



Client story

Global biotech leader streamlines IT

Next-gen service desk and cloud solutions cut costs and expand IT support

Client overview/Vision

- Global biotech innovator seeks to expand patient access to FDA-approved medicines while reducing IT barriers to innovation
- Enterprise technology strategy needs streamlining to support rapid global expansion

Challenges/Objectives

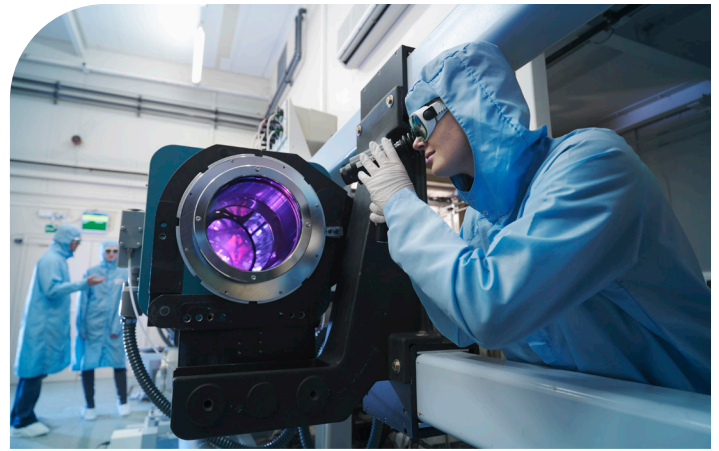
- Meet the technology support needs of 14,000 employees using 25,000 laptops and desktops, 14,000 mobile devices, 5,700 cloud PCs (virtual desktops) and thousands of other assets
- Streamline a disparate landscape of multi-cloud solutions and reduce the cost of data center management
- Help employees take full advantage of enterprise software and workplace tools such as Microsoft Office 365 by better integrating them into operations

Solutions:

- **Digital workplace solutions**, including:
 - **Unisys Next-Generation Service Desk** to streamline IT support experiences and reduce disruptions to work for employees
 - **Unisys Field Services**, including nine tech cafés (walk-up support stations), to transform field services and reduce costs
 - Services for endpoint, security, asset management, mobility management, unified communications and collaboration and management of the company's Microsoft Office 365 solutions, including SharePoint support for 175 sites

The biotechnology leader's objective was clear: transform IT operations to match its innovative spirit. This meant streamlining global operations through automation, consolidating and optimizing cloud assets and enhancing security while reducing costs. Critical to success would be implementing change management to ensure adoption across its growing enterprise.

- **Unisys Experience-as-a-Service** to manage experience management office operations
- **Unisys Enterprise Service Management** and global delivery services for major incident, problem management, service-level management, request management, life cycle management, asset and configuration management and project management
- **Cloud and cybersecurity solutions**, including:
 - Network operations; network security; compute platforms (Windows, Linux, backup and storage); digital identity and access management; Active Directory engineering; data center support; cloud operations; capacity management; disaster recovery for 2,500 Wintel OS, 480 Linux OS, 30 Unix OS and 300 Hypervisors; 7,300 TB of allocated storage; backup for 3,000 servers and managed network services (MNS) for WAN across 7,500 remote user accounts
 - **Cloud AI solutions** to streamline operations and automate service delivery



Removing IT barriers to life-saving research

For 35 years, this biotechnology leader has transformed scientific breakthroughs into FDA-approved treatments for serious diseases, from cancer to rare conditions. With recent global expansion into five countries and plans for five more, outdated technology threatened to slow their mission of bringing medicines to more patients worldwide.

Scaling without compromise

The company faced mounting technology complexity as it supported 18,000 global employees across multiple devices and platforms. Managing fragmented multi-cloud solutions was becoming increasingly expensive while rising employee expectations for seamless digital tools added pressure. During this rapid expansion, maintaining security and compliance was paramount.

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The company sought a technology partner that could do more than deploy a new IT service desk or optimize cloud operations. This partner would also need to provide organizational change management that could get everyone on board with digital transformation. Its priorities included enabling seamless operations globally, adopting an automation-first approach, consolidating its assets, optimizing cloud costs and enhancing security, compliance, business agility and transformation.

Modernizing IT to accelerate scientific innovation

Building on a decade-long partnership, the biotechnology company expanded its engagement with Unisys to create a comprehensive technology transformation. The goal: free researchers to focus on life-saving treatments by eliminating IT friction.

Why Unisys?

- Nearly 10 years of successful collaboration with Unisys as a partner that already understands the company's IT environment
- Proactive change management that uses predictive analytics to identify employees' potential challenges with new technology and processes

Results and benefits

- Helped employees focus on patients by reducing disruptions to work
- Scaled and optimized multi-cloud operations to cut costs
- Created automated solutions for specific use cases, such as automatically updating
- Boosted security and stability by increasing asset visibility and automating many IT processes

18,000 users benefiting from enhanced service desk experiences

39,000+ devices supported (25,000 computers and 14,000 mobile devices)

9 tech cafés delivering on-site support globally

Comprehensive service transformation

The new [Unisys Next-Generation Service Desk](#) and [Unisys Field Services](#) now support 14,000 users through multiple channels. Nine tech cafés provide walk-up support globally, while virtual services connect employees with experts on demand. Enhanced service management streamlined everything from incident response to asset life cycle management.



Enterprise-wide cloud optimization

A modernized infrastructure now handles a massive scale: 2,500 Intel OS, 480 Linux OS, 30 Unix OS and 300 Hypervisors. With 7,300 TB of storage and backup for 3,000 servers, the system supports 7,500 remote users. New cloud AI/AIOps capabilities prevent disruptions through automated service delivery.

Delivering global impact through optimized IT

The biotechnology company's transformation delivered measurable results across its enterprise, from enhanced employee experiences to significant cost savings. Every minute saved on IT issues means more critical research and treatment development time.

Streamlined service delivery

The Next-Generation Service Desk and Field Services transformed daily operations with personalized, proactive support. Enhanced asset management provided greater visibility into hardware and software, while automated documentation prevented service disruptions. The XMO operations improved asset retrieval processes and policy compliance through streamlined AI-powered hardware asset management.

Practical innovations driving efficiency

A prime example of practical innovation is the automated solution for conference room management. By automating password updates across 300 meeting rooms, the company saved 150 hours and \$20,000 in field service costs by avoiding an in-person visit by a field technician. The solution was deployed in phases to minimize disruption while maintaining security requirements.

Enhanced security and collaboration

Automated device updates and streamlined IT processes strengthened enterprise security. Microsoft 365 services enabled seamless collaboration across physical and digital spaces, enhancing productivity across business units. Together, these improvements keep the company's global workforce connected, secure and focused on its mission: developing life-changing treatments for patients worldwide.

Advancing innovation through AI

Building on its successful automation initiatives, the biotechnology company is expanding its use of AI technologies. Plans include implementing generative AI to automate routine IT tasks and enhance predictive analytics for capacity planning. These advancements will help IT teams prevent system issues, optimize resource allocation and focus on strategic priorities that support the company's research mission.

To explore how Unisys unlocks new ways to work smarter, promotes profitability and builds resiliency, visit us [online](#) or [contact us](#) today.



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