



Use case

Unisys and Freshworks

Delivering AI-powered service management at enterprise scale

AI has elevated what service desks can deliver. Employees get answers the moment they ask. Agents focus on work that genuinely needs them. And IT leaders gain visibility to get ahead of problems before employees feel them. Unisys and Freshworks make this possible — combining Freddy AI, Freshworks' built-in AI platform, with Unisys' expertise in implementation and managed services so your service operation gets smarter with every interaction.

Scenario



Organization size and scope:

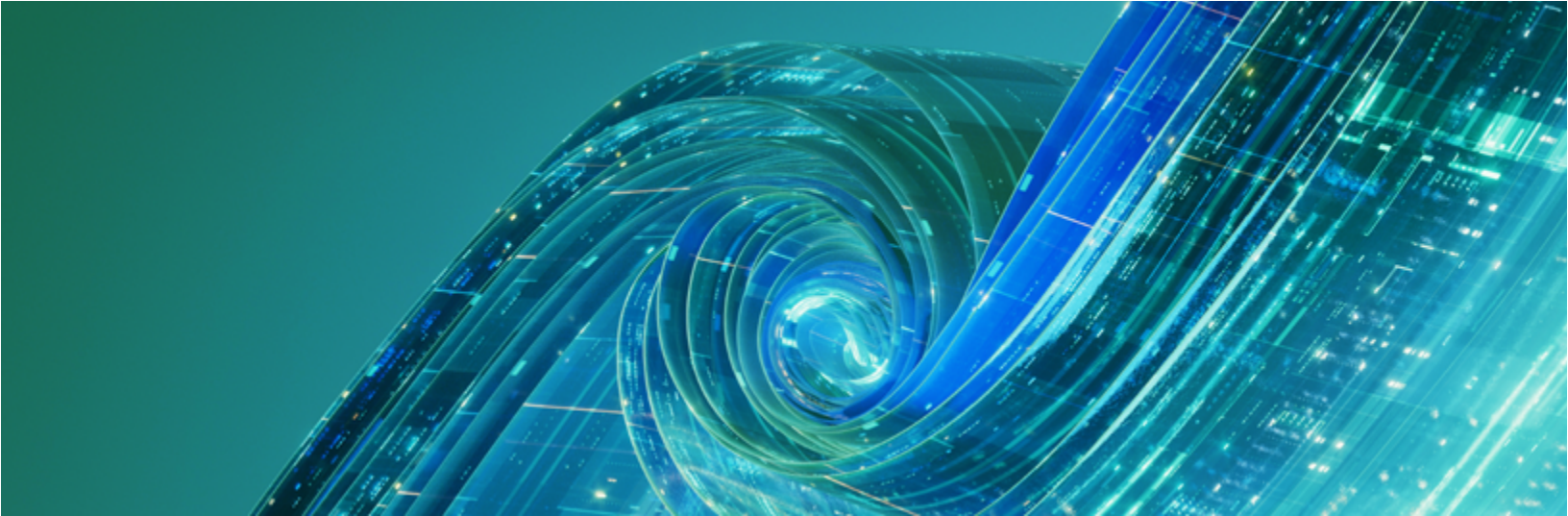
Global enterprises with high-volume service desk operations and distributed workforces



Objective:

Reduce resolution times and costs through AI-powered automation while improving the employee support experience

Many enterprise service desks were built for a different era: one ticket, one agent, one queue. As request volume climbs and teams spread across time zones, that model strains. Agents spend their day on password resets instead of issues that need human judgment, and leaders lack a clear view of where service is breaking down. The opportunity is to give the service desk the intelligence to resolve the predictable — so people can focus on high-value tasks.



How Unisys and Freshworks deliver value

Unisys and Freshworks combine intelligent automation, self-service, and proactive issue detection — with the consulting and managed services expertise to implement and sustain the platform at enterprise scale.

- **Faster time to value:** [Unisys Enterprise Service Management](#) guides organizations onto Freshworks with implementation and change management handled end to end.
- **Configured for your context:** Unisys leads with a consulting and maturity assessment so the platform reflects your processes, not a generic configuration.
- **Always-on self-service:** AI resolves common requests like password resets and access provisioning through chat the moment employees ask, without an agent in the loop.
- **Faster agent resolutions:** AI surfaces suggested responses, summarizes ticket threads, and recommends fixes from prior resolutions, cutting time spent per case.
- **Issues caught early:** Service desk data is scanned continuously for emerging patterns, so IT can investigate spikes before they affect productivity.
- **Continuous improvements:** Ongoing governance, optimization, and reporting — through fully managed, co-managed, or advisory models — keep performance on an upward track.

ROI potential

Unisys and Freshworks deliver faster results, lower costs, and better employee experiences — without the complexity of a traditional ITSM overhaul. Outcomes include:

- Higher first-contact resolution through AI that handles routine requests without agent involvement
- Faster response and resolution times, so agents focus on work that requires their expertise
- Lower service desk costs as automation reduces ticket volume across every tier
- Reduced implementation risk through Unisys-led change management and adoption support
- Improved employee experience with instant, consistent support across every channel
- Greater visibility into service performance, trends, and outcomes that matter to the business

To learn more about how Unisys and Freshworks can help you build AI-powered service management for your organization, visit our [website](#) or [contact us](#).



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