

# Revolutionize your integrated service management platform

Unisys Enterprise Service Management



## Highlights

Consulting focused on developing a roadmap for action that aligns with business goals

Implementation and management of an enterprise service management enterprise service management (ESM)/IT service management (ITSM) platform

User productivity maximization through process automation, analytics and insights

Service interruption minimization by enabling predictive and proactive maintenance

Intelligent business processes with continuous improvement and innovation

Modular solution that lets you pick and choose what you need

Consistently good service is a hallmark of high customer satisfaction. Providing such service takes a commitment of resources, processes and technology, but they may be pulled away for competing business priorities. A service management solution from a qualified provider can evolve your capabilities without straining in-house resources.

Unisys Enterprise Service Management is a comprehensive, secure and modular approach to IT services management. Unisys starts by assessing your service objectives and maturity. The solution can encompass technology and process consulting, program implementation, platform management and continuous process improvement.

With Unisys, you can apply the core principles, processes and tools of enterprise service management to departments like IT, HR, finance, marketing and customer service. Improve tasks like streamlining HR teams' onboarding processes, managing access permissions for facilities, managing legal contracts, sending and tracking sales invoices and more.

## Improved customer experiences



Managed services make it easier to solve customer challenges by streamlining complex service management processes and right-size tooling via a single pane of glass.

## How you benefit

- **Increased productivity:** Create defined processes to cover areas like HR services, field services management and facilities management. You can also streamline tasks like platform architecture, customer service orchestration and delivery functions. Plus, end users won't have to wait for busy IT teams to complete tasks.
- **Improved visibility:** Gain a single-pane-of-glass view of all your enterprise service management tasks. A holistic approach makes it easier for you to govern the platform effectively, continuously improve processes and innovate new solutions.
- **Decreased costs:** Identify opportunities to simplify and standardize service practices, reducing costs and increasing efficiency. With Unisys as your transformation and implementation partner, you'll gain a deeper understanding of where your organization's enterprise service management resources are going. This enables you to make more-informed budget decisions.
- **Enhanced customer experiences:** Resolve customer issues more easily and improve service by automating processes. Accelerate problem solving through more-effective user-friendly functionality that lets employees across the organization play a more active role in solving customer problems. This optimizes workflows for streamlined service delivery.

## Why Unisys?

The traditional engagement model is no longer suited to meet the technology experience preferences of digital employees. Unisys helps organizations align their business outcomes to key workforce personas to better support their employees. And this approach has earned accolades. Multiple analyst firms, including [ISG](#) and [Avasant](#), have recognized Unisys for achievements in the modern digital workplace. Unisys partners include AWS, VMware, Google, Lenovo, 1E, Microsoft, Nextthink and Dell Technologies.



## Modular solution

Choose your preferred services from a mix that includes multi-phase platform implementation, process implementation, platform management and governance, consulting, and process migration and transformation.

To explore how Unisys Enterprise Service Management can enable your digital transformation, [visit us online](#) or [contact us today](#).



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