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Next-generation technologies for a next-level workplace

A comparative guide to overcoming traditional hurdles

Explore how next-gen tech transforms workplace challenges, from email lockouts to device replacement. With side-by-side comparisons, this guide demonstrates how to pivot from traditional methods to innovative solutions. Learn how to elevate efficiency and employee satisfaction in your organization.

	Traditional approach	Next-gen approach
Accountant's lockout dilemma	After being locked out of their email account, an accountant files a support ticket and twiddles their thumbs, not expecting a response for several hours — killing productivity.	A next-generation service desk fortified with artificial intelligence (AI) and machine learning capabilities proactively detects and fixes issues before a ticket even needs to be filed. For anything more complex, users can opt for immediate assistance through an array of convenient channels.
Field services engineer's hardware hurdle	In need of a new corporate tablet, a field services engineer submits a service desk request and waits for IT to deliver a new device to be configured in person at the office, halting their workflow and impacting client service.	The engineer swaps out the faulty device for a preconfigured one at a tech café or IT vending machine at an office location or even via a smart locker near the customer site — ensuring minimal downtime.
Factory worker's reporting roadblock	An assembly worker needs to report malfunctioning equipment on the manufacturing floor. The employee scours the factory floor to find a supervisor and initiate a report.	The frontline workforce is equipped with devices and tools enabling secure on-the-go communication, access to role-specific documentation and seamless automated workflows, making issue reporting a breeze.
HR's onboarding obstacle	In an attempt at efficiency, HR administers a one-size-fits-all onboarding experience for all new hires and distributes annual employee engagement surveys to gather qualitative feedback.	HR and IT craft persona-based onboarding experiences utilizing iterative feedback loops and adaptive platforms to continually refine the employee onboarding journey and ongoing workforce engagement.
CTO's modernization maze	IT deploys a mishmash of technologies, tools and systems, creating operational silos and redundant spending.	IT harnesses traditional and generative AI technologies to gather, analyze and contextualize data into dynamic insights, identifying opportunities to streamline operations and reduce costs.

Redefine your digital workplace

Discover how you can leverage next-generation technologies to propel your business forward:
http://www.unisys.com/next-gen-AI-workplace