



# Unisys Advanced Digital Workplace Services

Vendor Assessment  
Report Abstract

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## Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for Unisys is a comprehensive assessment of Unisys' digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in digital workplace services.

## Key Findings & Highlights

Managed Workplace Services is part of Unisys' Cloud & Infrastructure Services business. Unisys is placing renewed focus and investment on this part of the business, with a 72% (~\$16m) increase in investment for 2018. Digital Workplace Services is an integral part of the overall portfolio.

In May 2018 Unisys launched a service desk offering, IntelliServe. The offering allows users to access support services across phones, e-mails, websites, videos, chat, service portal, virtual agents, and internal social media channels. An important element of the value proposition of Unisys is to provide context-aware support, based on the user's usage history.

## Scope of the Report

The report provides a comprehensive and objective analysis of Unisys' digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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13 pages

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