

“The COVID-19 pandemic has made it clear that we need to be more agile than ever in developing and deploying new applications to deliver benefits to citizens in immediate need. ClearPath MCP Software Series for Azure, combined with the Unisys CloudForte® consulting services in the Azure GovCloud, enables us to achieve our goal while reducing costs, streamlining IT operations and enabling compliance with regulations.”

Pat Kelly, IT Director, Job Service North Dakota

Delivering \$1B Unemployment Benefits

Success Story

Business Challenge

Provide services to citizens while addressing a surge in unemployment claims due to the COVID-19 pandemic and complying with new government programs.

Business Outcomes

- Processed unemployment benefits for 3.7 times more citizens from March to April 2020 due to the spike at the onset of COVID-19 (from 9.5k to 35.6k*)
- Processed and paid out 14 times more claims (280k up from 20k) valued over a billion dollars in benefits (up from \$80 million annually) during April 2020 to October 2021
- Reduced recovery time from up to 2 weeks to a few minutes and increased production processing speed from 25% to a peak of 100%
- Reduced capital-equipment costs (by minimizing the cost of maintaining a data center footprint and eliminating physical data tapes) and gained access to highly skilled resources available around the clock

Solution

Unisys ClearPath® MCP Software Series for Microsoft Azure to transition applications from hardware-based systems to the GovCloud using CloudForte®; Azure Site Recovery; Application Services to develop and maintain mission-critical applications; virtual tape library; remote system monitoring, database administration, batch operations and systems administration.

*Source: U.S Bureau of Labor Statistics

Processed benefits for **3.7** times more citizens from March to April 2020

Paid out **14** times more claims valued over a billion dollars in benefits during April 2020 to October 2021

Reduced recovery time from ~2 weeks to a few minutes



For more information visit www.unisys.com

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