The intelligent operations playbook

Building tomorrow's agile, automated operations today

unisys

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The shift to intelligent operations

Market demand for cloud services is shifting faster than ever. Hybrid cloud environments, accelerated digital adoption and increasingly complex cloud environments are reshaping how organizations operate. The real challenge? Moving from reactive to proactive cloud operations while breaking down silos, modernizing legacy systems and seamlessly migrating and managing workloads across hybrid and multi-cloud environments.

Intelligent operations gives you the power to adapt, optimize and tackle hybrid cloud management challenges head-on with AI, automation and data-driven insights. Whether you're transforming legacy infrastructure, managing existing cloud environments or migrating critical workloads, intelligent operations puts you in control.

Let's explore how intelligent operations works and what it means for your business.

Cloud operational realities

Organizations today face interconnected operational challenges that traditional approaches can't solve:

- Cloud management
- Security
- Lack of internal expertise
- Cost management
- Governance issues
- Compliance requirements
- Performance optimization

Inside intelligent operations

Intelligent operations brings together AI-led processes, proven practices and digital tools that optimize cloud investments. This approach establishes and simplifies IT environments with real-time insights, automation and AIOps, providing more control, reduced costs and optimal value. A bi-modal IT approach ensures both stability and agility and offers predictable processes paired with fast solutions.

Organizations using intelligent operations can improve availability; manage multiple clouds seamlessly; and boost security, cost management, governance, compliance and performance. A strong cloud vendor ecosystem drives innovation across hybrid and multi-cloud environments, supporting everything from strategy and execution to ongoing management.

Core intelligent operations pillars

- Real-time analytics and predictive insights
- Automation and AI-led processes
- Comprehensive governance and compliance
- Security and risk management
- Continuous improvement and agility
- Cost optimization

Simplifying compliance with structured governance

Structured governance creates the foundation for overseeing and managing your cloud environments so you can comply with controls, policies and regulatory requirements with confidence. Intelligent operations automation tools make compliance simpler by helping you assess compliance, adhere to regulations and mitigate risk. Your employees save time on manual tasks, and human errors in compliance management become a thing of the past.

Decision-making gets simpler when you leverage observability. This means monitoring, analyzing and visualizing consolidated data from multiple sources within your cloud environment. You benefit from performance, security and compliance metrics that drive informed decisions and proactive risk management.

SUCCESS STORY

Streamlining compliance across global operations

A leading health and security services firm implemented a comprehensive data governance framework with automated compliance controls across multiple regions. The solution achieved 100% adherence to HIPAA and GDPR requirements while improving data quality by 98%, demonstrating how governance frameworks make complex regulatory management seamless.

Driving intelligent operations with AI-driven automation

AI-driven automation powers intelligent operations. Here's how you can optimize performance and decision-making in your cloud environment using AI-led operations and automation tools.

- **Infrastructure deployment:** Automate processes with infrastructure as code to streamline provisioning management and infrastructure component deployment, boosting the agility and efficiency of your cloud operations.

- **Self-healing systems:** Reduce system downtime through automation. With self-healing capabilities driven by AI-led operations, you can address issues before they become problems and minimize service disruptions.

- **Incident response:** Improve availability by automating your incident response and resolution processes. You increase service reliability and operational efficiency by reducing the time required to identify, diagnose and resolve issues.

SUCCESS STORY

Improving business outcomes with automation

National Instruments, a leader in automated test and measurement systems within Emerson, sought to use AI-driven automation to empower its product teams, improve code and documentation and modernize applications. By working with Unisys to adopt AI-enhanced automation, National Instruments reduced human errors, improved code and gained consistency.

Optimizing costs for better ROI

Cost optimization can help you maximize your ROI by giving you more visibility into cloud costs, identifying savings opportunities and alerting you when costs and budget don't align. Automation can improve workload optimization through automated rightsizing. Other multi-cloud ROI benefits of intelligent operations include:

- **Hidden costs:** Gain complete visibility into cost management and optimization, including hidden fees, so you can effectively navigate the complexities of multi-cloud operations.

- **Forecasting:** Leverage predictive analytics tools to anticipate future costs, optimize resources and ensure cloud spend and budget alignment.

- **Workloads:** Improve workload efficiency and performance with AI capabilities that can dynamically adjust workloads, improve overall efficiency across cloud platforms and optimize resource use.

- **Integrated performance management systems:** Learn real-time health and performance insights about your cloud environment with the operational and business intelligence dashboards of integrated performance management systems.

- **Cost and strategy alignment:** Align data center and cloud costs with business strategy in real time so you can optimize resources, align costs with objectives and make more informed decisions.

SUCCESS STORY

Realizing cost savings and more agility

A global biotech leader with a multi-cloud environment wanted to streamline its enterprise technology strategy to support rapid global expansion. The company streamlined operations and automated service delivery using Unisys Cloud AI solutions. As a result, it cut costs by scaling and optimizing multi-cloud operations. The company saved 150 hours and $20,000 in field service costs by automating password updates across 300 meeting rooms.

Managing security and risk in intelligent operations

Hybrid and multi-cloud environments create complexity in security management. Safeguarding your data, applications and infrastructure across multiple cloud platforms requires proactive security measures proven to work. For example:

- AI-driven threat detection and automated response to identify and respond to security threats in real time, minimizing potential risks and vulnerabilities

- Identity and access management solutions, encryption protocols and compliance frameworks so you can strengthen your security posture, protect your data and adhere to regulations

- Disaster recovery and business continuity strategies that cover backup procedures, recovery plans and continuity measures so you can mitigate incident impact and maintain business continuity

- Advanced security measures, threat intelligence, proactive monitoring and rapid response capabilities to prevent security incidents and breaches
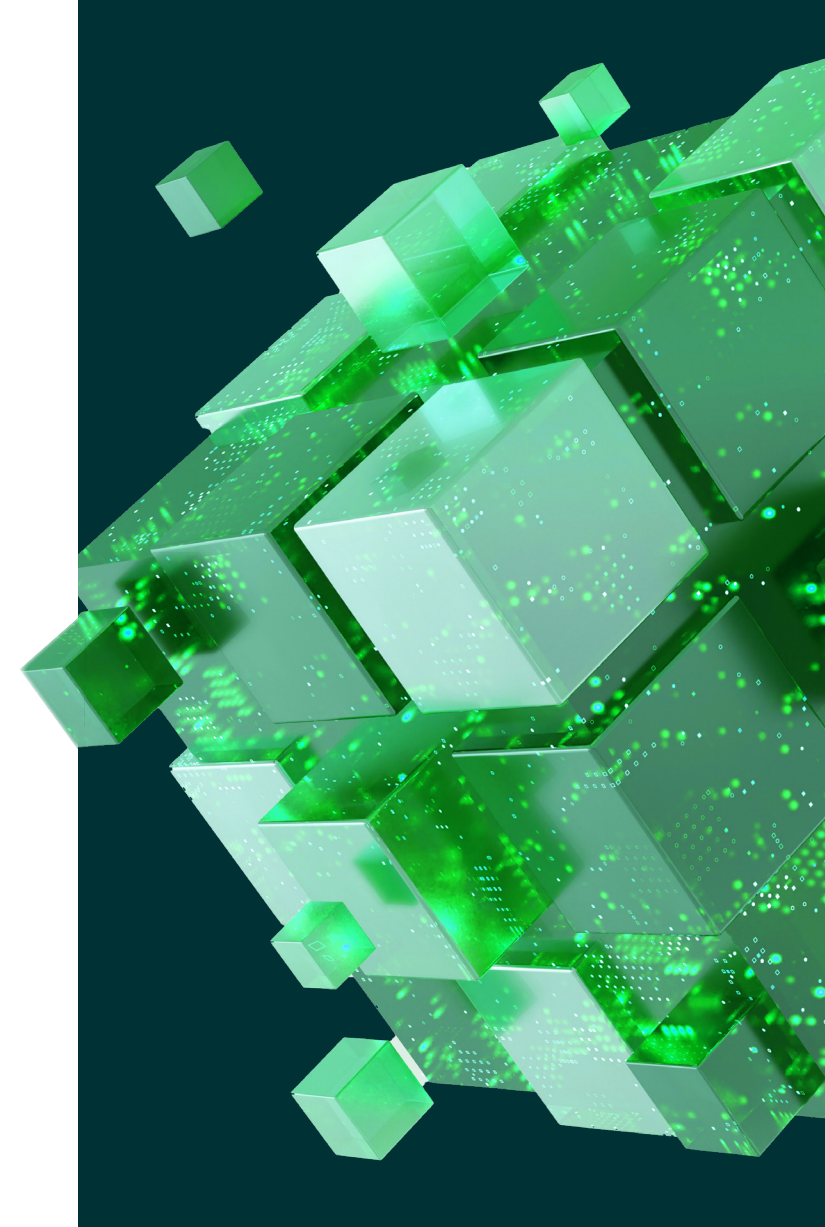
Building an agile intelligent operations model

Ready to start building this model in your organization? Follow these steps:

- **Establish cross-functional cloud squads:** Human expertise enriches AI systems and encourages responsible AI. Cross-functional squads can leverage the strengths of human and artificial intelligence, addressing issues faster, delivering services effectively and driving innovation.

- **Standardize processes across multi-cloud environments:** Common processes and practices allow your organization to enhance collaboration, streamline operations and provide consistency among diverse cloud environments.

- **Foster continuous improvement and innovation:** With your encouragement and the proper tools, your teams can exceed expectations, embrace change and consider new technologies. This can lead to innovation, operational efficiency and competitive advantage.

- **Determine how you'll measure success:** Success looks different to every organization, but many prioritize a few crucial KPIs. The improved availability is a standard success measurement for intelligent operations because it tracks service response times. Other popular KPIs include compliance scores, cost efficiency and user experience.

SUCCESS STORY

Modernizing with intelligent operations

A government transport agency partnered with Unisys to modernize its legacy infrastructure by adopting a secure hybrid cloud solution with advanced threat monitoring and disaster recovery capabilities. Implementing ITIL-based processes and an AIOps approach has improved change control and system upgrades, reduced monthly costs by 17%, expanded threat monitoring capabilities to cover 370 million logs daily and helped ensure seamless critical infrastructure operations.

Partnering with Unisys to strengthen your intelligent operations

Selecting and assigning resources for your workloads and applications is smoother with an intelligent operations framework that supports ongoing cloud evolution to align with your business needs. This cloud-agnostic management framework allows your organization to balance workload performance, compliance and cost-efficiency to suit business demand.

Unisys advantages

- Streamline cloud adoption and data migration with AI-led automation and infrastructure as code.

- Simplify cloud services management by gaining a unified platform and minimizing risk.

- Adjust cloud resources continually and dynamically as app and workload requirements change by tapping machine intelligence.

- Manage large-scale, high-speed and secure multi-cloud environments effectively with automation tools.

Implementing managed services to advance your objectives

Begin your intelligent operations journey by assessing your organization's infrastructure readiness and considering the right mix of Unisys managed services to optimize them. These managed hybrid cloud services cover everything from operations and DevOps to advisory, migration and modernization. We work directly with your team to carefully plan and execute every step according to your systems and end-state goals, ensuring minimal disruption during transition.

Our bi-modal IT approach ensures both stability and agility, offering predictable processes with fast solutions. Leveraging our strong partner ecosystem, we drive innovation across hybrid and multi-cloud environments while providing real-time insights, automation and AIOps for more control, reduced costs and optimal value. From strategy and execution to support, we can help you navigate IT transformation confidently.

Unisys managed services

- Cloud management services
- Cloud migration
- Cloud modernization
- Cloud optimization
- Deployment planning
- Digital identity management
- Digital service management
- Managed data center services
- Managed security services
- Network transition services
- Transition planning, management and scheduling

Are you ready to optimize your cloud investment?

Intelligent operations can give modern enterprises a competitive advantage. Visit unisys.com/cloud or contact us to schedule a consultation with our experts today.

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