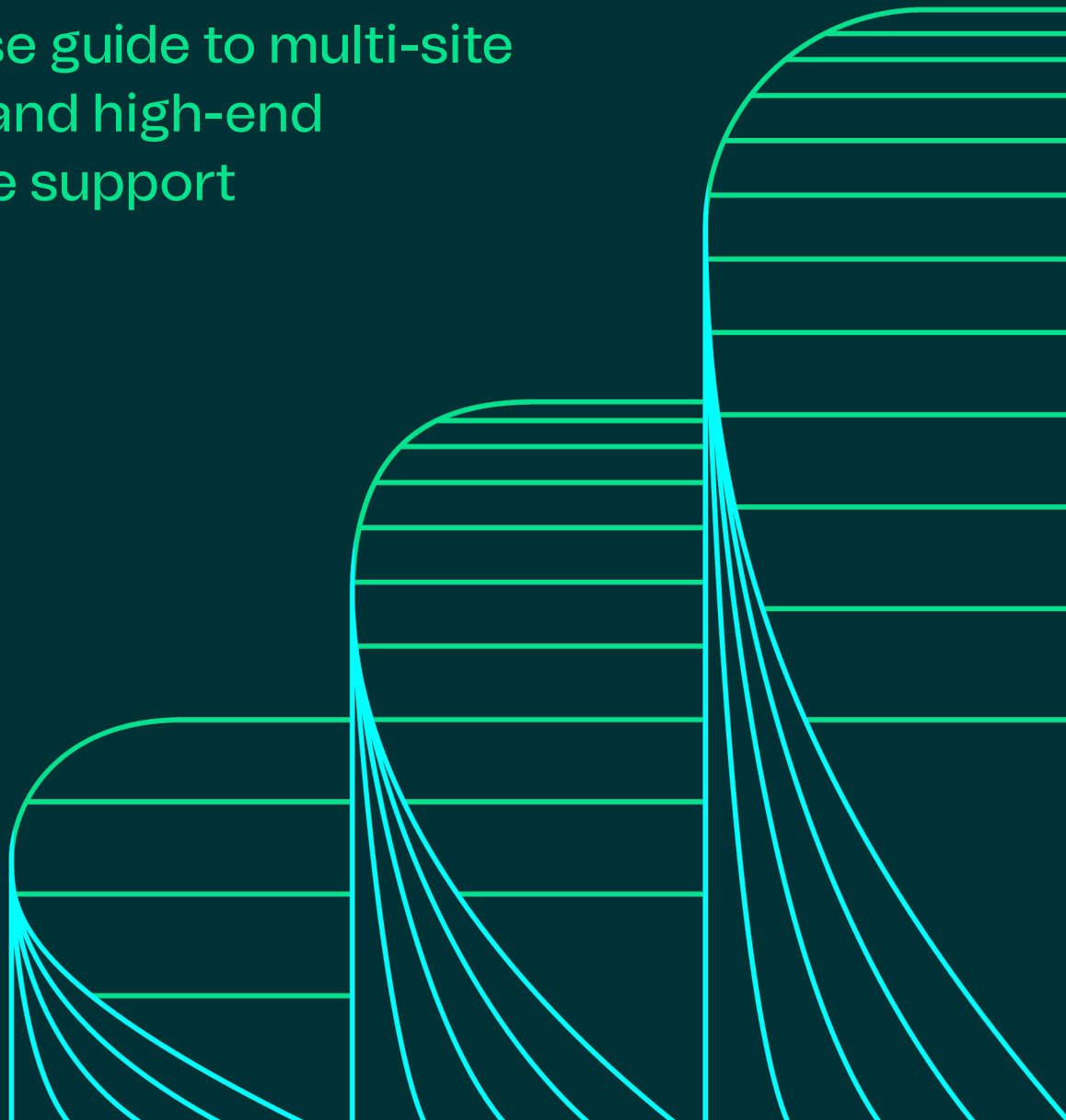


# AI-powered frontline support at scale

The enterprise guide to multi-site deployment and high-end infrastructure support



# How enterprise IT teams execute at scale and protect what matters most

## The reality of field services at scale

Managing distributed locations, complex infrastructure, and teams across time zones is serious operational work — and the bar keeps rising. More sites, tighter timelines, more critical systems with less tolerance for error.

This guide covers two of the places where that pressure shows up most: deploying technology consistently across multiple locations and protecting the high-end infrastructure your production environments depend on every day.

## Section 01

# Executing across hundreds of locations



Multi-site IT deployment at scale is a precision operation. When a rollout spans 300 locations or 3,000, the difference between a clean go-live and costly disruptions comes down to the planning that happens before a single technician steps through a door.

### Preparation: Where execution is won or lost

The goal is to address potential disruptors before they surface: incomplete site data, staging errors, and scheduling gaps that multiply across hundreds of locations. That means working through the same preparation sequence at every location with enough structure to absorb the unexpected. The process covers three steps:

1

#### Site readiness assessments

Before scheduling starts, each location is evaluated for infrastructure compatibility, physical access requirements, network dependencies, and site-specific constraints. Nothing at go-live should be a surprise.

2

#### Equipment staging and logistics

Devices are configured, tested, and inventoried before they ship. Each site receives exactly what it needs, when it needs it — pre-staged to reduce on-site time and eliminate avoidable errors.

3

#### Phased scheduling

Rollouts are sequenced with defined criteria for when to proceed, when to pause, and when to escalate. Escalation protocols are documented before they're needed, not improvised in the middle of a live deployment.

### Execution: Consistency at every location

Once a rollout is live, centralized oversight keeps every site on the same standard. Operations teams get real-time visibility across all active locations simultaneously — live site-level status, not a summary report generated after the fact. Every completed site produces an auditable record of what was done, where, and when.

# A national bank with 300 branches

## The situation

Consider a national bank that needs to deploy updated hardware and software across 300 branch locations within a strict compliance window — while live banking operations, active security requirements, and dozens of regional stakeholders all remain in play.

## The solution

Pre-work with Unisys begins 10 weeks before go-live. Site assessments identify any locations needing remediation before equipment arrives. Devices ship in regional batches, and AI-powered dispatch with Salesforce Agentforce matches technicians to each location based on certification, proximity, and availability before the first branch is touched.

## The result

All 300 branches are completed within the compliance window. Full proof-of-completion documentation is available within 48 hours of the completion of the final site.

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**300**  
branch locations

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**4**  
regional deployment waves

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**48**  
hours to full proof of completion

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Multi-site deployment is a discipline. Holding consistent standards across every location, simultaneously and at scale, is what separates a successful rollout from a disruption to daily operations.



## Section 02

# When the infrastructure can't go down

The servers, storage platforms, and data center environments running your core operations can't wait for a response plan to be figured out mid-incident. When the right expertise and parts are already in position, even a 2:39 a.m. failure becomes a manageable event.

**Here's what that looks like in practice:**

• 2:39 a.m.

A mission-critical server failure triggers an automated alert at a manufacturing facility.

• 4:15 a.m.

A certified field technician arrives on-site with the correct replacement components.

• 6:58 a.m.

Production systems are fully operational before the first shift begins.

That resolution is the product of an original endpoint manufacturer (OEM) partnership deep enough to put the right certified technician on-site, fast.

## What readiness looks like

What makes a response like that repeatable across every incident, every environment, and every hour of the day hinges on four factors:

### The right technician for your environment

Certified expertise on the specific hardware in your environment means faster diagnosis, fewer escalations, and incidents that get resolved before they become production losses.

### Parts on-site and ready to deploy

Pre-positioned components mean the technician who arrives has the tools necessary to resolve an issue on the first visit — no need to order the correct parts and return later.

### Current training on current hardware

Enterprise platforms evolve. A technician certified on today's PowerEdge XE or PowerMax performs at a fundamentally different level than one working from training completed two hardware generations ago.

### Built-in prevention

Scheduled firmware updates, hardware health checks, and timely component replacements address failure conditions before they become incidents. Fewer 2:39 a.m. calls, not just faster ones.

## What high-end infrastructure support covers

High-end infrastructure support is built around one goal: keeping critical systems available, whether that means responding to an unplanned failure or preventing the conditions that cause one. This type of support typically covers:

- Emergency and break/fix response
- Installation, moves, additions, and changes (IMAC)
- Hardware decommissions and data erasures
- Firmware and BIOS updates
- Storage expansion and reconfiguration
- Preventive maintenance and hardware health checks
- Root cause analysis and post-incident documentation
- GPU stress testing

That work plays out across some of the most demanding and regulated environments in enterprise IT:



Production data centers



Disaster recovery sites



Secure and regulated facilities



Customer on-site, remote, and colocation facilities

### USE CASE

## A manufacturing facility with production-critical systems

### The situation

Consider a manufacturer that runs production-critical systems on high-end Dell server and storage platforms. An unplanned outage at any hour stops the line — with direct consequences for output, contracts, and cost.

### The solution

Unisys provides 24/7 high-end infrastructure field services covering on-site response for hardware failures, planned upgrades, and scheduled preventive maintenance. AI-assisted diagnostics identify the fault before the technician arrives, and agentic AI dispatch puts the right certified technician on-site with the right parts.

### The result

Faster incident resolution, fewer unplanned outages, and production systems that keep pace with the demands of continuous operations — so the line keeps running.

24/7

on-site response

<2 hours

alert to resolution

95%

first-visit fix rate

## Section 03

# The same standard, every time, everywhere



The discipline behind multi-site rollouts and the expertise behind high-end infrastructure support only hold value when they're consistent – across geographies, across environments, and across the thousands of individual service events happening on any given day.

Getting there takes a repeatable operating model, real-time visibility, and OEM partnerships deep enough to put certified technicians and the right parts on-site, every time.

That's exactly what Unisys Field Services teams deliver across more than 100 countries: the same preparation discipline, the same centralized oversight, the same certified response for high-end infrastructure. And because it all comes from a single partner — field services, device management, and service desk support — the complexity of managing multiple providers disappears. Scale without consistency is just complexity. So is a vendor list.

### By the numbers

**7,300+**  
field technicians

**95%**  
first-visit fix rate

**100+**  
countries covered

**290**  
warehousing centers

**126**  
languages  
supported virtually

**10.2M**  
endpoint devices  
managed

### AI-powered technology that holds the standard

Unisys Field Services are built on a connected layer of AI capabilities — working across dispatch, diagnostics, and resolution to keep response times short and outcomes consistent.

#### AI dispatch

Salesforce Agentforce, agentic AI-powered dispatch, matches technician certification and location to each service event in real time.

#### AI diagnostics

Fault identification begins before a technician arrives on-site. By the time boots hit the floor, the problem is already narrowed.

#### AI field assist

An AI assistant travels with every technician — answering knowledge base queries, analyzing on-site photos, and translating in real time.

## Need it delivered under your brand?

All of it — multi-site deployment, infrastructure support, every technology listed above — can run under your brand. From the moment you sign on, every capability Unisys Field Services has built becomes yours to offer: no additional investment, no ramp-up period, no gaps in coverage. Your clients see your uniforms, your signage, your service. Unisys operates behind it.

### **Your brand, everywhere it counts**

Branded tech cafés, smart lockers, IT vending machines, and on-site technicians — presented in your company colors, at every location.

### **Global reach, ready to scale**

7,300+ technicians across 100+ countries, with warehouses, logistics partners, and configuration centers already in place.

### **The full capability set, your name on it**

AI-powered dispatch, AR assistance, advanced infrastructure support, and liquid cooling systems — all delivered as an extension of your brand.

## Let's build something together

**As your operations grow, so does the opportunity to raise the standard — more locations served consistently, more critical infrastructure protected, more of your team freed to focus on what's next.**

That's the kind of work Unisys Field Services teams show up for. Day shift and night shift, location 1 and location 500, across more than 100 countries.

Let's talk about what that looks like for your organization.

Connect with a [Unisys specialist](#) or [visit our website](#) to learn more.



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