



ClearPath Forward® Infrastructure Management Services

Product Info Sheet

Overview

Traditional IT environments are inadequate to deal with the inter-dependencies between applications, virtual assets and the underlying infrastructure, increasing the scope and complexity of infrastructure management. In such a scenario, inefficient operations and ineffective monitoring can affect IT availability, adversely impacting your business environment. Emerging technology trends in the space of data center infrastructure like automation, asset consolidation and virtualization have transformed data centers from monolithic, static systems into diverse, dynamic computing hubs.

Unisys ClearPath® Infrastructure Management Services combine industry best practices with proven technologies to provide services in an agile, reliable and efficient form. Unisys leverages a worldwide network of cost-effective delivery centers and a global service management platform to deliver consistent ITIL/ISO20000-certified results — anywhere you conduct business.

Service offered

Unisys can provide the following services using either staff augmentation or managed services delivery models to best satisfy your requirements.

What we offer

- ClearPath Forward Infrastructure Support Services
- ClearPath Forward Operation Services
- ClearPath Forward Administration Services

Infrastructure support services

This service covers support for hardware, software network, storage and tools. In case of software series, the underlying windows server also will be supported. Below activities will be performed as part of this:

- Network management
- Server management
- Storage management

The supported infrastructure can be:

- On-premises: The system and applications are hosted in your data center.
- Hosted: The system and applications are hosted in Unisys data center and will be supported by shared or dedicated resources as agreed with you.

Operation services

These services can be provided with three different service levels. Regardless of the selected service level, all operation services are supported by the Unisys Service Delivery Framework, a world-class services delivery channel.

Monitoring and analytics (Detect it)

Provides proactive remote monitoring and notification, including threshold monitoring, event aggregation and correlation, impact analysis, severity level setting, data collection and ticketing distribution.

Availability and restoration (Detect and fix it)

In addition to all the features and functionality of the monitoring service, this service-level provides availability and incident reporting, access to a self-help portal as well as complete end-to-end incident management comprising incident registration, analysis, resolution, closure and review.

Service management lifecycle (Detect, fix and manage)

This service level comprises all the features and functionality of the availability service and additionally includes predictive problem management, service impact management, change management, capacity

management, reporting via dashboards and analytics, service-level management and service asset management.

Administration services

This service covers administration of platform and corresponding installed products. The activities listed below will be performed:

- System administration
- Database administration

Staffing

- Onsite: Resources for operations and administration will be onsite. This can be onsite or Unisys data center, based on where the system is hosted.
- Remote: Resources for operations and administration will be nearshore or completely offshore.
- Hybrid: Resources for operations and administration will be mix of onsite, nearshore and offshore. The resource ratio will vary based on various factors.

Service delivery models

Full managed services

Unisys can cover the following based on your agreement:

- Hosting of applications in Unisys data center
- Software series implementation
- Complete responsibility of ClearPath environment which includes network, storage and back up with agreed SLA
- 24x7 proactive monitoring and management
- Incident/problem/change management

- DevOps adoption for faster implementation of business requirements
- Operation automation
- Disaster recovery management
- Reporting

Staff augmentation

Provides experienced part-time or full time ClearPath resources enabling:

- Instant access to expert resources
- Availability of operation and administration resources remote/onsite
- Quick ramp-up suitable to handle fast turnaround jobs
- Freeing your in-house staff to focus on strategic initiatives

Benefits

ClearPath Infrastructure Management Services unifies your various monitoring and coordinates service response across your organization, allowing you to:

- Move to a proactive mode of operation by providing service delivery with improved reliability and linking IT directly to business goals.
- Improve decision-making processes, reduce operational risk and the time it takes to resolve incidents.
- Measure, control and improve quality of business applications.
- Maximize availability, reliability and performance of organizations' complex, multi-vendor server, storage and network infrastructure.

For more information, contact ClearPathServices@unisys.com



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