

# 2021 Unisys Investor Event

January 12<sup>th</sup>, 2021

# Operationalizing Strategy

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# Business Unit Focus

## Key target markets



### Digital Workplace Services

Enrich Digital Workplace Services (DWS) to emphasize End User Experience (EUX)



### Cloud & Infrastructure

Enhance Cloud & Infrastructure (C&I) to grow Cloud in select sectors



### ClearPath Forward®

Expand and enhance ClearPath Forward® (CPF) ecosystem



### BPS

Continue traditional Business Platforms & Services (BPS) offerings such as BPO

## Delivering successful outcomes securely

## Positioned for growth and margin expansion

Unique IP-led solutions addressing key demand drivers in attractive markets

Digitization and industrialization of sales, delivery and operations

Enhanced go-to-market (GTM) approach focused on solving business problems for clients

Aligning leadership and talent/workforce with overall growth strategy and key businesses



# Digital Workplace Services

## Enriching DWS to emphasize End User Experience

### Digital Workplace Services

Services and IP-led solutions that support clients' employees' productivity, satisfaction and ability to securely work anywhere, any time

#### Disruptions and challenges our clients face

#### What we do to support clients

Overwhelmed end-users and stagnant productivity despite innovation

Provide a secure, seamless user experience across physical and digital locations, devices and OS

Rapidly-evolving, diverse software and hardware choices

Thoughtfully curate integrated solutions from industry-leading technology partners

Fragmented workplace provider landscape on and off Cloud

Bring forth extensive hybrid DWS portfolio and transformation expertise

#### Why we win



Global reach to serve enterprise clients, yet nimble enough to quickly adapt to evolving markets and focus on EUX



Industry-recognized delivery capabilities and IP-led solutions with IntelliServe™ (e.g., NelsonHall NEAT Assessment, Gartner Magic Quadrant<sup>1</sup>)—Clients trust us to take them on their EUX journey



Comprehensive partnership strategy with industry-leading and niche players (e.g., Amelia®, NextThink)

<sup>1</sup>Leadership status in: NelsonHall NEAT Assessment – Advanced Digital Workplace Services, July, 2020; North America Gartner Magic Quadrant – Managed Workplace Services, February, 2020; ISG Provider Lens – Digital Workplace of the Future: US, UK and Brazil, November, 2020.



# Digital Workplace Services

## How we are executing against our strategy

### Focus on higher-margin EUX offerings

Evolving business model and commercial arrangements that emphasize client outcomes (e.g., shift from SLAs to XLAs)



#### DWS advisory

Best-fit workplace solutions



#### UCaaS

Seamless collaboration for hybrid workplaces



**VDI / Desktop aaS** at-scale, cost-effective compute environments



**Support** intelligent and cost-effective omni-channel solutions



#### UEM

Context-aware secure asset management

### Unique IP & Platform

Unisys IntelliServe™ delivers an extensive workplace automation platform, integrating AI, RPA, analytics and ML for frictionless EUX—easily plugs into HR, Finance, and Business applications



Single Point of Engagement  
Unisys IntelliApp™



Omni-channel access



Cognitive AI and robotics



Focused support

### Partnerships with best-of-breed players

Journey to build DWS partnership ecosystem with critical relationships in full swing

#### Key partnerships today



Microsoft

servicenow



IP SOFT

nexthink

Each new partner is assessed for offering fit, scale / footprint and GTM / development support provided

### Automation-Led Delivery

Industrializing operations to drive increased efficiency and improved profitability








- Further implementation of Automation and AI (e.g., Virtual-assistant-driven automation and use cases with Amelia® / IntelliServe™)
- Enhanced workforce forecasting and scheduling through use of real-time predictive analytics



# Digital Workplace Services

We are well positioned to differentiate ourselves in the market

## Competitive positioning

Competitor groups	Legacy IT service providers		Original Equipment Manufacturers (OEMs)	Emerging
Sample players			 	  
Pain points	Legacy overhang, poor user experience		Individualized offerings that lack integration	Local or industry-specific customer base and footprint
UIS differentiation	<b>Focus on EUX</b>  Dedicated focus on digital workplace services portfolio, with EUX as key pillar for growth		<b>End-to-end offering</b>  As a one-stop-shop solution provider, we manage full integration across the stack to deliver seamless EUX for our clients	<b>Scale to support enterprise customers</b>  We have the experience and support footprint needed to serve enterprise clients globally

Recognized leadership in DWS should allow UIS market share expansion as certain competitors exit market



# Cloud & Infrastructure

Growing Cloud services in select sectors where UIS has strong track record

## Unisys Cloud services

Hybrid and multi-Cloud solutions in select markets to accelerate innovation and increase efficiency of our clients' businesses

### Disruptions and challenges clients face

Rapidly-changing environment with critical need for security as more and more workloads shift to cloud

Limited internal capabilities to keep up with innovation

High degree of complexity to choose "right" mix of on-/off-prem and hybrid solutions

### What we do to support clients

Deliver a tailored approach to meet needs of select sectors (e.g., Public, highly-regulated industries), leveraging UIS security capabilities

Support transformation and provide business outcomes (e.g., digital access for citizens within Public)

Provide advisory support and deliver end-to-end hybrid Cloud solutions across full Cloud lifecycle

### Why we win



Industry recognized IP-led solution with CloudForte® (e.g., ISG Provider Lens, NelsonHall NEAT Assessment, etc.<sup>1</sup>)



Outcomes-based approach focused on clients' profitability, compliance needs, etc.



Strong track record in complex, highly-regulated target sectors with relevant clients (e.g., Georgia Technology Authority)



We meet clients where they are and facilitate all aspects of their Cloud journey (especially relevant in target sectors)

<sup>1</sup>Leadership status in: NelsonHall NEAT Assessment – Cloud Infrastructure Brokerage, Orchestration and Management, November, 2020; ISG Provider Lens - Public Cloud Solutions, November, 2020, U.S. and Brazil.



# Cloud & Infrastructure

## How we are executing against our strategy

### Focus on full Cloud lifecycle

High-value-add and high-margin solutions

#### Our offerings



##### Pre-Implementation

Assess readiness and regulation needs



##### Implementation

Provide migration support to modernize



##### Managed Services

Manage data, applications and containers



##### Post-Implementation

Optimize Cloud spend with AI/ML



##### Bundled with DWS

Enable Cloud-based DWS solutions

### Unique IP & Platform

CloudForte® Platform offers greater flexibility, agility and new growth opportunities with automation and AI/ML



### Right partnerships

Partnership-specific roadmap further leveraging our current relationships

Helps optimize profitability by effectively outsourcing R&D

#### Cloud service providers



#### Delivery sub-contractors



### Emphasis on hybrid solutions

Offer clients “best of both worlds” (e.g., sensitive data on-prem) using Unisys’ expertise in security and compliance  
Enable over-the-Cloud digital access for users with implementation and managed solutions, including joint solutions with DWS



# Cloud & Infrastructure

We are well positioned with deep expertise in navigating niche markets

## Competitive positioning

### Competitor groups

Legacy IT service providers

Emerging players

### Sample players

Atos

CGI

IBM

tyler  
technologies

Accela

### Pain points

Lack of depth in niche markets,  
including public sector

Lack of at-scale offerings

### UIS differentiation

#### Sector knowledge

Clients in many industries,  
including public and  
regulated ones

**240+**

Government agencies  
around the world

#### Security expertise

Long-standing  
experience with secure  
solutions, which are  
embedded in all of our cloud  
offerings

**STEALTH™**

#### Trusted relationships

Significantly above average  
NPS score

Recognized transformation  
expertise (CIO 100 award for  
secure digital transformation  
– 2 years)

#### Focus on business outcomes

Ability to reduce Cloud spend  
by up to 30% from  
efficiencies in areas such as  
workload optimization



# ClearPath Forward<sup>®</sup>

Expanding and enhancing ClearPath Forward<sup>®</sup> ecosystem

## ClearPath Forward<sup>®</sup>

Server systems and operating system software and services that are secure, innovative, and reliable for mission-critical processing

### Disruptions and challenges our clients face

Mission critical processing of data

Digitization and move to Cloud in conflict with risk of migration

Innovation is hindered by legacy solutions not being written in modern languages

### What we do to support ClearPath Forward<sup>®</sup> clients

Provide utmost security, resiliency, availability and scalability for core processes

Deliver modern front-end and back-end support as well as flexibility to run in Cloud

Provide application modernization services utilizing most-modern programming languages (e.g., Python)

### Why we win



Highly-satisfied clients and long-standing relationships (greater than 95%<sup>1</sup> retention rate)



Highly-secure, industrial-strength computing capacity supported by value-added services (Only OS to never have had data forcibly extracted according to NIST<sup>2</sup>)



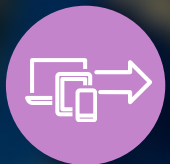
Market-backed technology roadmap for ongoing innovation (e.g., MCP for Azure in 2020, modern languages such as Python)



Modernizing existing ClearPath Forward<sup>®</sup> environments increases business value

<sup>1</sup>Based on top 50 customers as of 2019.

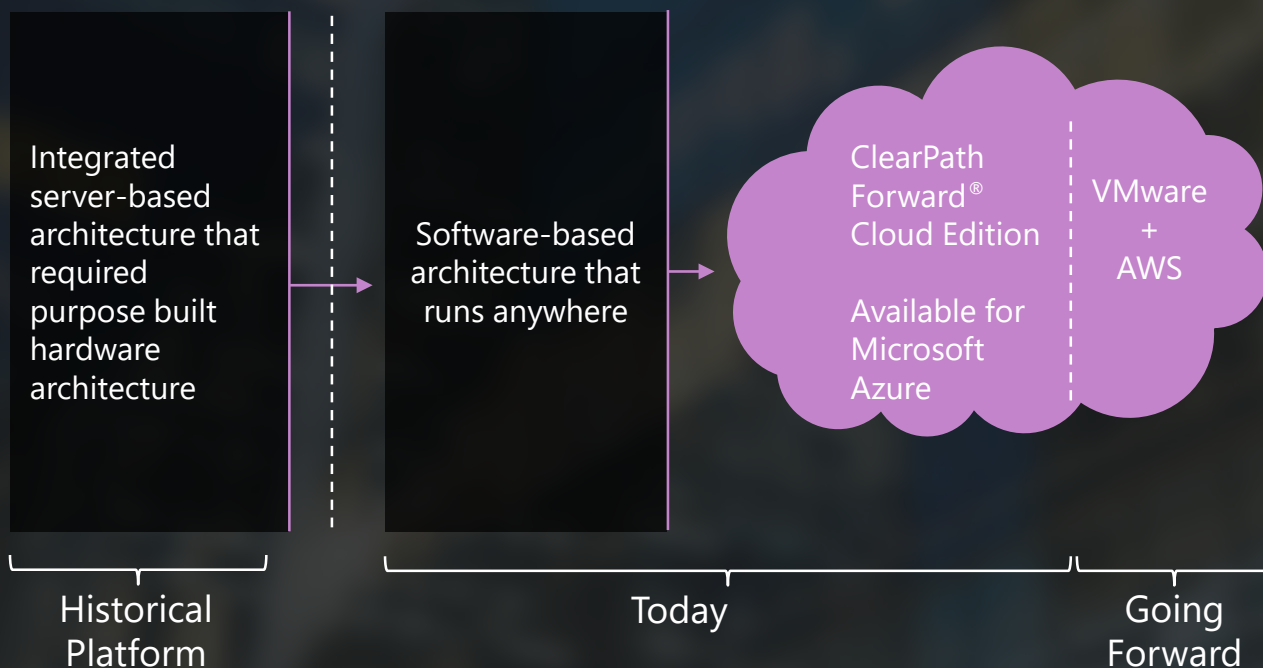
<sup>2</sup>According to National Institute of Standards and Technology (NIST) National Vulnerability Database.



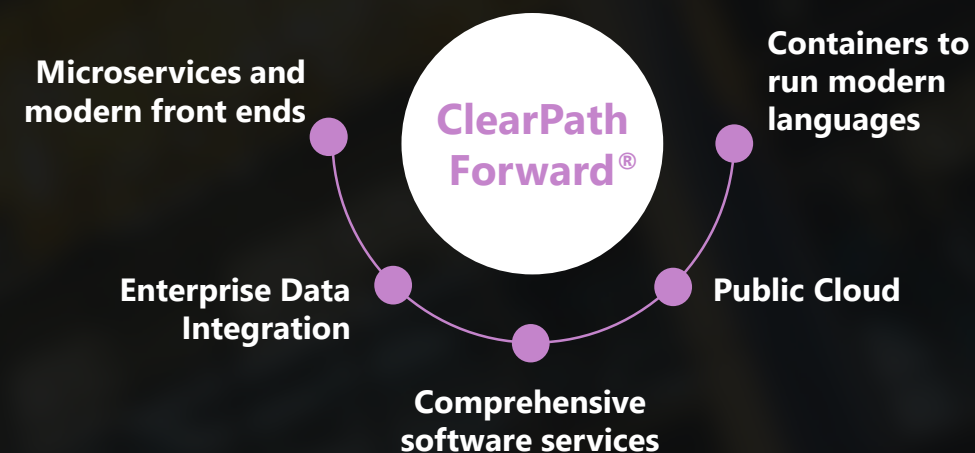
# ClearPath Forward<sup>®</sup>

Why we will continue to expand our business within our client base

## ClearPath Forward<sup>®</sup> modernization journey



## Unique IP & Platform





# ClearPath Forward<sup>®</sup>

## How we are executing against our strategy

### Services growth

#### Focus on Managed Services



Increase managed services attach rates on under-penetrated accounts

Primary focus on clients with strong relationships and expressed need to outsource operations of legacy systems

#### Further strengthen application services



Vendor of choice to support and modernize client CPF applications increasing services revenue, workload growth and client retention

Accelerated growth in Elevate<sup>™</sup>, Aircore<sup>®</sup>, CSF, SFB & Telco by leveraging existing customers and pursuing targeted growth hotspots

#### Continue Cloud migration



Cloud-compatible ClearPath Forward<sup>®</sup> offerings are key priority on the product roadmap and should create synergies with Cloud and DWS

Highest-margin services in company, so growth will drive total company margins higher

### Margin expansion

#### Expand margins



Reimagine R&D organization and approach to increase productivity and optimize organizational practices

#### Increase usage



Potential for increased transaction volume in Cloud

#### Optimize pricing strategy



Align to industry benchmarks backed by market and customer intelligence

# Enhanced Go-To-Market Approach

## Invest in sales growth through unique solutions and channel expansion



### Digital sales platform

Touchless experience

### New channels

Digital, partner-based

### Existing client relationship expansion

E.g., leveraging CloudForte® pipeline

## Improve sales productivity and effectiveness



### Enhanced sales training

Digital platforms, bootcamps

### Proactive sales approach

Unsolicited bids, Pre-RFP visits

### Realigned coverage model

Mapped to client demand

### Well-qualified pipeline

Focused on newer, higher-value solutions

# Digitization and Industrialization of our Delivery and Operations



# Workforce Management Strategy

## Acquire



Pursue additional leadership hiring for key markets

Adopt skill-based hiring for digital offerings

Leverage university and channel partnerships

## Develop & Optimize



Reorient leadership structure and teams towards key markets

Leverage analytics and real-time data to match internal resources with demand

Launch reskilling and upskilling programs

Develop strategic and continuous learning paths

## Retain



Reduce employee attrition through increased, meaningful engagement

Shift towards an output-driven mindset shift

Foster strong culture of innovation

Expand global footprint and enhance Diversity, Equity and Inclusion (DEI) initiatives



**Enhanced  
Go-To-Market  
Approach**



**Increased  
Operational  
Efficiency**



**Unique IP-Led  
Solutions Addressing  
Key Demand Drivers  
In Attractive Markets**



**Alignment of  
Leadership and  
Talent with  
Strategy**

**UNISYS**



## Appendix



# Digital Workplace Services

What an end-to-end DWS journey and select use cases look like from a client's perspective

## Advisory

### EUX through analytics & design

Frank, a Unisys EUX designer, analyzes end-user journeys to advise a client on their persona strategy

## Persona-based Collaboration Suite

### Collaboration integrates business needs

Rehana can react to comments, send a chat or initiate a video call with one click across different SW OEM solutions

## Virtual Desktop Infra / Desktop as-a-Service

### Computing as-a-service

When Arjun needs additional memory or compute power – it's provisioned to his VM, remotely

## Support

### Proactive omnichannel support

Abigail's laptop is running hot. Support detects this before she ever notices and pushes an update to proactively resolve the issue

## Unified Endpoint Management / Mobility

### Seamless control

Naomi, a Unisys employee, is controlling the entire client fleet of devices within a given company division, ensuring all goes smoothly

## Client examples



Omnichannel support, improved EUX and lower service delivery cost



Desktop Mgmt., Field Support and Service Desk for 53,000+ users across 70+ locations



Field engineering services for ~48,000 network devices across 60+ countries



# Cloud & Infrastructure

What end-to-end Cloud solutions look like from a client's perspective

## Advisory

- Developing appropriate IT strategy
- Advisory Consulting
- Digital Transformation Roadmap
- Regulatory and Compliance
- IT risk management and controls
- Sourcing
- Cost optimization

## Managed Services

- Take Over IT Operations Day-One
- CapEx to OpEx
- Outsource Model
- Partner Strategy

## Transition & Optimization

- Establish Hybrid Cloud
- Integrate Private, Multi-Public Cloud
- Migrate Workloads
- Optimize Workloads
- Governance
- Security Enhancement
- Regulatory Compliance
- Cost Management

## Transformation

- Industry Applications
- Application Cloud Transformation
- Infrastructure Transformation
- Application Services

**Client  
examples**



Core banking running on Amazon Web Services (AWS)



Infra and disaster recovery services to support Microsoft Azure and on-remise data center



GEORGIA  
TECHNOLOGY  
AUTHORITY

Secure hybrid Cloud Environment with access to AWS and Microsoft Azure



## Enhanced Go-To-Market Approach

Solving business problems for clients while standardizing and protecting margins

- Improved sales efficiency and productivity through advanced training, proactive sales approach and re-aligned coverage model
- Investment in solutions and channel expansion to drive growth
- Maintain deep, longstanding relationships with existing clients with focus on solving new problems



## Increasing Operational Efficiency

Digitization and industrialization of delivery and operations to create more-scalable hybrid workplace model

- Automation-led delivery
- Resource rationalization
- Consolidation of operations with alignment to client demand



## Alignment of Leadership and Talent with Strategy

Enhanced workforce management aligned to key growth businesses

- Focused, strategic hiring and training to up-level internal skillsets
- Analytics-based management of labor supply/demand
- Strong focus on corporate culture and retention



## Unique IP-Led Solutions Addressing Key Demand Drivers In Attractive Markets

- IntelliServe™
- CloudForte®
- ClearPath Forward®
- Custom bundled solutions, delivering best-fit IP tools

# UNISYS