Inside Outsourcing ™

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BRIDGING
BUSINESS
AND TECHNOLOGY

INTERVIEWED BY LARRY JANIS

Inside with:

Tony Doye, President of Global Outsourcing and Infrastructure Services, Unisys

Unisys is a worldwide information technology company. We provide a portfolio of IT services, software, and technology that solves critical problems for clients. We specialize in helping clients secure their operations, increase the efficiency and utilization of their data centers, enhance support to their end users and constituents, and modernize their enterprise applications. To provide these services and solutions, we bring together offerings and capabilities in outsourcing services, systems integration and consulting services, infrastructure services, maintenance services, and high-end server technology. With more than 26,000 employees, Unisys serves commercial organizations and government agencies throughout the world.

FROM THE EDITOR

Inside Outsourcing's goal is to provide you with articles of interest and with a forum for the exchange of information in this rapidly evolving industry.

LJ: As the head of Unisys' Outsourcing business, what are your responsibilities?

TD: We're responsible for delivering world-class IT services that bring significant value to our clients' business. Just as important, we're developing an innovative services portfolio that continues to deliver value to our clients, while providing a roadmap for the future. Our primary areas of service are end-user solutions (from Private Label Services on behalf of Dell, EMC, Lexmark, to end-to-end management of clients' mobile and desktop communities), and data center operations (which include hosting, server management and Secure Cloud computing). Both of these are supported by a Managed Shared Services capability. Finally, we provide significant Business Process Outsourcing services in check and remittance processing, invoices, mortgage and healthcare administration

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LJ: Your firm has been through a lot of changes over the last few years. What aspects of outsourcing is Unisys looking to expand?

TD: Unisys is focused on expanding and delivering in four key areas of strength: End-User Outsourcing and Support Services, Data Center Transformation and Outsourcing, Application Modernization and Outsourcing, and Security. Our business units underpin and support these strategic areas.

Our End-User Outsourcing and Support Services help clients manage their end-user, client and constituent environments using our integrated on-site, remote, self-service and process support capabilities. We've developed a first-class global support infrastructure, complete with process management, logistics, and field services teams in regions in which we operate. Unisys is recognized today by Gartner and others as a leader in this space, and we've announced significant wins in both the public sector and commercial arenas. Our portfolio roadmap will bring "industrial-strength mobility" to our clients.

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Our Data Center Transformation and Outsourcing services and solutions help clients transform and manage their data centers. In the current economic climate, our clients have a clear need to reduce costs and increase the efficiency of their computing environments. The data center is our heritage and our strength. We know this space and we have the products and services to help clients enhance the utilization of their server environments. Just this past summer, we also announced our strategy around cloud computing, built on a very solid foundation of security.

Modernizing our clients' legacy applications enables them to continue leveraging their significant investments in these applications and the platforms they run on, without requiring expensive and risky wholesale replacement. This, too, is an area in which Unisys has a great deal of experience – we've helped our clients manage and upgrade their applications for years.

Within the broad security market, we're focusing on a few very attractive segments that cover both traditional IT security and physical security. We refer to the combination of the two as "converged security" and these segments include: identification and credentialing; biometrics; location and perimeter surveillance and security; and risk analysis and threat identification.

These strengths enable us to narrow our focus to a well-defined portfolio.

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LJ: What are the biggest challenges facing outsourcers?

TD: CIOs and CTOs today are faced with increasingly complex IT and business environments, and they're grappling with that complexity in the face of shrinking budgets, expanding security needs, and the mandate to show increased value to the business.

I can't think of an organization that doesn't have IT embedded in its delivery mechanism for its clients – it's prevalent in every industry. Day in and day out, CIOs and CTOs are asked to produce more business value with fewer resources.

Our clients' challenges are our challenges – our job is to find solutions that enable them to overcome obstacles to achieve their business goals. We do that by taking a managed services approach to match their requirements, to address the underlying IT infrastructure requirements, and to provide and support applications that add value. As always, we're guided by the voice of the customer.

As more and more enterprises turn to outsourcing to reduce costs and make their businesses more flexible and adaptable – especially as more companies consider cloud computing – the greatest concern and challenge we hear about is around data and application security.

Unisys has very deep expertise and experience in the area of security, giving us a distinct edge in addressing this concern. Underpinning our cloud computing strategy is the Unisys Stealth security solution, an innovative, patent-pending data protection technology initially designed for government applications and now available to commercial clients. The Unisys Stealth technology cloaks data through multiple levels of authentication and encryption, bit-splitting data into multiple packets so it moves invisibly across networks and protects data in the Unisys secure cloud.

The IT industry is also faced with a dramatic increase in workforce mobility and portability of IT devices, and a greater demand for outsourcing as a result of that trend. We have launched several new portfolio offerings to meet those demands, including the new Unisys cloud computing strategy and solutions.

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LJ: How would you define Unisys competitive advantage in the marketplace?

TD: Unisys has a very long and storied history of technology innovation. Some people don't know this, but Unisys (well before it was known as such) developed the first large-scale, general purpose computer! So, technology and engineering is in our DNA and we've moved from a focus on hardware to become a truly global IT services organization. In fact, more than 80 percent of our revenue today comes from the services side of our business. More important, we're leveraging deep engineering skills in our services portfolio. Our collaborative culture enables us to exploit capabilities across the company.

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Going forward, the strength and innovation of our newly-developed ITO portfolio will help Unisys continue to stand out from the crowd. This portfolio encompasses our industrial-strength Secure Cloud and Converged Remote Infrastructure Management solutions, to our Smart On-Site Services for solving our clients' "last mile" support needs and End-User Productivity Services to empower increasingly mobile workers to use any device, anywhere, as they choose. I truly believe the Unisys portfolio of solutions will be second to none in the marketplace, even compared to larger competitors.

From an external standpoint, our clients tell us that Unisys is a very responsive, nimble technology partner with a rich engineering heritage, the willingness and flexibility to tailor solutions, a strong focus on customer satisfaction, and the scale and breadth to meet their needs.

LJ: There has been a lot of press around "cloud computing"— will this be a part of your service offerings and how will this tie into the rest of the corporation?

TD: Absolutely, and this is a timely question, as Unisys unveiled an innovative cloud computing strategy and solutions portfolio last summer.

As part of our overall cloud strategy, we announced an approach that enables clients to choose the type of data center computing services that best meet their business objectives, from self-managed private clouds to Unisys-managed cloud services, as well as hybrid solutions. Our focus is on moving enterprise application workloads securely to tailored cloud environments, all wrapped in industrial-strength security.

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There is a great deal of media attention being paid to cloud right now, but at the end of the day, the number-one obstacle preventing more organizations from moving work to the cloud is concern about security. At Unisys, we're confident we've solved that issue with our Stealth technology, as described above.

The Unisys cloud computing strategy and solutions are an exciting example of cross-business unit collaboration that incorporates and ties together capabilities and strengths from every area of our organization. We have a great culture of collaboration that served us well in developing our cloud solutions.

" Individual efforts and heroism is not sustainable and/or cannot be leveraged"

LJ: What has enabled you to be successful?

TD: I've been fortunate to gain some outstanding experience at three leading technology organizations – first at IBM, then CSC, and now at Unisys. I've been able to run large, complex global outsourcing deals and organizations from $3 million to $3 billion. I think my main strengths include a strong operations focus, ability to build high-performance teams, a drive toward professional discipline and a strong client focus. These attributes are at the core, I feel, plus it helps that I've worked with some great leaders who trusted me and I've also had a little bit of luck!

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