



# UNISYS' SECURE DIGITAL TRANSFORMATION

**UNISYS** | Securing Your  
Tomorrow®

## Introduction

On a solid strategy and roadmap developed in 2017, Unisys IT has accelerated the company's potential for business growth. We are continuously evolving and building on that momentum. Through Agile processes and a DevOps model for solution development and delivery, we provide incremental functionality that brings improvement quickly while reducing risk. Our key initiatives are focused on:

- Cloud-First IT service delivery to reduce costs
- Finding innovative ways of using Unisys technologies and services
- Self-Service and automation solutions that improve associate productivity and increase efficiency
- Security solutions to protect our company and clients

Our transformation has resulted in a more flexible enterprise that attracts and retains skilled associates, and operates with greater effectiveness.

## Transformation Highlights

Unisys' Secure Digital Transformation started in 2017 with the creation of a roadmap to address the people, processes and technology aspects of business change. It enabled the use of digital technologies to transform the way we do business, improve associate satisfaction, and change the role of IT to a strategic business partner versus just "running" IT. We self-funded the program through cost savings and came in under our operating plan each year. Since then we have:

- Aggressively shifted from a Run/Build (Operation/Innovation) ratio of 85/15 to 60/40 by the end of 2019
- Reduced the cost of IT by 33%
- Moved 98% of our IT infrastructure to cloud SaaS/laaS
- Become the first Microsoft customer to migrate Oracle ERP to the Azure cloud

Digital capabilities delivered:

- Security
  - Improved our ability to avoid cybersecurity threats by enabling secure direct access to our core business applications without having to be on the Unisys Virtual Private Network (VPN)
- Cloud-First IT Service Delivery
  - Securely enabled 95% of our operations (up from 15%) within one week to work remotely as a response to the COVID-19 crisis

- Self-funded a new global Workday Human Capital Management (HCM) system and returned 7% of the annual IT budget back to the business
- Implemented the Zuora Subscription Management and Billing SaaS solution to support the order-to-cash process for Unisys SaaS offerings
- Replaced our Skype on-premises infrastructure with Zoom for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems
- Released Oracle Financial Consolidation and Close Cloud Service (FCCS) to ensure that processes used for financial close periods are dependable and correct
- Upgraded to Salesforce Lightning as the next generation CRM solution to increase sales productivity and help close more business
- Established ServiceNow® as the single point solution for IT requests, eliminating multiple applications and improving service fulfillment and ticket tracking processes
- Associate Self-Service
  - Launched Iris, a Self-Service Personal Assistant to answer questions and provide automated solutions to solve IT issues
- Automation
  - Automated our month-end financial close, executing with speed and accuracy 240,000 processing tasks five times faster using cloud services and Robotic Process Automation (RPA)
  - Created a SaaS "application network" using modern API transport protocols to access Workday, Salesforce, Azure, O365 and Deltek data across the enterprise; quickly integrated new systems into our environment
- IT as Business Partner
  - Created trust for our clients by proving that Unisys ClearPath Forward® applications can be successfully transitioned to the Microsoft Azure Cloud
  - Enhanced the capabilities of our Unisys Global Service Desks by enabling them to quickly scale-up/down in response to changing client demands by replacing desktops with a new Azure/Citrix Desktop as a Service (DaaS) environment





## Innovations

The COVID-19 pandemic disrupted businesses on a global scale and forced a rapid shift to working remotely. The foundational changes we made allowed us to quickly scale our infrastructure to securely support 95% of Unisys associates working from home. Additionally, using the speed and agility of our Unisys Citrix Cloud, we expanded our Global Service Desk capacity from 360 agent sessions in two locations (U.S. and India) to 1,750 agents in five locations working remotely using personal PCs. This has enabled the capability to support 800-1200 agent sessions from anywhere in the world on a daily basis with little to no impact on the infrastructure.

Unisys Always-On Access™ (AOA), powered by Stealth™ enabled secure access to resources from non-Unisys devices. Having direct, non-VPN access to IT applications (cloud SaaS- and Stealth access-enabled), we avoided a single point of failure, managed capacity and reduced risks of cyber-attacks posed by using VPN. This allowed us to react quickly to support more associates working from home as we did not have to scale our VPN infrastructure. Throughout this transition, no additional network bandwidth was required and there were no spikes in systems' utilization. As a result, this has allowed those working from home to “cut the cord” with VPN completely.

Over a weekend, we transitioned our ClearPath Forward infrastructure and business-critical invoicing, supply chain, and financial applications to the Microsoft Azure public cloud. The transition roadmap and outcome gives our clients the confidence to accelerate their move to the cloud.

Iris, Unisys associates' Self-Service Personal Assistant, was released in January 2019 with the goal of increasing associate satisfaction, productivity and reducing Service Desk tickets. Built using the Microsoft Azure Cognitive Services platform, Iris addressed over 36,000 associate inquiries in FY 2019 across 23 knowledge domains including IT, Sales, HR, Payroll, Travel, Legal, Brexit and more. COVID-19 and Work from Home were added to Iris' domains in 2020. Iris, combined with automated execution of common IT requested services, reduced Service Desk ticket volume by 77% in 2019.

Iris works on voice and text recognition - if unclear, it will suggest similar inquiries. If there are no automated Self-Service paths to resolve inquiries, Iris will direct the associate to the appropriate service request form to make sure the request gets quickly routed to the correct resolver group.

We introduced use of Robotic Process Automation (RPA) to “automate IT” and increase efficiency by 30%. Starting with month-end financial close periods, we re-engineered the process to take advantage of new digital capabilities. We replaced a 400+ hour manual process removing 240,000 human and error prone touch points with an automated solution that works five times faster with zero errors.

Early success has built business demand for RPA to improve other repeatable processes in IT, Finance, Operations, and Reporting. We are also creating a “Personal” RPA service so associates can build their own business process automation solutions.

## Business Results

For Unisys, 2019 was the second consecutive year of revenue growth and represented the highest annual growth rates since 1998. This was empowered by initiatives that drive productivity, increase flexibility and reduce costs.

Our industry-recognized approach to digital transformation, digital technology expertise and the innovative ways we are using Unisys technologies has made our company a success story for the services and solutions we bring to clients.

Associate satisfaction with Unisys IT improved, as did service delivery. For example, we realized a 77% reduction in Service Desk tickets by Self-Service help desk and automation. This reduced the service desk workload and enabled focus on higher value issue resolution by eliminating extended-day and night shifts.

Continued emphasis on innovation versus running IT has also improved IT associate job satisfaction. Associates are applying their creativity and new digital technology skills to deliver new innovative solutions that improve business performance and meet the needs of our business stakeholders.



## Critical Success Factors

- Choose a strong technology partner with innovative solutions that ensure security of data and infrastructure
- Challenge conventional thinking
- Take calculated and uncalculated risks
- Explore “No go zones”
- Reinforce IT as a business enabler
- Establish continuous business engagement and benchmarking
- Plan and develop a roadmap, including funding

## Lessons Learned

- Understand the cost of digital transformation
- Consider how much change your organization can absorb
- Realize that reducing cost does not mean hitting stop
- Focus on speed to business value



"Through our own secure digital transformation, we are enabling business growth and improved performance. The speed and efficiency with which we successfully implemented change earned Unisys the IDG Media CIO 100 award two years in a row – something of which we are very proud. Core elements included Unisys Stealth®, CloudForte®, and ClearPath Forward solutions and services. By giving associates access to the latest technologies that enable greater productivity, as a company we are better serving our clients."

– Upinder Phanda, CIO, Unisys Corporation

**Learn more about our solutions: Unisys Stealth, CloudForte,  
Infrastructure Transformation including Cloud Computing, Advanced Analytics  
and Digital Workplace Services.**



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