Case Study

UNISYS

CUSTOMER PROFILE

Information Technology

WEBSITE

www.unisys.com

LOCATION

Global

BUSINESS NEEDS

- Optimized productivity
- Auditable processes
- Cost and time ef ciencies
- Eliminate integration errors

NICE SOLUTIONS

- NEVA Unattended (Unattended Automation)
- CXone Omnichannel Routing
- Workforce Management

THE IMPACT

- 75% integration automation
- Optimized processes
- 100% protocol adherence
- No data integration errors
- Rapid scalability
- Faster integrations

ON THE NICE SOLUTION

"NICE automation is a key element in our digital transformation strategy to drive the expected speed and experience for our digital workplace customers."

Bobby Arbuthnot
Director of Digital Workplace Services
Unisys

UNISYS | Securing Your Tomorrow™

Streamlining the 'Swivel Seat' with NICE Automation

ABOUT UNISYS CORPORATION

Unisys is a global information technology company that builds high-performance, security-centric solutions for the most demanding businesses and governments on Earth. Unisys offerings include security software and services; digital transformation and workplace services; industry applications and services; and innovative software operating environments for high-intensity enterprise computing.

Unisys delivers service desk and field dispatch services to numerous clients globally, including through its InteliServe™ solution for the user-centric digital workplace. InteliServe includes an integrated suite of best-in-class technologies for omnichannel support, advanced analytics, automation, artificial intelligence (AI), and identity authentication. For its core omnichannel contact center technology, Unisys has integrated NICE inContact CXone, the only cloud-native enterprise platform for the entire range of customer experience applications and solutions.

With more than 3,800 technicians, Unisys supports 17 million service desk contacts annually, and supports 3.5 million devices in 100+ countries. Globally each year, Unisys handles five million field dispatches and 16.1% of contacts are handled by intelligent automation. Unisys has 17 data centers, 13 call centers, 9 NOCs, and 8 SOCs.

Case Study

THE CHALLENGE

Unisys delivers service desk as well as field dispatch services to numerous clients globally, and one integral part of this solution are business-to-business (B2B) tool integrations. These B2B integrations allow it to bridge the gap between a client's environment with various dispatch systems. The challenge is that in some cases, the B2B integration is not seamless due to various factors such as technology limitations and security concerns. This leads to poor utilization of human engineers while retrieving data from one system (such as email or ITSM platforms) and transposing it into another system (such as the field dispatch system). This is known as 'swivel seat' and it is a laborious, time-consuming process that is expensive and error prone.

The business driver behind automating the swivel seat process is to offer a process that delivers a consistent, auditable process at a cheaper cost while eliminating data errors and reducing human interaction.

A key element of providing Unisys solutions to a global clientele is the capability to execute a variety of business-to-business (B2B) service desk and dispatch tool integrations. Successful integrations allow the solutions to operate as intended within a client's environment. In some cases, however, the B2B integration is laborious, time-consuming and lacks seamlessness due to factors such as technology limitations and security concerns.

Unisys sought an auditable process that both reduces data errors and streamlines the workflow. This would ensure that Unisys continued to produce quality, seamless integrations, but with a more consistent and less costly outcome.

THE SOLUTION

Initially Unisys focused on automating the routine aspects of the swivel seat workflow to drive integration consistency, accuracy, cost-effectiveness and speed. Considering the company's decade of experience with NICE products and services, it was only natural for Unisys to approach NICE for a tailored automation solution.

NICE Robotic Process Automation (RPA) provides server-based robots to automate complete processes, with no need for human intervention (unattended automation), as well as robots that assist employees in their tasks (attended automation). Processes vary by industry and role, but NICE RPA includes a centralized robot management tool that monitors the health of the system and allocates robotic resources based on real-time company needs. The solution also seamlessly integrates with other NICE and third-party workplace applications.

Defining Goals and Learning from Experience

Unisys sought options to set an aggressive automation execution timeline through marrying its world-class dispatch operations and technical field engineering expertise with a strategic partner possessing enterprise-level RPA tools and implementation expertise. The partnership needed to be able to manage unrealistic timelines due to a lack of knowledge regarding the actual complexity of individual swivel seat processes, the infrastructure required to automate, and the robotic solution itself. After evaluating options, Unisys selected NICE for support. With open communication, Unisys, NICE and its global robotics integration partner Servion worked together to analyze the account environments, workflows and toolsets, and to establish a prioritized action item list.

Unisys identified targeted accounts involving dispatch process points within the organization that employed a high number of full-time employees for manually processing data in the swivel seat. The end-to-end process was captured and analyzed, and all the actions taken by each employee involved were converted into a robotic workflow with NICE RPA.

The swivel seat has been reengineered to incorporate unattended robotic automation for handling most service desk integration data. The exceptions, defined as missing or incorrect data, get escalated to a live engineer to process manually. These escalations are also documented and tracked to identify areas of improvement for the robotic workflow, data input standardization, escalation procedures, and process changes.

The Impact of Automation

NICE RPA robots currently process 75% of Unisys swivel seat integration data on the Unisys targeted accounts, escalating 25% to human engineers for additional information and routing. The result has been continued process re-engineering, data standardization, identification of areas for employee improvement, and increased efficiency.

Unisys has also benefited from greater swivel seat speed, output and accuracy with NICE RPA.

- Robots are four to five times as fast as the average employee and can work around the clock.
- The risk of human error is mitigated and adherence to defined data integration protocols is absolute.
- Swivel seat activity can be quickly scaled up as needed without the need for training additional employees.

Ready for More Robots

Having seen the initial results of NICE Robotic Process Automation, Unisys plans to increase automation as processes improve, data is further standardized, and the business process involved is stabilized.

NICE and Servion have noted that automation of the Unisys swivel seat opened the door to continuous improvement. The company will be able to identify other automatable processes, which will provide insight into additional areas in which productivity can be improved.

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.

www.nice.com

NICE

Make experiences flow