

Adopt a zero-touch approach to IT support

Unisys Touchless Experience



Highlights

One-stop shop experience for devices, peripherals and global IT support

Employee onboarding (hardware and security badge)

Shared device check-in and checkout for frontline shift workers

Device swap and refresh capabilities

Buy online, pick up in store (BOPIS)

Expanded coverage and remote support through virtual tech cafés

Asset lockers and vending machines for employees to drop off and pick up devices

Device end-of-life, asset reclaim and e-waste management

Parts depot for IT support staff

Orchestration ingrained within your IT service management processes and tooling

To enhance productivity, swift onboarding and convenient access to IT support are crucial for employees. While there have been challenges in coordinating device management, especially with the increase in remote and hybrid work arrangements, companies actively seek efficient solutions to ensure technology issues are resolved promptly, minimizing disruption and maintaining a smooth operational flow.

The Unisys Touchless Experience solution offers a streamlined, turnkey approach to device support. Capabilities include integrated information technology infrastructure library (ITIL) and asset management, self-service automation and smart dispensing. This solution helps ensure experience parity for employees across the hybrid and remote workforce.

Expand your hours of IT coverage without having to invest heavily in a physical on-site presence or commit resources and time to IT asset management. Give your employees a zero-touch experience with IT support through innovative solutions like asset lockers, virtual tech cafés and smart vending machines that provide device accessories, peripherals or even personal protective equipment.

Speed up onboarding for workforce success



Counter the traditionally laborious provisioning process, expand support coverage and accelerate new employee acclimation and productivity.

How you benefit

Enhanced employee experience: Accelerate technology refreshes and updates with on-demand support, saving employees the time and inconvenience they'd face with a manual process. Ensure experience parity and increase employee satisfaction by enabling your workforce to get device support themselves rather than waiting for in-person technicians or shipping out devices for repair.

Increased IT agility: Meet technology demands and adapt to changing business requirements more easily through proactive forecasting and fulfillment. Product or package changes can be quickly handled while your service desk agents and field engineers are freed up for other high-value projects.

Persona alignment: Align business outcomes to key personas in your workforce. Deliver the right support for every employee, with a zero-touch experience based on data-driven insights and persona-led technology.

Cost optimization: Gain flexibility and visibility of your digital workplace footprint and more control over IT spending, from asset deployment through recovery. IT budgets have been strained amid continued capital expenditure and cash flow pressures. Touchless Experience is available via a subscription model, freeing up your budget for core business priorities.

Comprehensive IT support options: Empower employees by giving them multiple ways to connect with the IT support services they need, including expanded hours of coverage. This flexibility can also help minimize shadow IT instances where frustrated employees download noncompliant software on their own without IT guidance.

Diversity, equity and inclusion: Ensure people of all abilities can access IT support options with solutions designed with accessibility in mind.

Seamless IT support for empowered teams



Deliver a streamlined workplace experience to improve productivity and minimize downtime. You can also enhance end-user engagement and simplify device management.

Why Unisys?

Unisys has been recognized by multiple analyst firms, including [ISG](#), [NelsonHall](#) and [Avasant](#), for achievements in the modern digital workplace. The traditional engagement model is no longer suited to meet the technology experience preferences of digital employees. Unisys helps organizations align business outcomes to key workforce personas to support their employees better.

To explore how Unisys Touchless Experience can smooth the device provisioning process during onboarding and ease ongoing IT support for employees, [visit us online](#) or [contact us today](#).



[unisys.com](https://www.unisys.com)

© 2023 Unisys Corporation. All rights reserved.

Unisys and other Unisys product and service names mentioned herein, as well as their respective logos, are trademarks or registered trademarks of Unisys Corporation. All other trademarks referenced herein are the property of their respective owners.