

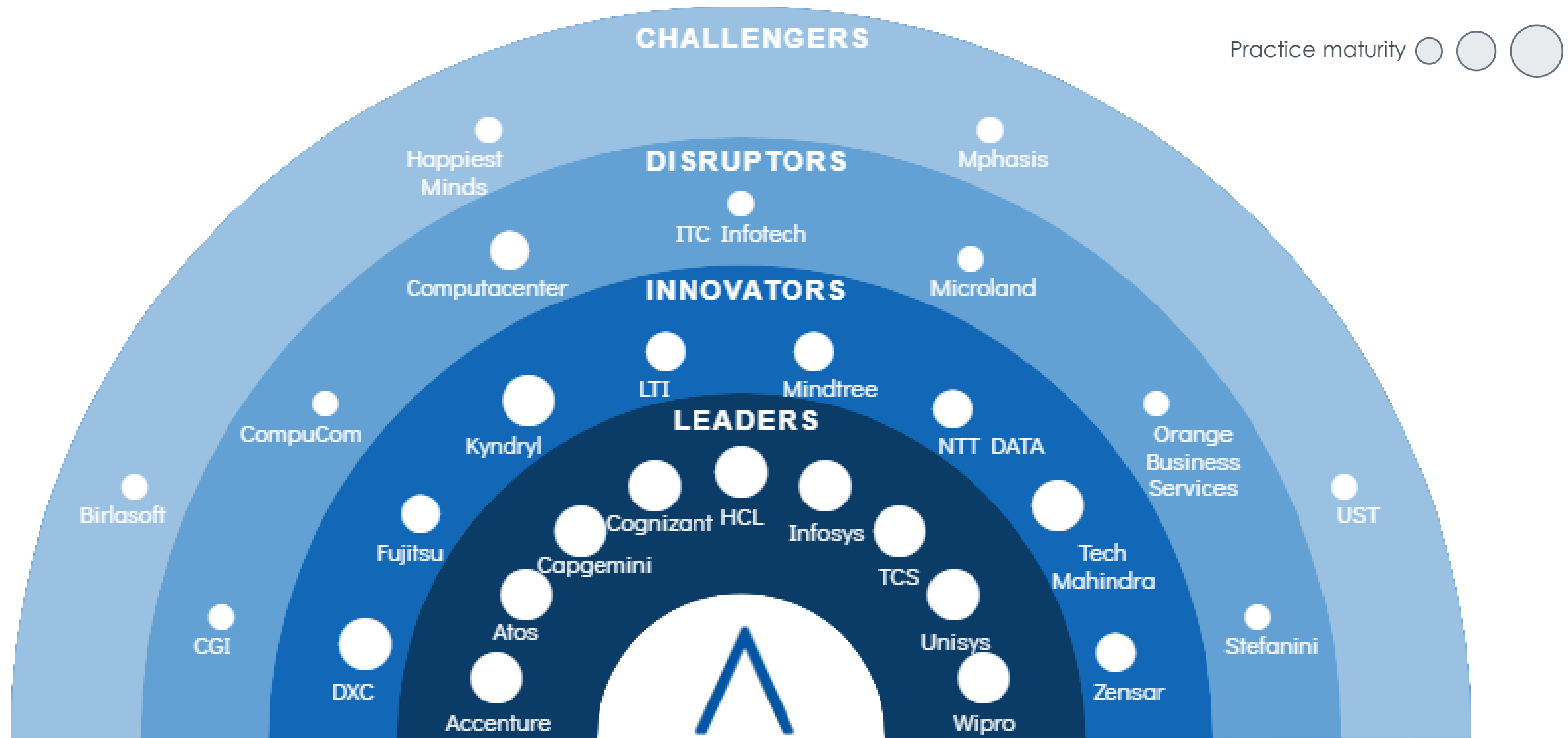
UNISYS

Digital Workplace Services 2022 RadarView

Service Provider Profile

October 2022

Digital Workplace Services 2022 RadarView



Unisys: RadarView profile



Practice overview

- Practice size: 8,200+
- Externally certified resources: N/A
- Active clients: 685+
- Delivery highlights: 3.5M+end users across the globe supported by service desks services

<10% Digital workplace services growth 2021-22	~20% Active client growth 2021-22
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Client case studies

- Identified and implemented 14 XLAs for a Singaporean technology company that wanted to modernize its workplace. Unisys migrated the XLAs to over-the-air device provisioning and deployed PowerSuite and 1E Tachyon to capture device experience, communication and collaboration experience, and the sentiment of employees.
- Leveraged its Managed Employee Experience Service for a global commercial real estate services firm to migrate the client's traditional desktop management to unified device management. It deployed the Nextthink employee experience monitoring platform to baseline employee experience around XLAs and improve employee productivity.
- Implemented digital workplace services for Henkel, including 24x7 support for over 53K end-users across over 70 locations in 13 languages and a walk-in center at the client's headquarters for in-person technology support. This enhanced end-user satisfaction, improved employee productivity and ticket resolution rates, and cut service delivery costs.

Practice maturity ★★★★★

Partner ecosystem ★★★★★

Investments & innovation ★★★★★

Offers comprehensive user experience-led workplace services through a strong set of IPs. Focuses on strategic acquisitions to augment DWS capabilities.

Key IP and assets

- InteliServe™: A workplace automation platform
- InteliApp™: A mobile device management platform
- Stealth: A zero-trust security platform
- Exodus: An enterprise mobile management (EMM) platform
- PowerSuite™: A unified communication and collaboration (UC&C) management platform

Key partnerships

Platform and software partners

Hardware partners and others

Sample clients

- A Singaporean multinational technology company
- A global commercial real estate services firm
- A multinational retail company
- An American media and communications company
- A public sector entity in Australia
- A public sector agency in New Zealand
- Air France KLM
- Henkel

Industry coverage

Aerospace and defense
Banking
Financial services
Government
Healthcare and life sciences
High-tech
Insurance
Manufacturing
Nonprofits
Retail and CPG
Telecom, media and entertainment
Travel and transportation
Utilities and resources

Darker color indicates higher industry concentration: ●●●●●

Analyst insights

Practice maturity



- Unisys offers comprehensive digital workplace services (DWS) through its revamped portfolio, which includes six solution areas: transformation advisory services, seamless collaboration, workplace as a service, intelligent workplace services, modern device management, and proactive experience. It has a strong focus on delivering end-user experience (EUX)-centric DWS with an XLA-based approach, led by its Experience Management Office (EMO).
- Its EMO helps identify and monitor XLAs utilizing telemetry analytics, digital adoption, experience management, automation, and data management.
- Very large (\$1B+ revenue) and large enterprise customers (\$500M+ revenue) accounted for about 95% of its total DWS revenue in FY 2021. Workplace consulting and advisory services constituted 25% of the total revenue. Key industry verticals were the public sector, banking, and business services.
- It extensively leverages its IPs and accelerators in its service delivery, including PowerSuite (a UC&C management platform of Unify Square), IntelliServe (a platform to deliver automation and AIOps in end-user support), Stealth (a workplace security platform), and Exodus (an EMM platform).
- It has incorporated sustainability in its workplace services and helps its customers enable sustainable workplace transformation through its solutions.

Partner ecosystem



- Unisys has strategic alliances with Microsoft, AWS, Dell, and ServiceNow. Leveraging its partnerships with Dell, VMware, and Nextthink, it created an intelligent VDI-as-a-service solution that can be deployed on-premises or on Azure.
- It has formed partnerships with digital experience management and endpoint analytics vendors such as Nextthink, 1E, Medallia, and Qualtrics. With Nextthink and IPsoft, Unisys has created a joint CoE to develop integration among IntelliServe, IPsoft's Amelia, and Nextthink's proactive detection engine. It also partners with XLACollab to create experience-level agreements (XLAs) in its customer engagements.
- Through its partnership with Lenovo, Unisys leverages its ThinkIoT platform to deploy, manage, and support smart building solutions for customers.

Investments and innovation



- In 2020, Unisys sold its US Federal Business for \$1.2B and utilized the fund for targeted acquisitions to augment its DWS capabilities. It acquired Unify Square (an experience management provider for secure collaboration and communication platforms) and Mobinergy™ (a European consulting company for unified endpoint and identity management). It also aims to acquire companies in regions such as EMEA and APAC.
- In the next 12–18 months, Unisys aims to expand and augment the capabilities of its IPs and accelerators, change support services from reactive to proactive and enhance them by leveraging AI, automation, and analytics, and move from XLA 2.0 (measurement of experience based on personas and employee journeys) to XLA 3.0 (augmenting experience with hyper-personalization and advanced OCM features).

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