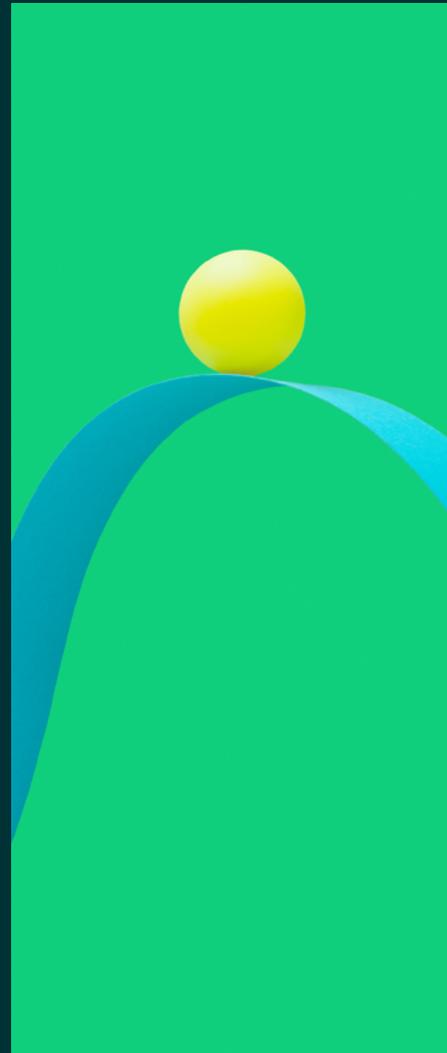




Optimizing IT field services for efficiency and innovation

Field Services Maturity Assessment Report





IT field services play a critical role in ensuring operational efficiency, user satisfaction and business continuity. However, as technology evolves, organizations must modernize their service delivery with automation, AI and structured best practices:

This assessment evaluates your organization's current field services maturity across key dimensions



Automation and AI

Leveraging intelligent automation to improve service efficiency



Technology and transformation

Defining a clear roadmap for modernization



Process and operational efficiency

Establishing structured workflows and proactive issue resolution



User experience and satisfaction

Ensuring continuous improvement through user feedback

To maximize the impact of field services, organizations must transition from reactive, manual processes to proactive, automated and AI-driven service models. This shift enhances efficiency, reduces costs and enables IT teams to focus on strategic initiatives rather than routine service requests.

Your field services maturity level

Your assessment results place your organization into one of three maturity tiers:

TIER 01

0-6 POINTS

Reactive and unstructured

Your IT field services approach is in the early stages, with minimal automation and structured processes.

TIER 02

7-11 POINTS

Managed and improving

Your organization has established IT standards and is actively improving service efficiency, but further optimization is possible.

TIER 03

12-15 POINTS

Optimized and proactive

Your IT field services are highly automated and strategically aligned, positioning your organization for innovation and long-term success.

This report provides a roadmap for advancing your field services strategy by identifying gaps and offering actionable recommendations. By modernizing IT field services, you can enhance operational efficiency, improve end-user experiences and drive digital transformation.

Optimized and proactive

CURRENT STATE

Organizations in the optimized and proactive stage have achieved a high level of IT field services maturity. Their operations are fully digitized, highly automated and strategically aligned with business objectives. AI-driven insights and automation enable proactive issue resolution, ensuring minimal downtime and an exceptional end-user experience. With service management optimized, IT teams can focus more on strategic innovation rather than operational maintenance.

At this stage, the challenge extends beyond fixing inefficiencies to include sustaining innovation, future-proofing operations and maximizing the strategic value of IT field services.

KEY OPPORTUNITIES

Shifting from operational to strategic IT

Many leading organizations at this maturity level are looking beyond operational efficiency and shifting IT field services from an internal responsibility to a strategic asset. Outsourcing non-core functions can free up internal resources for innovation while maintaining high-quality service delivery.

Refining predictive maintenance with AI

While predictive analytics may already be in place, further refining AI-driven insights can enhance service agility, reduce mean time to resolution and improve asset life cycle management.

Evaluating emerging technologies

Keeping a competitive edge means continuously assessing new technologies such as hyperautomation, digital twins and AI-driven self-healing systems that can further optimize IT operations.

Next steps

To sustain leadership in IT field services, organizations at this stage should consider the following actions:

Assess whether outsourcing field services could free internal resources for higher-value initiatives

While your team has optimized service delivery, managing IT field services internally can still require significant time and effort. By outsourcing routine operational maintenance to a trusted managed service provider, internal IT teams can focus on high-value initiatives such as digital transformation, AI adoption and business innovation. Unisys offers scalable, managed field services solutions that align with your operational and strategic needs, ensuring service quality without burdening internal resources.

Foster IT and business alignment for long-term success

At this stage, IT field services heighten the support function to be a key enabler of business success. Ensure continuous alignment between IT operations and broader business goals by regularly reviewing performance metrics engaging with leadership teams, and integrating IT field services strategies into enterprise-wide digital transformation efforts.

Evaluate emerging technologies to maintain a competitive edge in IT operations

As industry leaders continue evolving their IT strategies, staying ahead requires continuous exploration of next-generation technologies. Organizations should assess innovations such as:

- **Hyperautomation** to eliminate remaining manual processes
- **Digital twins for IT infrastructure** to model and predict performance issues
- **AI-driven self-healing systems** that can autonomously resolve issues without human intervention
- **Edge computing and IoT-enabled field services** to enhance remote support capabilities

Leverage AI-driven analytics to refine predictive maintenance and enhance service agility

Proactive maintenance is already in place, but advanced AI analytics can further optimize asset performance and issue resolution. Consider leveraging real-time telemetry, machine learning models and AI-powered anomaly detection to anticipate failures before they occur. This allows for even faster response times, reduced costs and a seamless end-user experience.

Recommended action

Connect with Unisys to explore scalable, managed field services solutions tailored to your needs. With a strong foundation in place, now is the time to maximize efficiency while reducing operational overhead. Unisys offers customized IT field services solutions designed to support organizations at the highest level of maturity—enabling continued innovation, proactive service delivery and long-term IT success.



Want to fast-track your digital transformation journey with gen AI-augmented application modernization?

Here are some resources to help get you there:

SOLUTION BRIEF

[Transform field services to next-gen](#)

SOLUTION BRIEF

[Transform traditional tech support](#)

BLOG

[Empowering frontline workers with AI](#)

BLOG

[It's time for IT's big comeback](#)

PODCAST

[Henkel's award-winning approach](#)

PODCAST

[IT's reality check](#)

EBOOK

[Take a look inside modern field tech support](#)

EBOOK

[Beyond digital experience](#)

INFOGRAPHIC

[Seamless field services anywhere you need](#)

CLIENT STORY

[AI-driven support and sustainable IT solutions](#)