



UNISYS OFFSHORE CENTER OF EXCELLENCE

HIGHLIGHTS

Leveraging an Offshore Center of Excellence:

An Offshore Center of Excellence is an extension to your in-house IT team providing

- *A facility located in a strategic offshore location*
- *A core dedicated IT team*
- *24x7 ready to use infrastructure*

The center provides customized security policies that meet your requirements and a governance model to provide greater visibility, control and transparency on day-to-day activities.

Why Unisys Offshore Center of Excellence?

Unisys Offshore Center of Excellence (OCOE) delivers a unique service. It provides a solution to our clients who are asking the following questions:

- Where can I find staffs with specialist skills, who understand both ClearPath Forward™ technology and my business?
- How can I reduce my manpower costs, without the loss of control or loss of quality seen with most offshore models?
- How can I match my staffing levels to project requirements?
- Where can I find offshore staff who will learn about my technologies at their expense and not at my expense?
- Who can I partner with for Remote Services like Application development and operations, Infrastructure operations?

The Unisys OCOE is a world-class facility located in India, staffed by qualified resources, established with security and governance controls, with the objective of being an extension of your own IT team.

The Unisys OCOE has advantages over other service providers offshore facilities. First, its focus is on Unisys technology and the OCOE benefits from being in the same office location as Unisys product engineering. Therefore, the OCOE staff have immediate access to the team who builds and maintains Unisys products.

Second, the OCOE does not exist in isolation but works in conjunction with:

- Your local Unisys consultants and account staff
- Project managers, either Unisys or your own
- OCOE staff at your site providing either long-term or short-term assistance

Third, we conduct detailed review with you to ensure all security requirements and protocols are well understood and incorporated in the OCOE.

Finally, we ensure the OCOE team has product training and in-depth understanding of relevant technologies to support your business. OCOE resources have grown with the technology we sell, and have undergone a rigorous training program to get certified to perform their duties. Our OCOE offers the best of both worlds—the benefit of having your own team without the overhead of managing it.

Benefits of Unisys OCOE

- 1. Understanding your Business:** Unisys has been your technology partner for many years. We understand your technology, because together we have built your IT environment. We also understand a lot about what matters about running and growing your business, and how to support your needs with technology. We use this understanding to create a customized OCOE service that is relevant to your business and environment.
- 2. Security:** Unisys will establish a secure OCOE adhering to industry standards and your requirements. Our OCOE has different layers of security including perimeter security, physical security, network security, application and data security to provide a highly secure environment. Unisys India facilities are certified in ISO 9001, ISO 27001, ISO 22301, ISO 20000, SSAE 18, and CMMI Level 3 certifications. If there is a
- requirement for special compliance(s) for OCOE, we could certainly consider it with the right business drivers.
- 3. Governance and Control:** Unisys OCOE uses a unique framework to provide comprehensive metrics and reporting. This allows you to define the exact level of managerial oversight and control you wish to retain. It gives the ability to step back from the details and concentrate on managing other aspects of your business instead.
- 4. Flexible Engagement Model:** Unisys offers customized engagement models (e.g. Fixed Price, Time & Material) to meet your IT needs. The agreed model will be flexible and dynamic, allowing you to respond to changes in project requirements and enabling swift ramp-up and ramp-down of resources.
- 5. Continuous Learning and Improved Quality:** The OCOE operates with an ethos of continued learning and knowledge sharing, which leads to overall quality improvement. While ensuring adequate skills and coverage, Unisys will also focus on cross-training resources to create a wider pool of resources to improve efficiency and reduce costs.
- 6. Productivity Improvement through Optimized Operations:** The OCOE model relieves you from operational overheads such as recruitment, training, HR management and knowledge retention, saving your time and money.
- 7. Time Zone Advantage:** Unisys OCOE offers 24x7 support and a highly flexible shift coverage. This means that engineering specialists will be available to you during and beyond your regular business hours.
- 8. Right Resources at Your Disposal:** Part of our work in customizing an OCOE model for you includes creation of a dedicated team of specialized, multi-disciplinary resources operating as an extension to your team. OCOE resources are certified in Unisys acclaimed 'ClearPath Forward Services Professional' certification. We ensure that all members of this team possess the necessary domain and technical experience to work in partnership with your staff and with local Unisys colleagues.

CONCLUSION

By choosing Unisys as your OCOE partner, you benefit from our product knowledge, and a delivery model customized to your requirements. By undertaking specialist support, routine development and testing work, Unisys frees your in-house staff to focus on other strategic initiatives.

To stay ahead of competition, the Offshore Center of Excellence model is essential.
Please contact your Unisys sales representative for more information.



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