly 70% of its revenue. Around 80% of its revenue is from North America and Europe.
- Its Frontline Worker Enablement solution leverages Microsoft 365 and Teams to improve employee collaboration and communication. It uses AI to automate workflows, reducing frontline workers' manual effort and increasing user experience and productivity.
- It leverages Exodus, a cloud-based solution for migrating Android, iOS, and macOS devices across unified endpoint management platforms, including Workspace ONE, Microsoft Intune, and Jamf Pro. It also tracks devices in real time and monitors device battery life and connectivity through its companion app.

Partner ecosystem



- Unisys is a gold partner of Lenovo and offers device life cycle management services for Lenovo devices, from procurement to maintenance, in over 100 countries. Additionally, Unisys provides onsite field engineering services for Lenovo across Australia, New Zealand, Singapore, Hong Kong, and Malaysia.
- It is a platinum partner of Genesys and leverages Genesys Cloud CX to enhance its service desk with AI-powered tools, proactively resolving issues to improve user experience and productivity.
- It leveraged partnerships with Nextthink and 1E to monitor and optimize user experience for enhanced end-user support. Additionally, it partnered with Readyworks to provide a comprehensive, unified endpoint management solution to address security risks at every stage of IT asset life cycle management.

Investments and innovation



- It has developed a CoE with Microsoft to provide advisory services for Microsoft Copilot deployments to help enterprises categorize client data and merge it with commercial LLMs to generate insights. It has also developed a CoE with Google for enterprise Chrome OS management.
- In the next 12-18 months, Unisys aims to enhance its onsite support services by upskilling its field engineers, offering vertical-specific frontline worker solutions and services, improving consulting and advisory services, developing generative AI-based knowledge management solutions, and providing value-based agreements to align user experience with client business goals by developing experience-level indicators, which can be tracked across the user journey.
- It is also expanding device life cycle management for AR/VR/MR devices and assisting clients with post-quantum encryption readiness and protection strategies.

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