



# ClearPath® Infrastructure Management Services

Product information sheet

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## Overview

Maximize the potential of your ClearPath® environment with our dedicated team of experts, focused on optimizing your systems' performance, security and reliability. Backed by years of experience, we've successfully transitioned even the most complex ClearPath environments to our managed services, ensuring smooth integration with minimal disruption. Our proven approach allows us to tailor solutions to your unique needs so you can focus on what matters most — your business.

ClearPath Infrastructure Management Services blend established industry methodologies with robust technologies to deliver agile, dependable and economical services. Unisys uses a global array of cost-efficient delivery centers and a worldwide management platform to provide consistent ITIL/ISO20000-certified outcomes — no matter where your business operations occur.

## Services portfolio

Our comprehensive portfolio of services is designed to support and enhance every aspect of your ClearPath infrastructure and to meet you where you are in your IT journey.

### Infrastructure support

This service covers hardware, software, network, storage and tools support. It is designed to provide robust and responsive support, ensuring that any issues within your ClearPath infrastructure are managed efficiently and effectively.

The scope of this service includes:

- Ticket triage and management
- Escalation management
- End-to-end issue resolution

The supported infrastructure can be at the client site, hosted at a Unisys data center or in a supported cloud environment.

### Infrastructure operations

These services ensure your ClearPath infrastructure keeps running smoothly, emphasizing proactive monitoring, operations management and incident management. Our team takes care of the critical day-to-day tasks needed to maintain the health and performance of your environment, allowing you to concentrate on your core business activities. The scope of this service includes:

- System monitoring and analytics
- Batch job monitoring and management
- Incident notification and escalation
- Operational console management

The supported infrastructure can be at the client site, hosted at a Unisys data center or in a supported cloud environment.

### System and database administration

These services are backed by a global network of subject matter experts who specialize in managing

the complex administration of your ClearPath infrastructure. With a focus on routine maintenance, performance tuning and timely updates, our team ensures your systems and databases remain secure and stable. The scope of these services will vary depending on requirements, but generally include:

- ClearPath O/S installation and upgrade
- DMSII installation and upgrade
- System configuration and maintenance
- Security and compliance management
- Performance monitoring and optimization
- Disaster recovery and backup management

The supported infrastructure can be at the client site, hosted at a Unisys data center or in a supported cloud environment.

## Staffing models

- Onsite: Resources for operations and administration will be available at the client site.
- Remote: Resources for operations and administration will be onshore, nearshore or completely offshore.
- Hybrid: Resources for operations and administration will be a mix of onsite, onshore, nearshore and offshore. The resource ratio will vary based on service requirements.

## Service delivery models

### Co-sourced

This model offers a collaborative approach where Unisys partners with your in-house team to manage

specific aspects of your ClearPath infrastructure. This model is ideal for organizations that wish to retain control over certain operations while leveraging Unisys's expertise in targeted areas.

### Fully managed

In this model, Unisys assumes complete responsibility for the management and operations of your ClearPath infrastructure, providing end-to-end support that ensures your IT environment is optimized for performance, security and availability. Our services are governed by strict service-level agreements (SLAs) and are built on ITIL-based frameworks, which guide the efficient management of incidents, problems and changes with minimal risk to your operations.

### Staff augmentation

In this model, Unisys offers organizations a flexible solution to quickly supplement their existing teams with skilled ClearPath professionals on a part-time or full-time basis. This model provides immediate access to experts who bring deep knowledge of ClearPath systems, enabling you to fill capability gaps swiftly.

## Benefits

- Protection of ClearPath investments
- Enhanced operational efficiency
- Unparalleled expertise
- Proactive risk management
- Scalability and flexibility
- Business continuity and compliance

**For more information on ClearPath Forward Services, [visit us online](#) or [contact us](#) today.**



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