



UNISYS INTEGRATED SERVICE MANAGEMENT

Game-changing approach that goes beyond ITSM

The Unisys Integrated Service Management portfolio is uniquely designed to enhance management of services, improve end user productivity and achieve true operational excellence. Using extensive insight into end-user activities, service design, process improvement and IT automation Unisys helps align technology and services to business goals and unlock innovation and savings across the enterprise.

HIGHLIGHTS

- Learn about Unisys Integrated Service Management and how to move beyond traditional ITSM.
- Make the shift from managing technology to managing user and business services.
- Gain operational and business insights with a special focus on data and how end users interact with technology.
- Discover Unisys VantagePoint, a complete business view of IT operations and end user support.
- Apply the benefits of Unisys best practices and Kaizen/Lean Six Sigma to managing and providing IT and business services.

Today's Challenges

IT operations is increasingly challenged to provide an efficient, stable and cost-effective infrastructure and innovative set of services while embracing IT transformation and disruptive technologies. Legacy infrastructure, tools and processes create barriers to transformation. Cloud computing, analytics and end user demands for mobility have added new layers of complexity that often drain resources and result in fragmented solutions that impact user satisfaction and productivity.

Traditional approaches to meeting these challenges have centered on service management tools and making incremental improvements to IT processes. Yet with heightened business requirements and dramatic shifts in the way people work and new technologies, these approaches are not creating much-needed breakthroughs. IT organizations need to think differently.

Need for a New Approach

Successfully tackling this challenge requires a "people vs. IT" orientation and unprecedented insight into the services provided; the tools, processes, applications that make up these services and how they interact with the devices and people using them to get their jobs accomplished. It also demands visibility into hidden costs, eliminating the waste in processes and unlocking the business value of new initiatives. It is this data that can unlock the operational savings, the process redesign and provide a guide to the organizational change that will be needed to move your organization to the next level.

Integrated Service Management provides you insight into three core areas:

- **Service Intelligence:** Organize around services instead of technology components or random events to not only maintain from a support standpoint but develop from an ongoing business and technology roadmap
- **Application Intelligence:** Understand how an application is performing down to the transaction level to monitor, maintain and resolve issues to maintain service levels
- **Infrastructure Intelligence:** Manage physical as well as virtual assets along with a view to the service dependencies linked to them

Getting that data has been the challenge for IT operations groups for years. Instead of trying to source, install and integrate various tools, moved to a managed service approach and take advantage of the visibility, control and automation that is a benefit of partnering with a managed service provider to equip your team with this power.

Operational & End User Insights Drive IT Operations

It begins with insights that can transform IT technologies into people- and business-oriented services. Instead of monitoring operations and measuring what was, IT needs to take control with end user and application level monitoring and analytics that deliver an enterprise-wide service view – from the end user to the infrastructure itself.

Applied Service Management: Excellence is achieved through the rigor of process management, Lean Six Sigma, combined with data analysis to respond quickly to business needs. The result, transformative steps to optimize IT operations and a focus on execution. Move beyond theory to the day to day reality and take proactive steps for change.

Meeting end user demands for freedom and control requires understanding how and where they work, what applications they use, and which mobile devices and enterprise services keep them productive. Maintaining applications at peak efficiency requires

performance and service analytics to improve and automate processes.

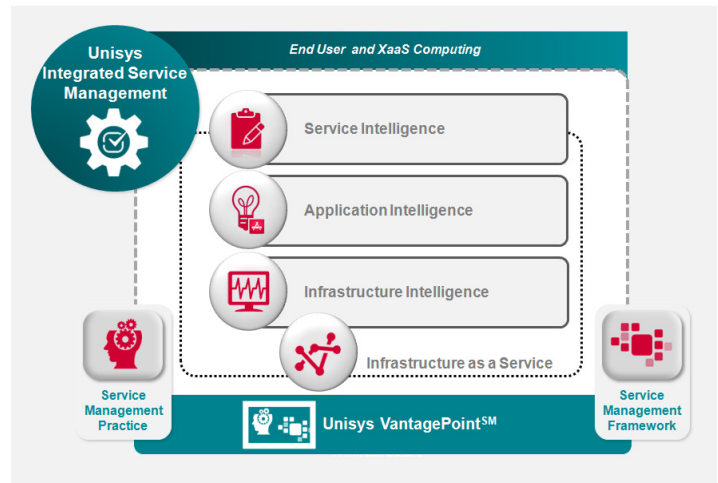
To strengthen infrastructure and enable transformational technology, IT must uncover hidden waste and optimize resources, processes and governance across the enterprise (network, data center, storage, etc.). The goal is to gain insights into people, processes, infrastructure and costs, and take tactical actions that drive innovation, growth and agility.

The Unisys Approach – Insights To Action

The Unisys Service Management approach combines operational insights and management services that are flexible, industrialized and cost-effective. Our offerings go beyond traditional ITSM to help you optimize IT and enable innovation. Unisys Service

Management Practice experts collaborate with clients to skillfully deliver specific services personalized to meet each customer's unique needs based upon skills, maturity level and strategic roadmap.

Unisys takes a comprehensive approach to service management with our Integrated Service Management portfolio, which includes a Service Management technology framework and Service Management Practice. To help IT organizations start to think and act differently, Unisys provides the best practices, strategic technology tracks and services to gain insight, turn them into action and transform the business. As illustrated below, the results of this approach provide you with the Service Intelligence, Application Intelligence and Infrastructure Intelligence to better run IT as a business. All of this is displayed via Unisys VantagePoint service optics dashboards.



(Click image to enlarge)

Next Steps

For more information on Integrated Service Management, contact your Unisys representative or visit www.unisys.com/ISM.

Unisys Delivers

1. **Service Focus:** From aligning IT with end-user requirements to being a business services organization. Measure results in business terms.
2. **Optimized Process:** From improving IT efficiency, better service levels or reduced costs, to business value, and business process optimization.
3. **New Operating Models:** From reorganizing IT around IT skills and resources, to maturing operating models. Simplify technology and process.
4. **Business Value Alignment:** From reallocating budgets according to business priorities, to aligning with business operations, including shifting away from "locked-in" IT costs.



©2013 Unisys Corporation. All rights reserved.

Unisys and the Unisys logo are registered trademarks of Unisys Corporation. All other brands and products referenced herein are acknowledged to be trademarks or registered trademarks of their respective holders.