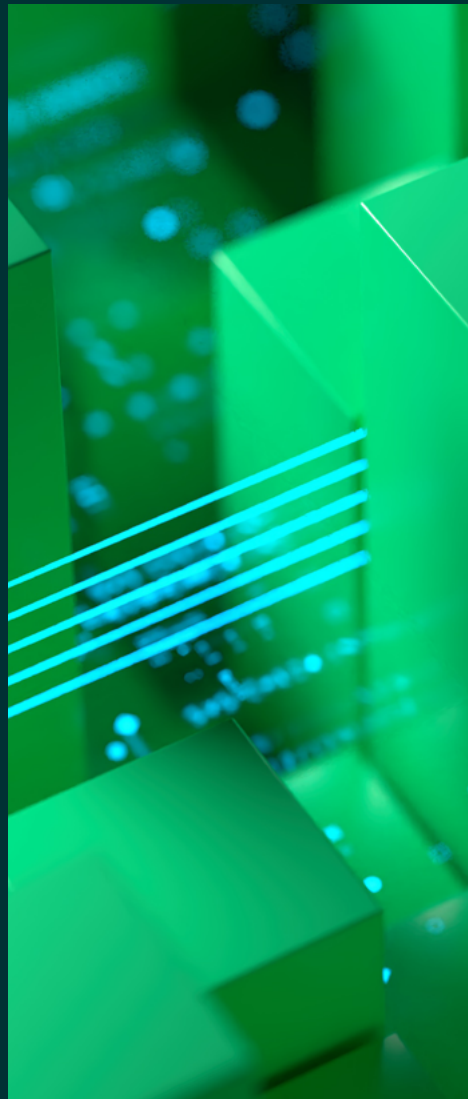# unisys

Driving innovation with an experienced support partner

A business driven approach to product support

You are expanding!

And innovation plays the key.

You want your IT department to play a Strategic Role to add Business Value along with the traditional enabler role. But IT complexity has increased dramatically and the IT organization so overloaded, they cannot innovate, automate or take on any more. You're not alone in this predicament:

Defining an information technology systems architecture to support an organizational strategy is a daunting task. You need to be mindful of the Converged Infrastructures and Reference Architectures needed, the Integration capabilities required to accommodate multiple 3rd party applications, all this while reducing the total cost of ownership. While a smarter IT infrastructure can help you in your journey towards innovation, supporting it becomes increasingly complex.

But you can't compromise on the up-keep of your IT assets, because it would just be detrimental to your business and clients. And that is why you need an expert partner to give you proactive product support to help you keep your IT up and running. To do that successfully, in this increasingly interconnected digital world with disparate systems, it takes someone who can provide world-class maintenance and proactive support services to help optimize the Availability, Manageability, Performance and Value of your Mission-Critical Data Center Environment. Someone like, Unisys!

56% of IT execs said IT complexity hampered their ability to provide required service levels and 53% said it made business optimization and innovation difficult.

CIO Insight Reports, Managing Complexity Survey

A trusted support partner

Your mission-critical business operations depend on a highly reliable enterprise-wide technology infrastructure. Unplanned system downtime can cost millions of dollars per hour in revenue, productivity, compliance, client loyalty and reputation.

Most of the support service providers are still tied to the engagement model of the past, wherein they adopt an insuranceprovider-like approach towards support. Their services kicks in when something damaging to your business happens and the focus then is on fixing it. While this might have worked in the past, we are acutely aware of the problems it poses to your business with its mission-critical nature.

Unisys' support offerings are designed solely on the key objective of improving your Critical Systems Availability to help save your precious time & money. Our support services not only help you effectively repair problems if they occur, but are also designed to proactively predict, pre-empt and prevent incidents before they occur.

Unisys product services and support

Unisys offers a comprehensive suite of product maintenance and premium proactive support services. Be it service warranty upgrades, 24x7x365 maintenance coverage with rapid response times, an onsite hardware engineer, a dedicated personalized go-to support advocate, remote system health checks, customized support consulting, or single-source multi-vendor support, Unisys has an offering that fits your unique set of requirements and budget.

Irrespective of where you are in the lifecycle of Unisys solutions--production, upgrading, implementing, planning--we can help you maximize the value of your IT investment. We offer you proven world-class product support — but don't just take our word for it. Clients have consistently rated our product and services support highly in global client satisfaction surveys.

A flexible suite of support services to meet your unique needs

Every enterprise IT environment is unique. System availability goals vary widely, depending on industry, end-user requirements and budgets. With Unisys, you can select from a flexible suite of support services that best align with your specific requirements.

You could choose a standard support offering from our portfolio or our experts can help you create a custom fit support offering. We will work with you to create a best-fit solution, so at any given time you will have the right levels of responsiveness and coverage to meet your business goals. This agility will help your enterprise adapt to everchanging end-user demands and service thresholds.

Unisys extended hardware maintenance options

Our services for hardware support extend from basic service warranty to a variety of premium support services options for Unisys and non-Unisys products:

- **9x5 with Next Business Day Response**

  - 24x7x365 access to e-service Portal

  - 24x7x365 Open Service Request via Internet or toll-free to Call Reception Center

  - 9x5 access to Support Analysts

  - Configuration assistance

  - Unisys product and third party product support

- **9x5 with Four-Hour Response**

  - Same as above but with four-hour response for problems reported during principal period of maintenance

- **24x7 with Four-Hour Response**

  - Same as above but 24x7x365

- **24x7 with Two-Hour Business Critical Response**

  - Same as above but with two-hour response

Unisys software support options

Operating system software, environmental software and application software problems can be time-consuming to properly diagnose and fix. Unisys software support services provide remote assistance via the telephone or the Internet 24x7, as well as on-site support for Unisys and non-Unisys software. Application support includes support for Unisys proprietary solutions and OEM solutions, and provides the client with a single point of contact for all issues related to that software.

- 9x5

- 24x7

- 24x7 with One Hour Emergency Response

The extended maintenance coverage and SAM service from Unisys have helped enable us to maintain the availability, performance and productivity of our data centers and enterprise IT infrastructure.

Mr. Nigel Boulter
Leader Data Centers,
Nationwide Building Society

Unisys premium support service options

For enterprise-wide mission-critical IT environments, Unisys offers premium services that help you proactively further reduce the risk of costly downtime:

- **Support Account Manager (SAM)**

  - Provides pro-active preventive support commitment

  - Accelerates escalations and facilitates resolutions

  - Conducts monthly documented calls

  - Conducts quarterly documented meetings

  - Conducts remote systems health checks

  - Provides or arranges for support consulting

  - Helps optimize system performance and uptime

  - For clients with 24x7 coverage on hardware and software

  - Two levels of service and is flexibly priced

- **Onsite Support Specialist**

  - For clients that value the regular proactive presence of a Unisys hardware engineer

  - This service is available on a pre-paid hours-per-month basis

  - Contracts must be at least six months in duration

  - Monthly onsite time must be purchased in 10-hour increments

- **Remote Systems Health Check**

  - A one-time, quarterly or semiannual quick and inexpensive assessment service

  - Particularly valuable for very remote locations

  - Helps optimize system operations and performance

  - Improve security protection by providing information about potential problem areas

 - Provides written report of results of Check

- **Support Consulting**

  - A broad range of mission-critical data center support services

  - Customized engagements related to product usage, administrative tasks and operational tasks such as software update management, operating system upgrade planning, configuration analysis, database tuning, storage system analysis, system capacity planning, and disaster recovery assessments.

  - To help clients define the scope for a Support Consulting engagement, Unisys offers an optional IT Operational Readiness workshop that rapidly evaluates operational process maturity and provides focused ITIL-standard service management best practices.
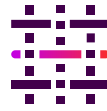
This (SAM) frees up internal support resources which can spend this spare time on our business applications. At the end, this improves the whole processing time.

Mrs. Annick Venet,
Assistant to Director of Information Services, Les Coopérateurs de Normandie Picardie
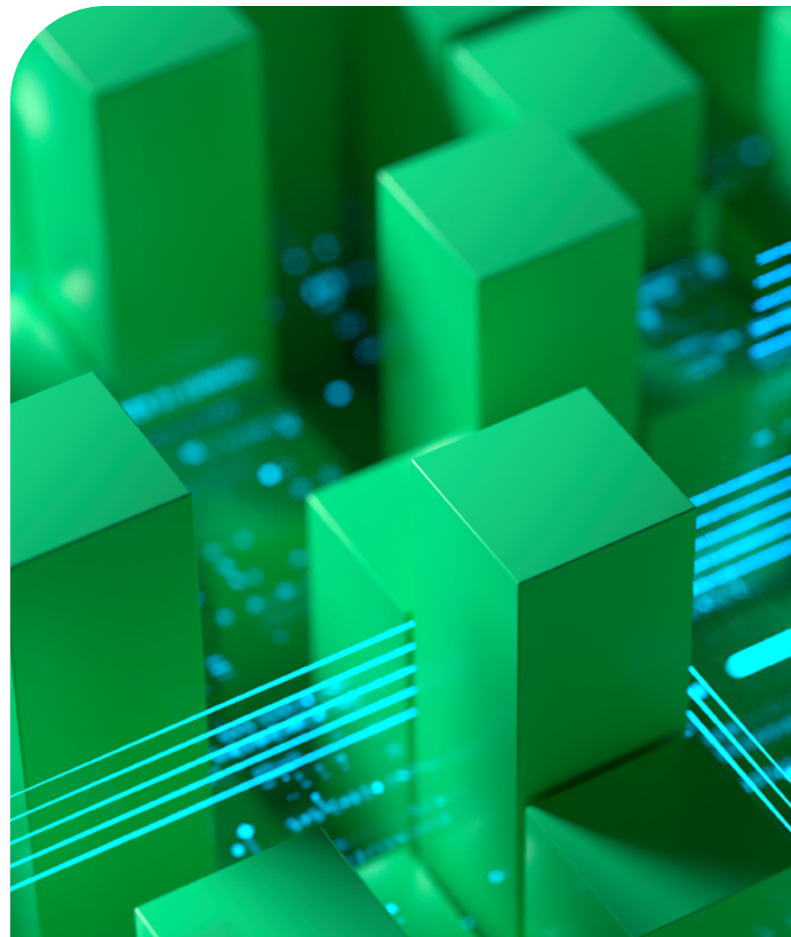
Unisys: a trusted world-class provider of enterprise-wide support

- First-call fix rate exceeds 90 percent

- Manages over 7.6 million service events annually

- Supports over 3.5 million devices worldwide

- More than 3,000 Unisys-badged support professionals in over 40 countries

- Over 1,000 parts stocking locations worldwide

- Single-source provider using certified ITIL process and one global tool set

- Globally certified ISO 9001:2000 logistics supply chain operation

- Average client relationship is over 10 years

Why Unisys product services and support?

Unisys enterprise customers require world-class, proven, costeffective product support for their complex multi-vendor missioncritical enterprise IT environments - mainframes, servers, storage, peripherals, networking, and software.

Unisys offers all its customers a flexible, comprehensive suite of extended maintenance and proactive support services with singlesource accountability.

Unisys support solutions are designed to reduce costly downtime and improve system performance and manageability. Unlike many other enterprise IT support service providers that can offer only regional coverage and are typically focused on fixes, Unisys offers preventive 24x7x365 global coverage.

With more than 3,000 skilled support technicians in more than 40 countries, Unisys is well-equipped to handle your most challenging product support issues.

Global round-the-clock support resources

Unisys employs thousands of skilled technicians deployed globally for onsite repair. Our global network of support engineers conduct problem analysis, fault identification, workaround identification, resolutions and fixes 24x7x365.

We use "follow the sun" and "one time, everywhere" support methodologies that give you seamless access to global resources every second of every day. Problem diagnosis can be passed from support teams in one global theater to the next as the day progresses. This unparalleled global support capability makes Unisys the ideal choice for enterprises striving to achieve consistent worldwide support of their mission-critical IT infrastructure.

Hub-based Continuous Global Support

Initial contact 24/7 | 365

- Argentina
- Australia
- Brazil
- China
- India
- New Zealand
- Netherlands
- United Kingdom
- United States

- Dedicated support staff measured and rewarded on quality and speed of response

- Industry standard methodologies and tools around the world

- Continued improvement based on customer feedback

Key benefits of unisys product services and support

- Proactively mitigates risks of system downtime

- Proactively optimizes system performance

- Proactively improves productivity

- Proactively improves client satisfaction

- Proactively improves compliance

- Proactively accelerates responses and resolutions

- Proactively reduces total cost of ownership

- Proactively maximizes value of your IT investment

- Custom solutions matched to your unique needs

- Drives growth, innovation, profitability, advantage

- Frees up your internal support resources

- Single source for all your product support needs

"

With more than 20 years of working together, Unisys has become a trusted, strategic business partner. Unisys understands our business and helps us meet our operational and technology requirements. Banco Popular particularly values Unisys technology leadership and quality of service. Our Unisys team is very knowledgeable and responsive."

William Gallego
Data Center Manager, Banco Popular, Colombia

U unisys

unisys.com

03/24 WRQ-2243-5115