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ClearPath Forward® Staff Augmentation Services
Product Info Sheet

Overview

You want to be in the business of your business — not the business of IT. That's why you're doing everything you can to keep your critical business systems and applications available, accessible and easy to use, so they serve as the best possible representation of your brand identity. Even though the concept of finding the right people with the right skill sets seems simple on paper, it can be quite challenging given the volatile environment most industries are operating in today.

Attrition is a fact of life in any organization and sooner or later it is going to affect your most skilled resource set. As your in-house IT experts retire — keeping your ClearPath Forward® applications and systems in a state of constant optimization could become a considerable effort. With the help of ClearPath Forward Staff Augmentation Services, you'll have access to the proven expertise and experienced support you need to overcome staffing and resource shortfalls.

You'll be able to make sure your ClearPath Forward environment maintains peak performance, while delivering efficient, cost-effective IT services, and allowing you to free up resources to support the innovation initiatives you need to stay relevant and differentiated.

Services approach

With the ability to draw from a deep pool of proven ClearPath Forward experts on an as-needed basis, ClearPath Forward Staff Augmentation Services give you the flexibility to keep pace with changing business goals and fluctuating demand for specific skill sets and resource levels. With our deep resource pool, we enable optimized delivery while eliminating unnecessary risk.

As a result, you'll experience a continuity of ClearPath Forward skills that fills in any gaps you're dealing with today, while helping tomorrow's team members become as knowledgeable as your longest-tenured employees.

ClearPath Forward Staff Augmentation Services provide skilled professionals on a time and materials basis to help you address project tasks in following areas:

Application development
All application development activities are covered including:

- Build new applications in your ClearPath® environment
- Build new features for your existing applications.
- Integrate your applications and data with other systems
- Document application business logic and processes

Application testing
All application testing activities are covered, including:

- Manual test case development for functional testing
- Automated scripts for performance and regression testing
- Requirement traceability matrix to ensure completeness by matching requirements against corresponding test cases
- Test summary report documenting all issues

Application enrichment
We provide unified consulting, modernization and transformation services to:

- Define end-state and roadmap
- Modernize applications to maintain business relevance

- Enable data analytics and decision support
- Integrate new technologies
- Enable business process integration
- Develop applications using leading-edge and industry-standard tools

Administration

Includes administration of ClearPath applications, platform and related products. The following activities will be performed:

- System administration
- Database administration
- Application administration

Operations and support

Include operations and support for ClearPath applications, platforms, network, storage and tools. The following activities will be covered:

- Application monitoring, performance testing, patching, access control and data management
- Applications support and maintenance
- Server management including heath check, monitoring, availability and restoration management
- Incident and problem management associated with applications and infrastructure.
- Network management
- Storage management

Hosting

Depending on your IT strategy, your infrastructure and applications can be on-premises or hosted. We support both on-premises and hosted model.

- On-premises: The system and applications are hosted in your data center.

- Hosted: The system and applications are hosted in Unisys data centers and will be supported by shared or dedicated resources.

Staffing

Based on your staffing needs, we can provide onsite, remote or hybrid resources to keep your systems and applications in a state of constant optimization.

- Onsite resources will be onsite or at Unisys data center.
- Remote resources will be nearshore or completely offshore.
- Hybrid mix of onsite, nearshore and offshore. Resource mix will vary based on various drivers and agreed with you.

Benefits

ClearPath Forward Staff Augmentation Solution addresses your skilled resources needs across your organization and allowing your professionals to focus on innovation initiatives. Unisys clients have stated that our Staff Augmentation services have helped them with:

- Filling temporary skill gaps due to unexpected absences within their ClearPath IT staff
- Meet project deadlines with experienced ClearPath resources to supplement their staff
- Reduce risk by having Unisys ClearPath staff augmentation resources on retainer to back-up administration and operations staff as needed
- Manage labor costs by having access to experienced highly trained ClearPath experts when needed rather than their own full-time staff.
- Match with the exact requirements to ensure business agility with specialized skillsets and industry knowledge

For more information, contact ClearPathServices@unisys.com

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