

From apps to employee experience: Real-world examples of AI-inspired success



Technology success stories with business outcomes are popular for a good reason. They're interesting. They're inspiring. And, perhaps most importantly, they're instructive.

To further their business objectives, organizations are leveraging technology like AI, cloud computing, microservices, large language model chatbots and automation. These technologies can drive tremendous progress, helping companies achieve their goals while serving as powerful levers toward greater innovation.

In fact, technology has completely reshaped the business trajectory for numerous companies, speeding up product launches, informing competitive analysis, and supporting enduring objectives like increasing productivity.

Four of technologies' most powerful ways to drive transformation in your business

1. Modernizing applications

From the beginning of digital transformation (around 2007) to now, organizations have striven to become more agile and mobile. Moving to the cloud has been a major part of many organizations' journeys toward these objectives. Success tastes all the sweeter when overcoming a major business challenge.

A leading provider of automated testing equipment struggled with a common issue — embracing digital transformation despite an aging IT infrastructure. With a tangle of more than 190 applications, each with complex dependencies, this organization urgently sought a complete IT infrastructure overhaul and digital transformation.

The testing equipment provider also needed a total assessment for how to transform its entire infrastructure. Moving applications to the cloud and going from a monolithic system to a dynamic one based on microservices was a key step.

This involved developing a phased approach to migrating and modernizing apps and readying them for a cloud-native environment — quite an undertaking, but one the company anticipates is already paying dividends by lowering the total cost of ownership and speeding up time to market.

2. Boosting employee and customer experience

With any effective employee experience program, a key component is how satisfied employees are with their organization's technology and digital tools. After all, this is how employees collaborate with colleagues and stay productive on tasks. About 62% of employees surveyed say access to technology makes them "more engaged" when performing at work, according to the report ["Surviving to Thriving in Hybrid Work: How employee experience defines the digital workplace."](#)

Technology may include:

- AI-enabled service desk tools that automate resolutions of tickets and issues
- Knowledge base curation tools that ingest info to maintain and create new knowledge-base articles
- Learning language model chatbots to prompt instructions and create knowledge base articles, how-to guides and FAQs
- Smart device refresh via a subscription as a service

Organizations use these tools and others to enhance employee experience. For instance, [Air France KLM](#) sought a way for its staff to deliver exceptional service and comfortable passenger travel. Unisys provided the airline with advanced digital workplace solutions for more than 40,000 devices that support 83,000 employees, enabling workflow automation for greater agility and enhanced service.

"Air France KLM focuses on exceptional standards of service to make travel comfortable for our customers," said Air France KLM Group CIO Jean-Christophe Lalanne. "Unisys has brought innovation that enables us to give our employees digital proximity to IT resources needed to provide excellent service to our passengers."

3. Accelerating workflow automation

Agility is a highly sought-after business objective. While traditional AI has helped automate business processes for years, generative AI makes workflow automation even faster and simpler. If a process that previously took six months now takes three, that will speed transformation to an extraordinary degree.

Digital transformation often involves modernizing your app code. AI capabilities like code generators, automated repo builds and automated testing can make huge agility gains a reality, significantly reducing development and product assurance cycles. And that time will only decrease the next round. That's the power of AI as it "learns" from the data.

A [U.S.-based Fortune 100 mortgage company](#) made a major leap to automation because 95% of its product change management processes were manual before implementing a managed pipeline service framework.

Its highly controlled product change process made that agility blocker even more formidable, with multiple constituents managing a change control board. The company realized its existing approach prevented it from releasing new functionality quickly.

By automating all its manual processes, the company increased productivity and collaboration, boosted employee engagement, and saved \$3 million a year that could be funneled back into innovating new features. And as if that weren't impressive enough, it also realized a 93% reduction in build time — from four hours to just 17 minutes.

4. Propelling operational efficiency

In today's business arena, operational efficiency is more crucial than ever. Companies are constantly seeking ways to streamline processes, reduce costs and improve performance. Technology plays a vital role in achieving these goals, enabling organizations to optimize their operations and stay ahead of the competition.

A [large U.S. financial services company](#) illustrates the operational efficiency that can result from modernizing application architecture and development practices. With its core application built on a monolithic architecture, the company struggled with performance issues and delays in adding new app capabilities — a critical issue, since these apps were connected to its business growth.

To overcome lengthy development and deployment cycles and speed time to market, this company adopted a microservices architecture, continuous integration/continuous delivery pipeline and software development managed services. As a result, it realized a 5x increase in speed-to-release for feature updates and a 4x improvement in application performance, boosting the company's efficiency and readying it for multi-cloud.

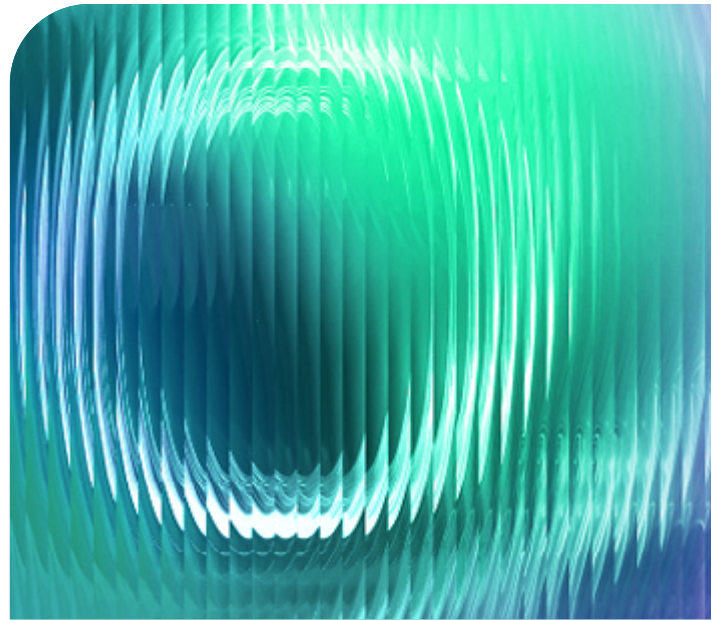
The tipping point of technological transformation

A tipping point always exists with successful technology. Consider the automobile, electricity, phones and the internet as notable examples. Their usage started small and expanded as people realized their revolutionary impact. It's a beautiful thing to witness, especially when you detect those first signs of that future flip to widespread use and popularity.

AI is at that tipping point, except it's tipping at a much faster scale than previous innovations. It's the difference between a biplane taking off and a spacecraft blasting off. The rapidly evolving pace of innovation is good news for business outcome-focused organizations. They're realizing incredible results like AI-driven operational efficiency. [Implementing AI-driven data strategies can also contribute to maximizing business value.](#)

Write your own technology success story

What business objectives does your organization prioritize? Whether it's digital transformation, increased agility, process automation or something else, there's a technology solution that can help you achieve your goals. From AI and cloud computing to microservices and automation, the possibilities are vast. The key is identifying the right technologies for your specific



needs and knowing what considerations to weigh when implementing them.

Consider technology that can lead to a future success story. For AI inspiration, check out Harvard Business Review Analytic Services' recent report on ["Operationalizing Generative AI for Better Business Outcomes."](#) For other inspiration, learn more about [Cloud Management](#) and [Digital Workplace solutions](#) from Unisys.



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