

A man in a blue shirt and a woman in a red top are looking at a computer monitor in a server room. The man is on the left, and the woman is on the right. They are both looking at the screen with interest. The background shows server racks and a window with a grid pattern.

UNISYS STEALTH[®] SUPPORT SERVICES

UNISYS | Securing Your
Tomorrow[®]

Cybersecurity Never Sleeps

Protecting your business and data against sophisticated, financially-backed online criminals, while meeting security compliance regulations is a constant process. According to a recent [Ponemon report](#), the average total cost of a breach can reach up to \$6.9 million and as per a recent Deloitte report, 'cyber risk globally could slow the pace of technological innovation by as much as US\$3 trillion in lost economic value in 2020.' These all are the combination of direct and indirect losses that many big firms have to bear, and not to mention the loss of clients and brand reputation, which is hard to monetize. All this means that your enterprise can't afford a gap in support when it comes to security.

Unisys Stealth Support Services

To help our clients proactively reduce the risk of costly downtime and improve software performance and manageability, Unisys provides a comprehensive offering of Extended and Premium Support Services. No matter where you are in the lifecycle of Unisys Stealth® solutions—planning, production, implementation or upgrade—we can help you maximize the value of your IT investment.

Whether you need 24x7 support coverage with rapid response resolutions, commitment to resolve issues within defined levels of service adherence, a dedicated support advocate, remote deployment service or customized support consulting, Unisys has a support solution that fits your unique set of requirements and budget.

Unisys Stealth Support Services include product updates and enhancements at no additional license or support costs. Our proven enterprise-class support services meet your ever-changing IT demands, resolving IT complexities proactively to optimize the availability, manageability, performance and value of your Stealth™ ecosystem. Stealth Support Services consistently receive very high global client satisfaction ratings.

Around-The-Clock Support

Unisys employs thousands of skilled personnel around the world for problem resolution. Support engineers conduct problem analysis, fault identification, workaround identification, resolutions and fixes. We use "follow the sun" and "one time, everywhere" methodologies to provide seamless access to resources around-the-clock. Problem diagnosis is passed along to teams across time zones as the day progresses. This unparalleled global coverage makes Unisys the ideal choice for enterprises striving to achieve consistent worldwide support for mission-critical IT infrastructure.

HUB-BASED GLOBAL SUPPORT COVERAGE

Over 100 highly skilled technical analysts operating 24x7 from client support center spread across 24 countries



Industry Standard & Proven Methodologies and Tools
Operational Excellence through Continuous Improvement



Dedicated and Skilled Global Talent
Follow The Sun & Ready To Serve Model

Stealth Support helps you to:

- Mitigate risks of downtime and provide proactive protection for improved application availability
- Optimize Stealth solution performance
- Reduce total cost of ownership
- Maximize the value of your IT investment
- Receive updates and enhancements without any additional license or support costs
- Drive growth, innovation and profitability
- Free up internal support resources to work on higher-priority items
- Mitigate the risk of costly security threats
- Expedite escalations and facilitate resolutions

Flexible Suite of Support Services to Meet Your Unique Needs

Every enterprise IT environment is unique and security 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, customized for various lengths, coverage levels and activities.

Stealth Support features include:

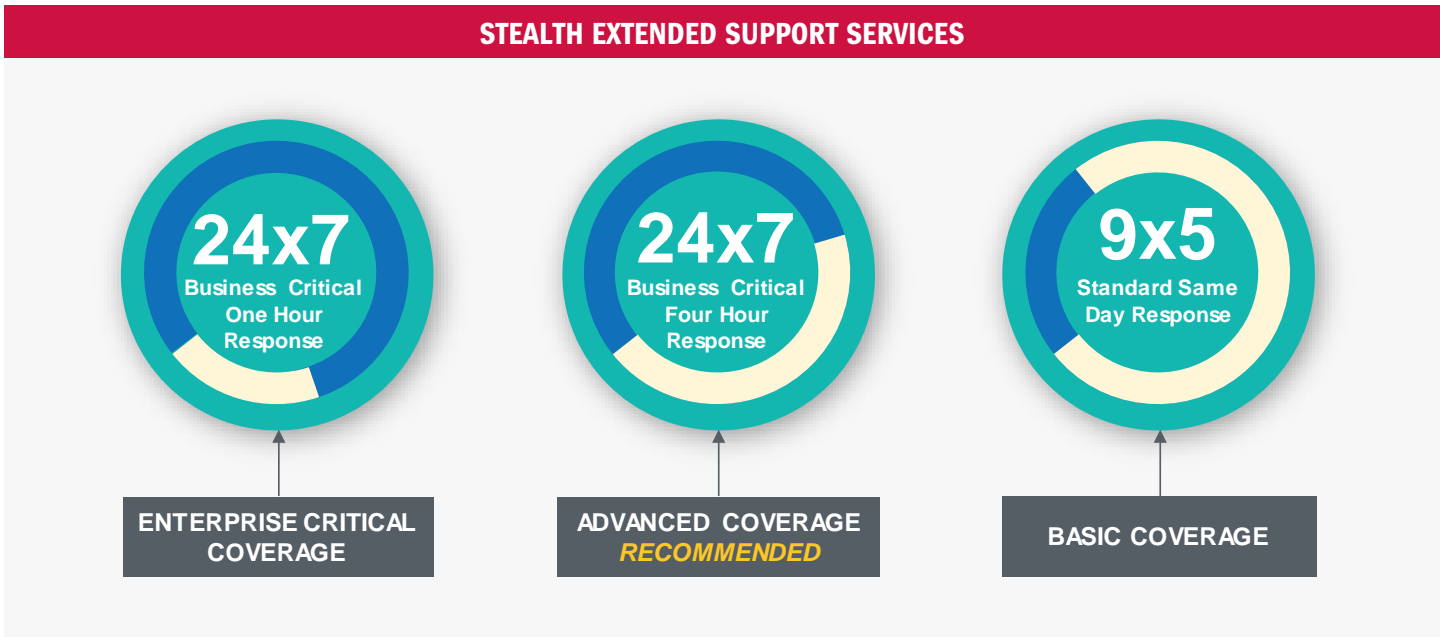
- Service request submissions by phone or online
- Upgrades, bug fixes and new releases

- 24x7 extended support coverage with rapid response time
- Access to global resources anytime
- The ability to suggest new features
- An online repository with helpful product related information like Troubleshooting, FAQs, User guides, Maintenance fixes, Enhancements, Patches etc.

Stealth Support provides remote assistance over the phone or online, with three coverage levels to choose from—basic, advanced and enterprise critical. We will work with you to create a solution that best fits, so 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.

Why Unisys Stealth Support Services?

Unisys Stealth Support Services offers enterprise clients world-class, proven, cost-effective product support for mission-critical Stealth solutions. Unisys provides a flexible, comprehensive offering of extended and premium support services designed to reduce costly downtime and improve solution performance and manageability. Unlike other enterprise IT product support service providers that offer only regional coverage typically focused on fast fixes, Unisys delivers 24x7 global coverage. With over 4,500 highly skilled Unisys-badged field support technicians in more than 40 countries, Unisys is ready to handle your most challenging support issues.





Product Support Offering	Basic Coverage (Standard 9x5 Next Business Day Response)	Advanced Coverage (Business Critical 24x7 4hr Response)	Enterprise Critical Coverage (Business Critical 24x7 1hr Response)
Support Center Service	✓	✓	✓
User Communication Service	✓	✓	✓
Software Maintenance Release Service	✓	✓	✓
Electronic Support Service	✓	✓	✓
Call Reception Center – On Call Support		✓	✓
Support Center Response Commitment			✓

To learn more about Unisys Stealth Support Services, please contact UnisysProductSupport@unisys.com or visit www.unisys.com/stealth



For more information visit www.unisys.com

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