



Service Desk 3 H's: Hybrid + Holistic = Happy



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Who are we?



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Unisys World Class Service Desk

24x7 Services

19.7M Contacts annually

11M Users supported

11.6M Automated fixes

12 Global Locations

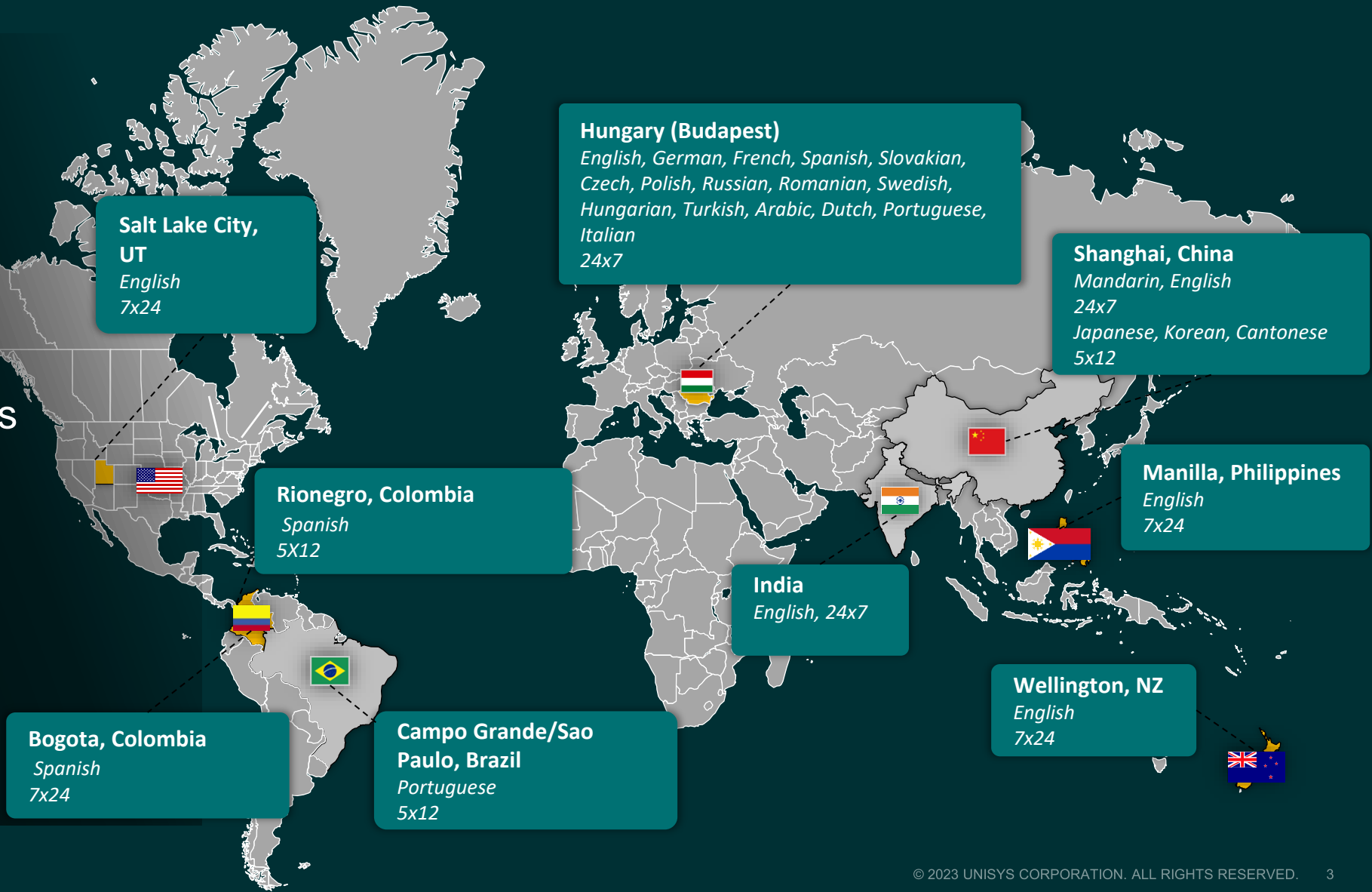
19 Spoken Languages supported

100+ Digital Languages translation

50+ Nationalities

14 XLAs in Production

100% Hybrid Model



This is Our Goal



How do we
achieve
this:

Hybrid +
Holistic



Embrace the chosen working
practise of employees



Never Stand Still



Experience Experience & More
Experience



Focus and Invest in your greatest Asset
– Your People



Adapting to Hybrid Working

- **Hybrid Working is not New, but the adoption has risen exponentially in the last decade including the adoption by industries that previously were “shy” from such practices**
- **Employees’ love of the hybrid work model is clear. But if employers want to reap the benefits of this flexible work arrangement to fuel productivity, growth and retention of top talent, they must optimize their hybrid work environments and empower their workforces. The Service Desk is central to this**
- **Hybrid Work has become THE Work model. In collaboration with HFS Research, Unisys surveyed 2,000 employers and employees in the U.S., U.K., Germany and Australia about hybrid work. About 68% of employers surveyed already have implemented a hybrid work model — and 56% of employees prefer it.**
- **Technology and Tools are invaluable for Hybrid Working. The right technology can make a huge difference in employees’ ability to collaborate and be efficient, the same applies to your service desk operations**
- **Employees will leave organizations that don’t prioritize employee experience - An organization’s physical workspace, company culture and technology deployments all play major roles. They can determine if someone is raving about the company to family and friends and excited to dig into projects or counting the days before they leave for another job.**

Experience Parity for Hybrid Working – What's Important?



Essentials

Supporting Hybrid working means omnichannel Service desk options

Omnichannel is the default, the expected norm and what customers will always expect



Not Just a Nice to Have

Experience is the partner of Engagement

As your users continue working from outside the office for the long run, you need to deliver a seamless employee experience ,enabling them to be just as productive at home as they are in the office.



Great People Great Tools

Provide the correct balance of tech and people... achieving the balance of automation for lower value / lower skill activities and championing your people with high value activities

Leverage automation to empower users to help themselves

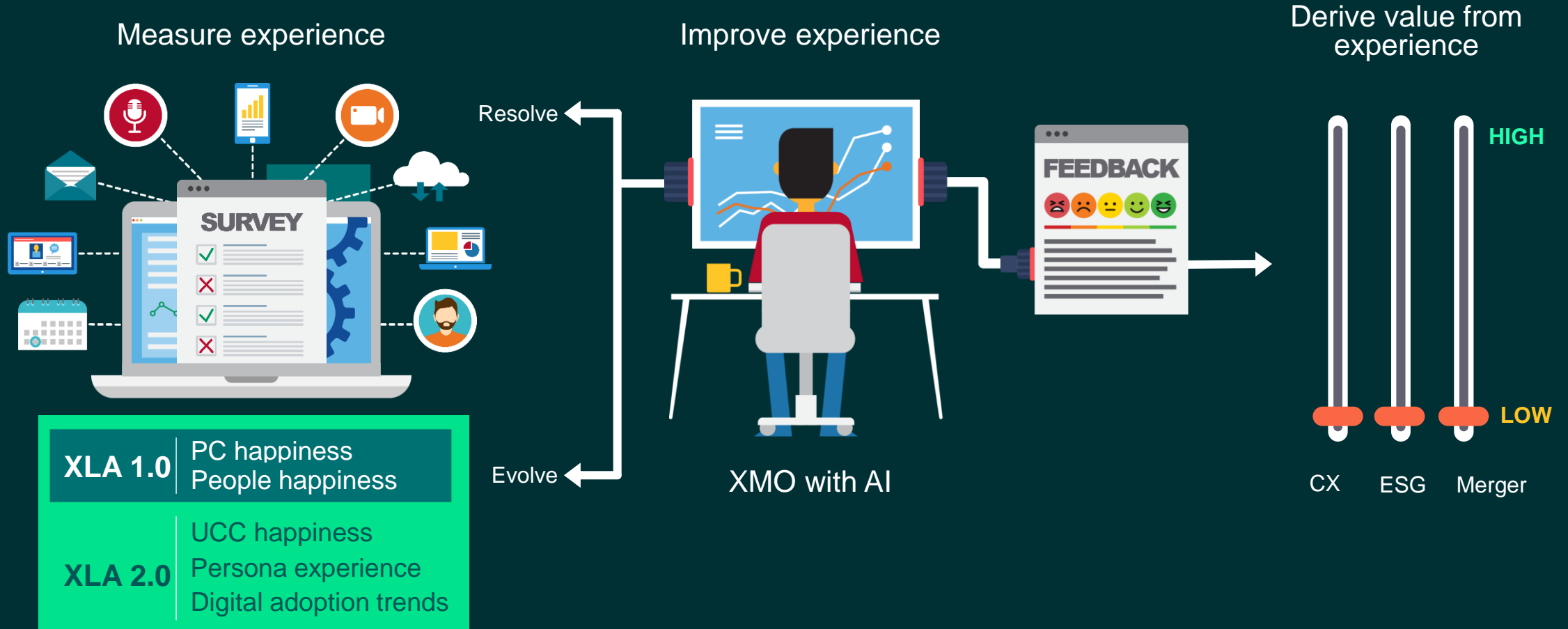


Holistic Experience

Be able to measure experience consistently across all channels

Have the right XLAs to capture experience for all working practises

XLAs – The secret to great employee Hybrid working experience



Poor Experience = More than just Unhappiness

49% of
employees



lose between one and
five hours per week
dealing with IT issues

33% of
employees



believe that security
restrictions have a
high to very high impact
on their day-to-day
productivity

92% of
employees



are willing to share data
if it means IT can
proactively resolve
tech issues

Our People = Our Biggest Asset





HAPPY WORKPLACE

- Employee Assistance Focus
- Premium Health Insurance
- CSR & Volunteer days
- Global AIGs
- Team building, Social nights
- Sport Activities
- Recognition (Celebrate, Standing Ovation, Rising Star Award)

@Unisys #webelieveinbetter

What are we doing?

Career Growth:

- Analyst Bootcamps
- Next Gen Upskilling

Skill Evoluton

Employee sentiment

Continual Innovation

Proactive Experience Management

High Value Work Focus

Improved Associate Engagement

Tools & Technology Roundtables

Investing in your People: Still the Number 1 Priority!





What comes Next?

- Prepare for the Long-term change in Skills of Agents – As Automation expands it's the higher value, more complex incidents that need Agent assistance
- Experience Management will need to continue to evolve and reach deeper into organizations. It's the business holistically that determines the overall experience for an individual
- XLAs will continue to build momentum running side by side with KPIs and SLAs in standard Operations
- Focus on Data – Data driven Service Desk Operations - Most Businesses have a goldmine of data they are underusing
- Companies that master a culture of feedback and passive listening will thrive

Hybrid + Holistic = Happy



Thank you

