SMART, SECURE HYBRID AND MULTI-CLOUD OPERATIONS AND MANAGEMENT

UNRIVALLED BUSINESS OUTCOMES

UNISYS | Securing Your Tomorrow®

Public and private sector organizations are heavily relying on hybrid and multi-cloud strategies as part of their digital transformation. But operating and managing an environment supported by multiple cloud providers and your existing physical data center presents significant challenges. Organizations are finding that digital transformations and cloud migrations does not just end by moving current applications into the cloud. Planning, deploying, and implementing cloud are big steps in realizing true cloud benefits. However, the on-going management and operations of hybrid and multi-cloud are critical to realizing its full advantages. Many organizations struggle to fully address the following cloud challenges:

• Managing multiple clouds

• Security

• Cost management

• Lack of internal resources/expertise

• Governance and control

• Compliance

• Performance

In our client engagements throughout the world, we have deployed global best practices, AI-led processes and the right tools to overcome these challenges and deliver the business outcomes our clients desire. The Unisys cloud and infrastructure advisory, implementation, and management services is based on our deep experience in running and supporting complex environments in a hybrid/multi-cloud model.

Operations and Management Services Tailored to Your Needs

For Unisys, every engagement is unique — we approach each client with their specific requirements in mind. Tools, processes and our service team members are selected based on the clients' requirements.

Our Unisys Cloud Squads are made up of carefully selected operations and management experts that include consultants, cloud architects and operations, automation, and security engineers. Team members with specialized skills are also assigned according to each client's unique requirements.

Our approach also includes the following:

Agile Approach for Rapid Issue Response: Our Unisys Cloud Squads take an agile, inter-group approach to any issue, engaging internal and external resources to rapidly respond to any management or operational issue. Team success is measured by favorable interactions with team members and clients and continual improvement is a foundational goal. Our agile approach incorporates an Improved Mean Time to Repair (IMTTR) metric for tracking improved service. Here are some recent results for our AI-led operations. **Self-Healing Capabilities Driven by AI-led Operations.**

• 18% of Client Incidents/Tickets Resolved by Automation

• Additional 9% of tickets are initially triaged by automation, which performs the initial analysis and diagnostics

While AI can help reduce MTTR, you can leverage Unisys tools and best practices to further optimize your infrastructure, and save time and money.

Furthermore, using Unisys' Integrated Performance Management System (IPMS) operational and business intelligence dashboards allows for efficient cost, risk, and compliance management of your cloud ecosystem, as well as providing deeper and real-time insights into the health and performance of the environment.

Unisys Hybrid and Multi-Cloud Management Across Platforms

From initial service deployment through ongoing operations, we ensure all data, applications and platforms are synchronized and managed in a standard, secured, centralized manner, including integration of existing service management platforms.

Cloud Management Platform Centralizes Control

Unisys' Hybrid and Multi-Cloud Management Platform (CMP) provides efficient orchestration and management throughout your hybrid or multi-cloud ecosystem. It is a combination of solutions providing a standards-driven management platform comprised of Unisys-created capabilities and technologies to optimally utilize cloud functionality from AWS, Azure, VMware, GCP, etc. It is a flexible end-to-end platform that is tailored to fit your specific cloud environment, Unisys CMP allows you to incorporate self-serve image provisioning and landing zones, storage, workload balancing, and more. In one recent deployment for a consortium of research centers, Unisys used its CMP to tie together nearly a dozen geographically dispersed sites and orchestrate single sign-on, database backups, and file sharing. Unisys offers clients an option to use its CMP or use a CMP of their choice.

Key Areas for Success in Hybrid/Multi-Cloud Operations and Management Include:

• *Service tailored to your needs for the best outcomes*

• *Hybrid and Multi-Cloud Management across platforms*

• *Centralized Control through a single Cloud Management Platform*

• *Automated AI-Led Operations for better performance and efficiencies*

• *Digital Service Management using ITIL 4.0*

• *Continual Cost Optimization*

• *Security first and everywhere*

• *Holistic approach to cloud, including other supporting disciplines*

Our Cloud orchestration capabilities include the ability to integrate tasks, tools, and processes for provisioning workloads across cloud platforms—public, private, hybrid and multi-cloud, regardless of vendor. Unisys-led orchestration is compliant, safe, and cuts time and complexity.

Unisys for Efficient, AI-LED Automated Application Operations

Unisys incorporates a streamlined set of solutions to automate and optimize application operations. We leverage exceptionally reliable and secure monitoring solutions, automation of repeated operational activities and on-demand elasticity and metered usage of resources by monitoring application resources. This service reduces resolution time through a combination of seamless integration with ITSM, auto-alerting and auto-healing, thereby enabling businesses to maximize value from modernization initiatives.

Unisys has strong credentials in the areas of cloud applications management and monitoring, business and operational insights, integrated service management, and DevSecOps. We utilize agile and ITIL methodologies. Our architectural advisory framework, through CloudForte® Navigator™, provides an automated, industry standards-based solution to continuously evaluate workloads against the evolving best practices and determine the best possible options. These include the key cloud metrics of Cost, Security, Reliability, Performance, Operations, and Applications. CloudForte® Assure™ provides similar capability for security and compliance, incorporating the latest standards, determining which apps and processes need remediation and delivering on-demand reports of compliance and security issues.

Key business outcomes from application operation services include reduced operational overhead due to automation and monitoring, continuous visibility into application performance data and unlocking engineering bandwidth by optimizing operational activities. Enterprises can build on this strong foundation to innovate at scale, focusing on delivering core business values to end-users and customers.

Digital Service Management Using ITIL 4.0

Unisys utilizes leading ITSM technology from ServiceNow along with industry standards such as ITIL 4, which is especially relevant to cloud. Using these ITIL 4 standards, Unisys delivers key cloud service management functions such as catalogue aggregation, request fulfilment, auto-discovery, monitoring and billing, through highly automated and integrated processes.

Continual Cost Optimization and Savings

Unisys Cloud and Infrastructure services include cost optimization tools to provide better visibility of your cloud cost, saving opportunities and timely alerts based on upon your cost vs budget metrics. Unisys performs analysis based on application performance, CPU and storage usage, bandwidth and other recurring costs to balance application and system efficiencies against resource allocations. Unisys cost guidance recommends the optimum configurations based on a client's specific requirements in ongoing analysis and reports. Some cost optimization parameters can be automated, such as reducing CPU or memory usage for applications that are not maximizing their allocated resources.

If clients are using agile/DevOps, Unisys can incorporate the latest in development security, customized to their application development environment. Our vendor neutral expertise can help clients select the right security and compliance strategies regardless of infrastructure or target application environment.

Security First Design

All Unisys cloud and infrastructure operations are deployed using a security first approach that makes certain all infrastructure and processes meet or exceed industry best practices.

Incorporate Unisys Stealth®, the only security solution that gives you the ability to see, segment and secure the entirety of your global infrastructure. Out of the box. In less than an hour. Using a single, holistic security policy powered by irrefutable identity-based-access management.

Security and compliance are a key part of everything that we do. All systems deliver standardized policy enforcement and permissions and deliver auditable tracking and results. Our CloudForte Assure tool, for example, is an on-demand cloud infrastructure scanner, which analyses cloud deployments across nearly one hundred continually updated security compliance standards. This analysis scores and recommends solutions for any compliance deficiencies.

Holistic Approach to Managed Hybrid Cloud Services

Once Unisys has established the definitive Configuration Management Database (CMDB) of systems and processes that require operational management, we can provide the following Managed Hybrid Cloud Services:

Monitoring and Event Management: Unisys will monitor all devices identified in the CMDB, which includes the collection, aggregation, correlation, prioritization, and allocation of identified events into alerts and incidents.

Incident Management: Unisys responds to incident tickets routed to the Unisys assignment group in the ITSM system. The incident management service includes management of the incident across all stages of resolution including analysis, resolution, closure, and post-closure review. The activities carried out through incident management are tracked and recorded.

Remediation Automation: We monitor systems and diagnose events using software agents to automate document incidents reporting, remediate identified issues, and provide support for change management.

Change Management: Unisys will respond to change management requests and will perform approved changes. Unisys will coordinate with you and your designated support groups in coordinating change management activities involving cross-functional changes.

Problem Management: Unisys will provide problem management activities, including the analysis of incident tickets in the ITSM system and the assessment of performance monitoring data collected by Unisys. Unisys will perform root cause analysis, problem resolution, and related activities resulting from the analysis of incident tickets and performance data according to Unisys standard processes and procedures. Unisys will respond to problem tickets routed to the Unisys support queue in the Unisys ITSM system, and Unisys will coordinate with your designated support groups.

While base cloud operations management is essential, many Unisys clients opt for additional services to enhance their performance, compliance, security, and application workload environments.

Other Unisys' Managed Hybrid Cloud Services

Unisys Managed Hybrid Cloud Services cover the full range of cloud infrastructure and workload services, from storage to DevOps to steady-state management. In addition to advisory, migration and transformation services, our Managed Hybrid Cloud Services includes:

Managed Services for Public Cloud	Managed Services for Private Cloud	Digital Identity Management
Digital Service Management	Managed Security Services	Cloud Optimization

Transitioning to Unisys Managed Hybrid Cloud Services Is Easy

Whether you are moving to managed services for the first time or from another managed services operation, Unisys works directly with you and your team to make certain all systems operate with little to no disruptions to your organization during the transition. Every step is carefully planned and executed according to your systems and end-state goals. Unisys delivers the following:

- *Network Transition Services*

- *Deployment Planning*

- *Transition Management Transition Plan and Schedules*

What Other Cloud Services Does Unisys Provide?

The Unisys Cloud and Infrastructure suite of services is much more comprehensive than just Managed Hybrid Cloud Services. Unisys offers a comprehensive suite of services for advising, planning, migrating, application and data modernizing, optimizing, securing, managing and transforming cloud — from initial cloud strategies through on-going operations and optimizations of systems.

Our services are designed to help businesses achieve their goals, whether they be increased revenue, more flexibility, or better addressing their markets and customers. Unisys services are specifically designed to help organizations accelerate the adoption and operation of cloud services, from legacy migration to new cloud design, deployment, and operations. Unisys has unique cloud accelerator capabilities that deliver cloud your way—faster and more securely. Our cloud enablement makes migration and ongoing operations fast, smart and secure, tailored to your organization's specific requirements and goals.

Regardless of your cloud IT infrastructure and applications, Unisys provides the right tools, processes, and capabilities to manage, monitor, and support your cloud environment.

Why Successful Organizations Choose Unisys?

Centralize management of all your cloud services: With Unisys, you'll use a single, unified platform to manage multiple cloud services for business or technical purposes. Take your operations to the next level with objective guidance and advanced IP, delivered through a cloud-agnostic approach and associated reference architecture.

Simplify and manage risk in complex cloud operations: With Unisys, you'll use AI-led automation and Infrastructure as Code (IaC) to streamline your cloud adoption and data migration. Using Unisys automation tools, you'll be able to effectively manage large-scale, high-speed and secure multi-cloud environments. Furthermore, you'll simplify and automate application deployments with flexible and effective security controls.

Maximize ROI for your cloud investments: With Unisys, you'll use a management framework and supporting tools designed specifically to support the continuous evolution of your cloud as it adapts to the needs of your business environment. Using the Unisys framework, you'll be able to select and assign the right resources to any workload or application to balance workload performance, compliance, and required cost efficiency to suit business demand. With Unisys, you'll also benefit from machine intelligence to continually and dynamically adjust cloud resources as requirements evolve for apps and workloads across your system.

Unisys CMP

In a deployment at a large government site in Australia Unisys Cloud Management Platform enabled self service provisioning and management of virtual machines in both clients, Public and Private cloud environments. This process allowed the client an ability to deploy new cloud instances in a matter of hours versus a process that previously required days for approvals and provisioning.

Manage and operate your hybrid and multi-cloud smartly and securely,

visit www.unisys.com/cloud

For more information visit www.unisys.com