

## Providing Staff Augmentation for Unisys ClearPath Forward® Systems



### **The Business Challenge.**

Address staff attrition and the need to keep pace with new end user requests related to ClearPath Forward® hosted applications and services; the effort to hire and train additional resources is time consuming.

### **The Solution.**

Unisys Site Account Manager (SAM), a designated, remote support specialist team that works closely with the department's staff as a single point of contact for delivery of Unisys ClearPath Forward software and hardware technology skills; SAM is an extension of the department's team that provides review of incidents and system health checks, gives alerts related to critical patches, participates in bi-weekly status calls with the department's team, and provides other ad hoc consulting as requested.

### **Results and Benefits.**

- Eliminated the need to go through an interviewing and hiring process
- Provides immediate ClearPath Forward related expertise
- Delivers critical resolution faster
- Improved end user experience via enhanced ClearPath Forward system services



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