



Client story

Flowserve's strategic global IT transformation

Keeping worldwide technical support flowing freely

Client overview/vision

- Global flow control leader supporting critical industries across 245+ locations worldwide
- Precision-engineered solutions for industrial fluid movement and control

Challenges/Objectives

- Modernize manufacturing technology while preserving valuable operational legacy systems
- Drive digital innovation within a 200-year heritage of engineering excellence
- Create a seamless support experience for 17,000 professionals across 50+ global locations

Solution

- [Unisys Next-Gen Service Desk](#) providing multilingual service desks in eight languages
- ServiceNow multi-tenant platform support for [enterprise service management](#)
- [Dedicated frontline and deskside support](#) for 32 campus and production facilities worldwide
- Device subscription and field services to minimize technology disruptions worldwide

Why Unisys?

- Worldwide expertise delivering end-to-end support in every country in which Flowserve operates
- First-touch support enabling Flowserve to focus on strategic digital transformation initiatives

Results & benefits

- Exceeded first-call resolution rate target for consistent service delivery
- Provided predictable budgeting for end-user support despite market volatility
- Minimized workflow interruptions with streamlined support processes
- Enhanced employee productivity through responsive assistance and device management
- Established scalable services adapting to changing business needs across locations

20+ year partnership since 2004

16,000 employees, partners and contractors supported globally

8 languages offered through multilingual service desk

32 global production facilities covered by field services

90%+ first-call resolution rate

Engineering excellence through global IT support

Behind every drop of water, barrel of oil and chemical process is Flowserve's precision engineering — a legacy now extending to its digital infrastructure. For over 200 years, this Irving, Texas-based global leader has kept materials moving across critical industries worldwide. Today, Flowserve brings its engineering precision to its technology infrastructure — the same attention to detail that made its control equipment trusted worldwide.

Navigating new digital currents

With two centuries of operational excellence, Flowserve sees digital transformation as the next chapter in its innovation story. Flowserve's extensive global presence,

spanning 50+ global locations and 245+ manufacturing and sales facilities, means technology support must operate consistently across diverse environments. Legacy manufacturing systems require specialized expertise, while modern innovations demand fresh strategies.

With approximately 17,000 employees, partners and contractors requiring dependable technology support, Flowserve needed a partner who could serve as the first touchpoint for all users, allowing the company to concentrate on strategic initiatives.

Worldwide service that speaks your language

Since 2004, Unisys has been Flowserve's trusted digital workplace ally, delivering IT support that spans continents and cultures. This global collaboration blends a multilingual service desk fluent in eight languages, a streamlined ServiceNow multi-tenant platform and skilled support teams stationed at 32 campuses and production facilities.

What makes this partnership tick? It's simple: When Flowserve goes somewhere, Unisys is already there. Technical specialists in every country provide support that understands local contexts and challenges. An engineer working on water systems in Africa receives the same quality of assistance as a team optimizing oil equipment in Texas. Each interaction is designed with cultural nuance and technical precision.

The Unisys approach covers the entire technology life cycle. Field technicians solve hands-on challenges in person, while service desk experts tackle issues through each employee's preferred communication channel. This creates a seamless support experience that mirrors Flowserve's own commitment to quality, where the standard for IT performance matches the precision customers expect from every valve and pump.

Measurable success that flows to the bottom line

Operational efficiency without interruption

Flowserve's comprehensive support framework delivers real business value where it matters most. Unisys consistently exceeds a target of a 90% first-call resolution rate, an achievement that keeps Flowserve's global workforce productive and focused. By providing predictable IT support costs, Unisys helps Flowserve allocate resources strategically, which is particularly important in an industry where fluctuating oil prices can impact investment decisions.



Balancing innovation with legacy operations

The partnership strikes the critical balance between supporting Flowserve's established systems and enabling new digital capabilities. Service desk solutions clear obstacles from workflows, while field services teams keep physical technology running smoothly. This flexible support adapts to Flowserve's evolving business needs, scaling smoothly across locations and technologies without missing a beat.

A partnership that transcends vendor relationships

What has truly distinguished this collaboration is a depth of integration. "We talk to our Unisys partners, our employees, just like they were Flowserve associates," explains a former company executive. "They have skin in the game, so to speak." This level of mutual commitment creates a support experience that feels internal rather than outsourced.

Focusing on strategic priorities

With day-to-day technology concerns managed effectively, Flowserve can direct its attention to big-picture initiatives such as diversifying energy solutions, advancing decarbonization efforts and driving digital innovation. One of its most precious assets, data, receives proper protection and management across global operations, empowering better business decisions and technological advancement.

Building the foundation for continued transformation

As Flowserve continues to advance its business culture and operational approaches, Unisys provides the steady technical foundation that makes change possible. By handling everyday support needs with consistency and care, Unisys creates the space for Flowserve to pursue ambitious long-term goals without technological limitations.

To learn how integrated digital workplace solutions can deliver consistent global support while enabling your strategic initiatives, visit us [online](#) or [contact us](#) today.



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