

Digital Services Management

Enhance Your Entire Service Environment

HIGHLIGHTS

Solutions:

- **Unisys Digital Services Management** – Ensure your digital transformation adds real value to your organization with automated management solutions that integrate business goals with just the right IT tools and services, regardless of the cloud vendor
- **Unisys Service Integration and Management** – Integrate and manage services from multiple cloud and traditional service providers to unify your IT organization and enhance business performance
- **Unisys Service Intelligence Analytics** – Grab real-time management data and see where, when, and how your resources are deployed—and where to improve
- **Unisys Advisory, Assessment and Migration services** – Make certain your transformation delivers more than just a move to the cloud. Leverage digital tools to improve the entire range and scope of Information Technology Service Management (ITSM)

Platforms:

- **CloudForte® Accelerators and Microservices** – Strengthen cloud deployments with highly secure templates for public, hybrid, and container services on-demand within your digital services management operations
- **CloudForte Cloud Management Platform** – Simplify multi-cloud management from a single point of contact that is tightly integrated with your Information Technology Service Management (ITSM) platform

Service management is one of the most important links between your organization's goals and your workforce's ability to get the job done. When moving to the cloud, you'll want to make certain your digital transformation strengthens that connection with innovative tools, smarter ways to work, and above all, management that is more efficient and less manually intensive.

Poorly planned transformations can waste cloud resources, frustrate management efforts, and negatively impact worker productivity. Plus, using a patchwork of solutions from different cloud providers makes it much harder to manage individual applications and leaves companies open to costly IT issues. You can meet these challenges head on with Unisys.

From on-premises apps and processes to multi-vendor and container-based cloud solutions, Unisys delivers a holistic Digital Service Management (DSM) solution that helps you securely administer your expanding technology footprint.

Hold disparate IT services together.

Expand upon traditional tools and processes of ITSM to create a more holistic picture of your organization's IT services, cloud partners, business applications, and core infrastructure.



WHY UNISYS?

With expert architects and technicians in over 110 countries, we have performed digital transformations for some of the most complex and demanding market environments and industries, including government, research, manufacturing, and logistics. We build systems one client at a time, using their unique goals, talents, and requirements to drive measurable results.



Using DSM can automate up to 70% of your existing management tasks while delivering better tools and service to your workforce. Keep tabs on all processes in real-time and introduce innovations and new services as they become available more easily.

How You Benefit

Digitize your ITSM. Businesses should assess all elements of their service management frameworks as a baseline for a successful cloud transformation. Unisys DSM strategies enable new cloud services and applications to integrate into your existing ITSM environment fully, creating a single enterprise catalog, Configuration Management Database (CMDB), asset management process, and service intelligence-based event management system. You leave nothing behind yet have a clear path for continued business growth.

Control cloud services. Without an integration strategy and management framework, companies can quickly lose control over workloads run in the cloud. With Unisys, centrally manage multiple cloud environments through a streamlined interface. DSM integration gives you a level of control and governance that ensures the appropriate processes are followed without compromising speed, agility, or innovation.

Automate management and services. Considering roughly 70% to 80% of service management resources are spent on operational activities that can be automated, such as executing service requests, delivering changes, etc. Unisys DSM uses AI, predictive analytics and ML to serve routine requests and incorporate anomaly detection and resolution into your core ITSM framework.

To explore how Unisys Cloud and Infrastructure Solutions can help you enhance your entire service environment, visit us [online](#) or [contact us](#).



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