Unisys

Case Study - Unisys

Unisys is a worldwide information technology services and solutions company with a client base spread over 100 countries. The company offers a rich portfolio of business solutions led by its expertise in systems integration, outsourcing, infrastructure services, server technology and consulting. Unisys Global Infrastructure Services (GIS) unit provides the value-added services needed by organizations to design, integrate, and manage their distributed IT infrastructures including desktop environments, servers, networks and mobile/wireless systems. One of GIS' key divisions is Infrastructure Managed Services (IMS), which drives services-based solutions that enable Unisys clients' infrastructure to be managed and continuously improved for business value and cost management.

Defining a vision

In 2000, the IMS division began the task of developing a company-unique, process-based methodology named Unify. The goal was to introduce repeatability and consistency in the way clients are serviced around the world. Developing the methodology required:

- Mapping and documentation of approximately 600 processes and associated artifacts

- Creating a central repository to house the information with links to individual processes and activities

- Building a scalable, web-based application to make the methodology universally available to the company's worldwide consultant base

IMS searched for a business process management (BPM) solution with these criteria in mind. Mike Hutchinson, Vice President and General Manager of IMS Worldwide says: "Our search produced approximately 35 companies that looked promising. After further review, we eventually eliminated most, and finally selected Interfacing's FirstSTEP technology as the one most suited to our initial needs."

Laying the ground work

Using Interfacing's Charter (a Microsoft® Visio® add-on) and Designer (a process simulation software) to create complete models of its operations, IMS began the task of mapping its processes and laying the groundwork for its methodology.

"FirstSTEP offered a top-down approach to process mapping versus many other solutions that use a complex, cumbersome and abstract bottom up approach," says Frank Pugh, Director of Global Implementation of IMS. Within one year of the project start date, IMS upgraded to the Enterprise Process Center (EPC) — Interfacing's flagship enterprise-wide BPM software, which delivers process modeling and content management to every employee desktop.

Based on the proven business-oriented FirstSTEP methodology, EPC allows companies to capture and manage business processes, including organizations, resources and roles, and related information and view them at various levels of detail.

"The simplicity that EPC brought to the task made our job much easier and enabled a quick, albeit partial, rollout of our methodology," says Mr. Pugh.

As a fully dynamic Web-based solution that is specifically designed for business users, EPC facilitates collaborative company-wide business process integration and management. By enabling both IMS executives and general resources to contribute in the definition, management and execution of their business processes, IMS was able to expedite the delivery and universal accessibility of its Unify methodology.

In the process, EPC also helped the division to identify optimal ways to increase company efficiency, ensure activities are done consistently, reduce training requirements, and more.

> "EPC has helped us roll out a process-based methodology globally so our people provide consistent service and support no matter where in the world. We believe EPC has given us a significant competitive advantage while improving relationships with our clients."
>
> **Mike Hutchinson**
> Unisys Infrastructure Managed Services, Worldwide