DRIVING INNOVATION WITH AN EXPERIENCED SUPPORT PARTNER

A BUSINESS-DRIVEN APPROACH TO PRODUCT SUPPORT

UNISYS | Securing Your Tomorrow®

You are Expanding!

And Innovation Plays The Key

You want your IT department to play a strategic role to add business value along with the traditional enabler role. But IT complexity has increased dramatically and with the IT organizations so overloaded, they cannot innovate, automate or take on any more. You're not alone in this predicament.

Defining an information technology systems architecture to support an organizational strategy is a daunting task. You need to be mindful of the converged infrastructures and reference architectures needed, the integration capabilities required to accommodate multiple 3rd party applications and, all this while reducing the total cost of ownership. While a smarter IT infrastructure can help you in your journey towards innovation, supporting it becomes increasingly complex.

But you can't compromise on the up-keep of your IT assets, because it would just be detrimental to your business and clients. And that is why you need an expert product support partner to help you keep your IT up and running. To do that successfully, in this increasingly interconnected digital world with disparate systems, it takes someone like Unisys who can provide world-class maintenance and proactive support services to help optimize the availability, manageability, performance and value of your mission-critical data center environment.

A Trusted Support Partner

Your mission-critical business operations depend on a highly reliable enterprise-wide technology infrastructure. Unplanned system downtime can cost millions of dollars per hour in revenue, productivity, compliance, client loyalty and reputation.

Most of the support service providers are still tied to the engagement model of the past, wherein they adopt an insurance-provider-like approach towards support. Their services kick in when something damages your business and the focus then is on fixing it. While this might have worked in the past, we are acutely aware of the problems it poses to your business with its mission-critical nature.

Unisys' support offerings are designed solely on the key objective of improving your critical systems availability to help save your precious time and money. Our support services not only help you effectively repair problems if they occur, but are also designed to predict, pre-empt and prevent incidents before they occur.
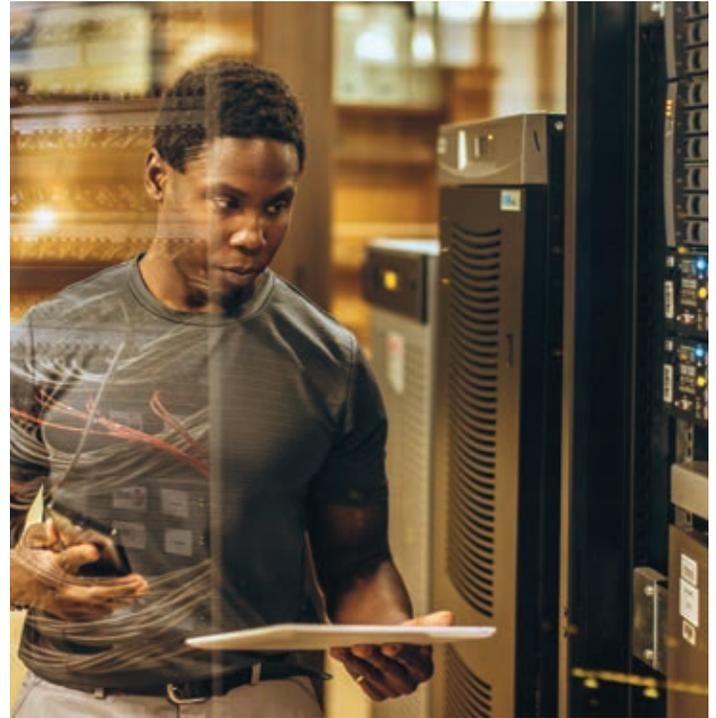
Unisys Product Support

Unisys offers a comprehensive suite of product maintenance and premium proactive support services. Be it service warranty upgrades, 24x7x365 maintenance coverage with rapid response times, an onsite hardware engineer, a dedicated personalized go-to support advocate, remote system health checks, customized support consulting, or single-source multi-vendor support, Unisys has an offering that fits your unique set of requirements and budget.

Irrespective of where you are in the lifecycle of Unisys solutions – production, upgrading, implementing, planning – we can help you maximize the value of your IT investment. We offer you proven world-class product support – but don't just take our word for it.

We have a vast global client base from different industries whom we support. This support ranges from a basic support environment to a very sophisticated mission critical business environment like various financial institutions – banks, insurance, financial advisory firms, global airlines, air cargo companies, federal agencies, state governments etc. **More than 90 of the Fortune Global 500 companies** utilize Unisys services to improve productivity and customer satisfaction. Our clients have consistently rated our product and support services highly in global client satisfaction surveys.

> "56% of IT execs said IT complexity hampered their ability to provide required service levels and 53% said it made business optimization and innovation difficult."

A Flexible Suite of Support Services to Meet Your Unique Needs

Every enterprise IT environment is unique. System availability 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.

You could choose a standard support offering from our portfolio or our experts can help you create a custom fit support offering. We will work with you to create a best-fit solution, so at any given time 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.

Unisys Product Support Offerings		
Unisys Hardware Support Offerings	**Unisys Software Support Offerings**	**Unisys Premium Support Offerings**
24x7 Support with Four-Hour Response 24x7 with Two-Hour Business Critical Response 9x5 Support with Next Business Day Response 9x5 Support with Four-Hour Response	24x7 Support 24x7 Support with One-Hour Emergency Response 9x5 Support	Support Account Manager (SAM) Onsite Support Specialist Remote Systems Health Check Support Consulting

Unisys Hardware Support Offerings

Our services for hardware support extend from basic service warranty to a variety of premium support services options for Unisys and non-Unisys products:

- **24x7 Support with Four-Hour Response**
  - 24x7x365 access to e-Service portal
  - 24x7x365 service request via internet or reception center
  - 24x7x365 access to support analysts
  - Configuration assistance
  - Unisys product and third party product support
- **24x7 Support with Two-Hour Business Critical Response**
  - Same as above but with two-hour response
- **9x5 Support with Four-Hour Response**
  - 24x7x365 access to e-Service portal
  - 24x7x365 service request via internet or reception center
  - 9x5 access to support analysts
  - Configuration assistance
  - Unisys product and third party product support
- **9x5 Support with Next Business Day Response**
  - Same as above but with Next Business Day response for problems reported during principal period of maintenance

Unisys Software Support Offerings

Operating system software, environmental software and application software problems can be time-consuming to properly diagnose and fix. Unisys software support services provide remote assistance via the telephone or the Internet 24x7, as well as on-site support for Unisys and non-Unisys software. Application support includes support for Unisys proprietary solutions and OEM solutions, and provides you with a single point of contact for all issues related to that software.

- **24x7 Support**
  - 24x7x365 remote assistance via telephone and internet
  - Support for Unisys propriety solutions and OEM solutions
- **24x7 Support with One Hour Emergency Response**
  - 24x7x365 remote assistance via telephone and internet with one hour response
  - Support for Unisys propriety solutions and OEM solutions
- **9x5 Support**
  - 9x5 remote assistance via telephone and internet
  - Support for Unisys propriety solutions and OEM solutions

"Unisys' support for the Command and Control Service is helping our agency to achieve our goal of reduction in crime, cost and improved public confidence by effectively managing crime, including those associated with mega-events such as the Olympic Games."

– Chief Inspector, Command and Control User Support, Leading UK Law Enforcement Agency

Unisys Premium Support Offerings

For enterprise-wide mission-critical IT environments, Unisys offers premium services that help you proactively further reduce the risk of costly downtime:

- **Support Account Manager (SAM)**
  - Provides a highly-skilled expert as your personalized advocate
  - Provides proactive preventive support commitment
  - Accelerates escalations and facilitates resolutions
  - Conducts monthly/quarterly documented meetings
  - Conducts remote systems health checks
  - Provides or arranges for support consulting
  - Helps optimize system performance and uptime

- **Onsite Support Specialist**
  - For clients who value dedicated support through a Unisys hardware engineer
  - This service is available on a pre-paid hours-per-month basis

- **Remote Systems Health Check**
  - Provides one-time, quarterly or semiannual quick and inexpensive assessment service
  - Highly valuable for remote locations
  - Helps optimize system operations and performance
  - Improves security protection by providing information about potential problem areas
  - Provides written report of health check results

- **Support Consulting**
  - Provides a broad range of mission-critical data center support services
  - Offers customized engagements related to product usage, administrative tasks and operational tasks such as upgrade planning, configuration analysis, database tuning, storage system analysis, system capacity planning, and disaster recovery assessments
  - Offers an optional IT operational readiness workshop that rapidly evaluates the maturity of the operational processes and provides focused ITIL-standard service management using best practices

"For 40+ years, the ClearPath Forward technology has enabled our growth and ensured that our comprehensive infrastructure provides greater system stability, reliability, scalability and faster response time to enable excellent service to our customer."

– Wagner Castillo, Acting CIO, Banco Nacional de Costa Rica

Unisys: A Trusted World-Class Provider of Enterprise-Wide Support

- 96% Business critical service requests responded to within 30 minutes

- Unisys support is the backbone of ClearPath Forward® Systems, which has a proven security track record*

- Manages over 7.6 million service events annually

- Supports over 3.5 million devices worldwide

- More than 4,500 Unisys-badged field support professionals in over 40 countries

- Over 1,000 parts stocking locations worldwide

- Single-source provider using certified ITIL process and one global tool set

- Globally certified ISO 9001:2008 logistics supply chain operation

- Average client relationship is over 15 years

Why Unisys Product Support?

Unisys enterprise clients require world-class, proven, cost-effective product support for their complex multi-vendor mission-critical enterprise IT environments - mainframes, servers, storage, peripherals, networking, and software.

Unisys offers all its clients a flexible, comprehensive suite of extended maintenance and proactive support services with single-source accountability.

Unisys support solutions are designed to reduce costly downtime and improve system performance and manageability. Unlike many other enterprise IT support service providers that can offer only regional coverage and are typically focused on fixes, Unisys offers preventive 24x7x365 global coverage.

Global Round-The-Clock Support Resources

Unisys employs thousands of skilled technicians deployed globally for onsite repair. Our global network of support engineers conduct problem analysis, fault identification, workaround identification, resolutions and fixes 24x7x365.

We use "follow the sun" and "one time, everywhere" support methodologies that give you seamless access to global resources every second of every day. Problem diagnosis can be passed from support teams in one global theater to the next as the day progresses. This unparalleled global support capability makes Unisys the ideal choice for enterprises striving to achieve consistent worldwide support of their mission-critical IT infrastructure.

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

US & CANADA

EMEA

Asia-Pacific

Latin America
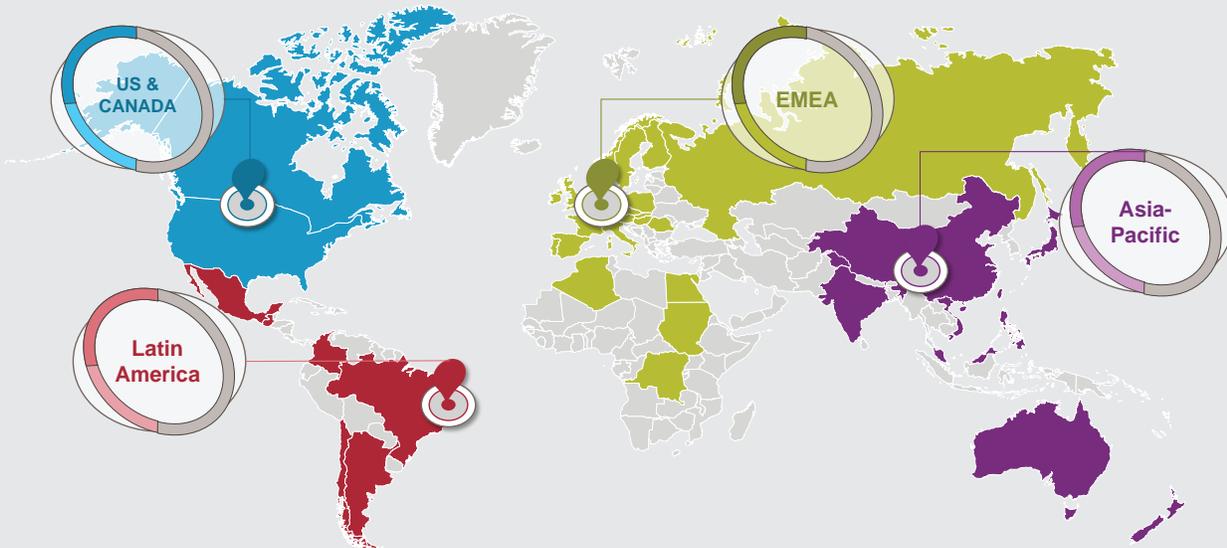
Industry Standard and Proven Methodologies and Tools
Operational Excellence through Continuous Improvement

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

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*As per NIST - National Vulnerability Database, FY'19 and MacAfee Multiphase Independent Product Security Assessment , FY'17

Key Benefits of Unisys Product Support

- Proactively mitigates risks of system downtime
- Optimizes system performance
- Boost your overall productivity
- Helps to achieve higher degree of client satisfaction
- Accelerates responses and resolutions

- Reduces your total cost of ownership
- Proactively maximizes value of your IT investment
- Tailored customized solutions that match to your unique needs
- Easily encourages growth, innovation, profitability, advantage
- Effectively frees up your internal support resources
- Single source for all your product support needs

"For 20+ years, Unisys has helped Coopercitrus serve our members. We rely on Unisys ClearPath Forward systems and services to ensure our network is capable of driving efficiencies in the way we serve farmers throughout Brazil."

- Chief Information Officer,
  Coopercitrus

For any queries – Please contact UnisysProductSupport@unisys.com

or visit our website www.unisys.com/about-us/support

For more information visit www.unisys.com