

## Improving Lives Through Natural Resource Deployment



### The Business Challenge.

Maintain global market leadership in manufacturing and servicing fluid motion control solutions that impact lives from bringing water to remote villages and oil to manufacturers – to flood clean-up.

### The Solution.

- Unisys Stealth® with microsegmentation to proactively protect data by restricting communication within the company's network to pre-authorized groups of users and devices.
- Unisys Digital Workplace Services and Cloud & Infrastructure Services, including Service Desk Managed Services, Field Engineering Services, and Network Managed Services support in 8 languages across 6 Managed Service Centers.

### Results and Benefits.

- Gained protection of critical infrastructure assets and intellectual property from malicious security threats
- Exceeded the target of 90% first call resolution rate, ensuring reliable services to customers
- Provided a fully predictable and budgeted cost for End User Support, allowing the client to focus on more volatile investment-related areas that are directly affected by fluctuating oil prices

“Unisys is a critical, global partner to our company. As the first touch point for our 17,000 users in 40+ countries, they are the face of IT for Flowserve, allowing us to focus on our strategic direction while they provide tactical day-to-day support needed to best serve our customers. Additionally, the Unisys Stealth solution protects our intellectual property which is key to our ability to do business with governmental agencies and meet regulatory requirements around the world.”

**Earl Barnes**  
**Head of Infrastructure**  
**Operations and Cybersecurity**  
**Flowserve**



For more information visit [www.unisys.com](http://www.unisys.com)

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