NICE · CXone

Case Study

Unisys

UNISYS | Securing Your Tomorrow™

Unisys Offers Cutting-Edge Managed Services with NICE CXone

ABOUT UNISYS

Unisys is a global information technology company that solves complex IT challenges for some of the world's largest companies and government organizations. Its popular managed service, InteliServe™, transforms the traditional service desk into an intelligent, user-centric experience. Unisys customers from a variety of industries, including government, financial services and commercial markets, depend on InteliServe to help their clients resolve service desk inquiries and customer service issues. More than 4,000 Unisys agents at 16 global service desk locations handle over 18 million InteliServe contacts annually.

CUSTOMER PROFILE

Unisys is a global information technology company focused on solving complex IT challenges.

WEBSITE

www.unisys.com

NICE CXone SOLUTIONS

- CXone Omnichannel Routing
- Advanced Chat for CXone
- CXone Reporting
- CXone Workforce Management

RESULTS ACHIEVED

- Reduced deployment time for new service desk implementations by 50%
- Increased agent productivity by 10%
- Improved the customer experience
- Reduced costs by shifting from a CapEx to OpEx model

ON THE NICE SOLUTION

"NICE CXone's consistent reputation among analysts and customers gave us the confidence that CXone could deliver what we needed."

Bobby Arbuthnot
Director of Digital Workplace Services
Unisys

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THE CHALLENGE

Before Unisys adopted CXone, InteliServe was a multichannel environment that used different toolsets from multiple vendors. Juggling a mix of different tools was a hindrance to InteliServe's growth and made it difficult to deliver an outstanding customer experience. The unwieldy combination of on-premises and cloud-based tools also created troublesome maintenance issues and limited Unisys' ability to effectively manage its worldwide team of agents.

"We couldn't get where we needed to be with our old mix of contact center solutions from different vendors," explains Bobby Arbuthnot, Director of Digital Workplace Services. "We needed deeper visibility into key metrics that answered questions such as 'What are our agents working on?' 'Where are our contacts coming from for emails and chats?' Since we were using multiple tools, it was very difficult to get those answers. It was clear we needed a unified, omnichannel cloud contact center solution in order to eliminate those roadblocks."

"We wanted to work with a company that could support our future growth with innovative functionality," he says. "Unisys is constantly looking ahead in the future to ensure we stay competitive. We needed a strategic contact center solution partner that could keep pace with us, the technology and our customers."

THE SOLUTION

Unisys had two significant goals for implementing a cloud-based solution: Reducing costs while keeping pace with market changes and delivering an outstanding omnichannel experience. After an extensive search, Unisys chose NICE CXone as the cloud contact center platform to unify its global network of service desks.

"We felt CXone would help us optimize costs and centralize all of our channels while still being innovative," says Bobby. "NICE CXone's consistently strong reputation among analysts and customers gave us the confidence that it could deliver what we needed."

As a happy byproduct of rolling out CXone to multiple customer sites, Unisys also developed a repeatable onboarding process that reduced deployment time by 50%. "We often bring on new clients that want to spin up 300–400 agents," explains Bobby. "We need to quickly deploy those clients, and since CXone is a centralized, unified platform, it's easy to do that."

"Our supervisors can also now make some quick system changes themselves, such as tweaking call flows or routing queues, because CXone is very easy to modify. That reduces our resource costs, because we no longer need to have an expensive telecommunications engineer make these updates."

Productivity jumps 10% with skills-based routing

By implementing skills-based routing in the CXone Interactive Voice Response (IVR), Unisys' agent productivity jumped 10%. "CXone helps us route interactions based on our clients' requirements," explains Bobby. "We now have far more flexibility to set up routing across our global teams. Interactions are matched with the appropriate agent more quickly, which has resulted in a productivity increase of 10%.

" Reducing costs has also been a positive business outcome of centralizing InteliServe on CXone. "We were trying to shift our legacy capital expenditures to an operating expenditure model," Bobby says. "Since CXone is cloud-based, we've eliminated many expensive hardware costs, and we pay only for the services we actually use."

Strategic partnership is strong selling point

The partnership between Unisys and NICE CXone has been a strong selling point when Unisys is working with potential new clients for its managed services offering.

"I can point to the fact that analysts consistently rank NICE CXone as the market leader," says Bobby. "NICE CXone has many high-profile customer references and a strong global presence. It is also certified through the rigorous Federal Risk and Authorization Management Program, which reflects that it has one of the most secure environments available to contact centers. Those are solid selling points to our potential customers."

"We're committed to our strategic partnership with NICE CXone," Bobby continues. "CXone helps ensure that InteliServe is the best managed services offering—both now and into the future. With CXone, our ability to scale and execute at speed has increased significantly."