

Enabling Employees to Maximize Development, Production and Delivery of Flow Control Solutions to Highly Volatile Energy-Related Markets



The Business Challenge.

Enhance staff productivity, absorb increased staff acquired as part of M&A activity, and reduce associated costs.

The Solution.

End User Services, including Service Desk, Field Support, and Remote Network Monitoring Services support in 8 languages across 6 Managed Service Centers; supporting ~11,000 employees in over 40 countries.

Results and Benefits.

- Exceeded the target of 90% first call resolution rate, ensuring reliable services to customers
- Provided a fully predictable and budgeted cost for End User Support, allowing the client to focus on more volatile investment-related areas that are directly affected by fluctuating oil prices

“The industries we serve are highly competitive, and Unisys’ services give us an edge. Through its comprehensive service management and innovative analytics capabilities, Unisys helps us get the right services to the right people in the right way so they stay consistently productive while delivering predictable cost efficiencies that enable us to make key IT investments for our future.”

Tim Hostman
VP - IT Operations & End User Services
Flowserve

For more information visit www.unisys.com

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