GSA -Google Form

How would you provide a solution for our proposed requirement? (limited to 1800 characters, including spaces and punctuation) \*

In our digital world, employees expect mobility, self-reliance, and the freedom to choose whatever optimizes their productivity. Unisys works with clients to transform their end-user collaboration platforms, services, and productivity solutions into a modern, cloud-based, mobility-enabled digital workplace. Through an automated and integrated service delivery platform, our services continually improve the end user experience and empower users. As a result, users enjoy an optimized experience and organizations gain efficiency, reduced operating costs, and enhanced competitiveness, all without compromising productivity, control, compliance or security.

Our solution is to transform, engage and empower the digital workforce by adopting the following approach

1. Developing a customized digital workplace strategy and roadmap
2. Design and build solutions that best fit each business, meeting current and future digital initiatives
3. Maximize user/customer satisfaction with the least disruption possible
4. Deliver solutions that meet strict security or regulatory requirements
5. Provide complete support every step of the way
6. Deliver an integrated digital user experience;

How would you improve our ask/address any potential gaps in our proposed procurement? (Limited to 1800 characters, including spaces and punctuation) \*

The current procurement discussed the scope addressed just a tool to be implemented based on our experience in delivering this across many customers(State of Pennsylvania-100,000+ users,GSA- 18,000+ users, City of Chicago-28,000+ users..etc) we recommend to include OCM as part of this procurement that will mitigate the risks and including Key Performance Indicators (KPIs) to measure how collaboration enables better service delivery.

Is there anything else you think would be useful for us to know or consider? (limited to 500 characters, including spaces and punctuation) \*

We would recommend including Omni channel, automation and advanced analytics technologies to your users basked by expert virtual and live agents providing personalized support. In addition applying phased approach including best organization change management for this transformation will enable seamless adoption