

Transform from traditional field services to next-gen frontline enablement

Unisys Frontline Field Services



Highlights

Global network of technicians and a centralized warehouse and logistics system

Device deployment, configuration, maintenance, break-fix, recycling and disposal services

Remote assistance and field training via augmented reality

Walk-up support stations, IT vending machines and anytime-accessible asset lockers

A digital experience platform powered by an experience management office

Installations, moves, adds, changes and deinstalls

Smart hands and conference room support

End-to-end life cycle depot services including asset disposition

Optimized dispatch scheduling, traffic routing and device delivery tracking

Frontline workers form the backbone of modern work in healthcare, retail, travel and many other industries. They serve customers directly or work behind the scenes to enhance customer satisfaction. However, to deliver their best, these workers require fast support for hardware and software issues, IT training and device replacement.

The Unisys Frontline Field Services solution enables you to better serve frontline workers with end-to-end asset life cycle management. Unisys provides device installation, configuration, refresh, disposal and recycling along with in-person training and guidance on using devices and applications effectively.

Unisys dispatch engineers offer IT field support at your location or at a physical or virtual tech café. This responsive “smart hands” support covers IT specialties like managed meeting rooms, audio/visual equipment, networking hardware, data center infrastructure, asset lockers and vending machines, and local network outage coordination.

Scale service faster

Gain more-flexible and scalable service delivery through access to a pool of qualified field engineers who can respond to changing needs and demands across locations and technologies.



How you benefit

- **Superior user experience:** Increase uptime and decrease device mean time to repair (MTTR). Resolve technology issues quickly and reduce downtime spent waiting for in-person support to increase employee productivity. Empower employees and minimize disruption with various support channels and convenient options for device replacement, including smart lockers, IT vending machines and virtual tech cafés.
- **Reduced cost and complexity:** Lower the total cost of ownership and increase your return on investment with flexible and scalable pricing models. Diminish the need for costly and time-consuming in-person visits with remote diagnosis repair tools, cloud-based device management and self-service technology options.
- **Decreased risks:** Ensure proper device installation, configuration and maintenance to optimize data security and compliance and reduce IT vulnerabilities. Proactively detect and resolve tech issues before they impact business operations to reduce the risk of downtime, data loss or security breaches.
- **Innovative technologies:** Leverage the latest technologies for employee training and development, including augmented reality and artificial intelligence. Unisys can also deploy and manage smart devices and systems, such as biometric scanners, IoT sensors and smart conference rooms.
- **Global reach:** Gain access to more than 7,300 field technicians in more than 120 countries supported by an expansive network of warehouses, logistics partners and configuration centers. Quickly respond to evolving business needs and changing demands across different locations and technologies with a scalable field services model.



Versatile use scenarios

Deliver efficient, consistent support to on-site, hybrid and remote workers across devices, platforms and locations, such as retail stores, restaurants, offices and warehouses.

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 modern workforces and improve employee experiences. Unisys delivers Frontline Field Services in collaboration with a strong network of alliances, channels and innovation partners for system configuration, device experience, IT service management, analytics, endpoint security, smart connected asset lockers, augmented reality assistance and more.

To explore how Unisys Frontline Field Services can provide devices and IT support for your frontline workers, [visit us online](#) or [contact us today](#). And explore other Unisys solutions, like [Unisys Experience-as-a-Service](#).



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

© 2024 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.