UNISYS

Driving innovation with an experienced support partner

Product Info Sheet

You are expanding, and innovation plays a key part.

You want your IT department to play a strategic role in adding business value along with the traditional enabler role. But IT complexity has increased dramatically, and with the IT organizations so overloaded, they cannot innovate, automate or take on more. You're not alone in this predicament.

Defining an IT 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 third-party applications — all 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 upkeep of your IT assets. That is why you need an expert product support partner to help you keep your IT up and running. To do that successfully, in this increasingly interconnected digital world with disparate systems, it takes a partner like Unisys that 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.

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 support service providers are still tied to the engagement model of the past, wherein they adopt an insurance-provider-like approach. Their services kick in when something damages your business, and the focus 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 objective of improving your critical systems availability to help save precious time and money. Our support services help you effectively repair problems if they occur and are designed to predict, pre-empt and prevent incidents.

Unisys product 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 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.

We support a vast global client base from different industries, ranging from a basic support environment to a very sophisticated mission critical business environment like various financial institutions — banks, insurance, financial advisory firms, global airlines, air cargo companies, federal agencies and state governments. More

than 90 of the Fortune Global 500 companies use Unisys services to improve productivity and customer satisfaction. Our clients have consistently rated our product and support services highly in global client satisfaction surveys.

A flexible suite to meet your 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 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 ever-changing end-user demands and service thresholds.

Unisys hardware support offerings

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

24x7 support with four-hour response

- 24x7x365 access to e-Service portal
- 24x7x365 service request via internet or reception center
- 24x7x365 access to support analysts
- Configuration assistance
- Unisys product and third-party product support

24x7 support with two-hour business critical response

Same as above but with two-hour response

9x5 support with four-hour response

- 24x7x365 access to e-Service portal
- 24x7x365 service request via internet or reception center
- 9x5 access to support analysts
- Configuration assistance
- Unisys product and third-party product support

9x5 support with next business day response

Same as above but with next business day response for problems reported during principal period of maintenance.

Unisys software support offerings

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 you with a single point of contact for all issues related to that software.

24x7 support

- 24x7x365 remote assistance via telephone and internet
- Support for Unisys propriety solutions and OEM solutions

24x7 support with one-hour emergency response

- 24x7x365 remote assistance via telephone and internet with one-hour response
- Support for Unisys propriety solutions and OEM solutions

9x5 support

- 9x5 remote assistance via telephone and internet
- Support for Unisys propriety solutions and OEM solutions

Unisys premium support offerings

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 a highly skilled expert as your personalized advocate
- Provides proactive preventive support commitment
- Accelerates escalations and facilitates resolutions
- Conducts monthly/quarterly documented meetings
- Conducts remote systems health checks
- Provides or arranges for support consulting
- Helps optimize system performance and uptime

Onsite support specialist

- For clients who value dedicated support through a Unisys hardware engineer
- This service is available on a pre-paid hours-per-month basis.

Remote systems health check

- Provides one-time, quarterly or semiannual quick and inexpensive assessment service
- Highly valuable for remote locations
- Helps optimize system operations and performance
- Improves security protection by providing information about potential problem areas
- Provides written report of health check results

Support consulting

- Provides a broad range of mission-critical data center support services
- Offers customized engagements related to product usage, administrative tasks and operational tasks, such as upgrade planning, configuration analysis, database tuning, storage system analysis, system capacity planning, and disaster recovery assessments
- Offers an optional IT operational readiness workshop that rapidly evaluates the maturity of the operational processes and provides focused ITIL-standard service management using best practices

Unisys: A trusted world-class provider of enterprise-wide support

Onsite: Resources for operations and administration will be onsite. This can be onsite, or Unisys data center based on where system is hosted.

- 96% business-critical service requests responded to within 30 minutes
- Unisys support is the backbone of ClearPath Forward® Systems, which has a proven security track record, as per NIST
- Manages over 7.6 million service events annually
- Supports over 3.5 million devices worldwide
- More than 4,500 Unisys-badged field 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 9001:2008 logistics supply chain operation
- Average client relationship is more than 15 years

Why Unisys product support?

Unisys enterprise clients require world-class, proven, cost-effective product support for their complex multi-vendor mission-critical enterprise IT environments - mainframes, servers, storage, peripherals, networking and software.

Unisys offers all its clients a flexible, comprehensive suite of extended maintenance and proactive support services with single-source 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.

Global round-the-clock support resources

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

We use "follow the sun" and "one time, everywhere" support methodologies to 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.

Key benefits of Unisys product support

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

- Proactively mitigate risks of system downtime
- Optimize system performance
- Boost your overall productivity
- Achieve higher degree of client satisfaction
- Accelerate responses and resolutions
- Reduce your total cost of ownership
- Proactively maximize value of your IT investment
- Tailor solutions that match to your unique needs

- Easily encourages growth innovation, profitability, and competitive advantage
- Free up your internal support resources

- Have a single source for all your product support needs

For more information, contact ClearPathServices@unisys.com

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