UNISYS
imagine it. done.

Enterprise Content Management Solutions
Secure. Effective. Agile.

productivity

Aligning Infrastructure and Processes

Imagine It

If your enterprise could significantly improve business processes that are heavily dependent upon paper, electronic documents and human interaction – easily capture, manage, store, deliver and access any and all the content required to handle cases, inquiries and process-centric work whether the data was structured, semi-structured or unstructured – no matter where that data/document originated from, all with a single user interface.

Done

With hundreds of implementations using Enterprise Content Management (ECM) technologies, Unisys has the proven expertise and end-to-end services to assist your organization in reengineering, streamlining, and automating mission-critical business processes.

Proven, Large-Scale ECM Solutions

Unisys is a leading global integrator of large-scale document-intensive business process and content management solutions for financial and government enterprises worldwide.

Based on clients' business and technology requirements, Unisys architects and deploys customized end-to-end ECM solutions using our extensive professional services capabilities, domain expertise, and best-of-breed ECM technologies from Unisys, FileNet, Microsoft, EMC, Hummingbird and other partners. This strategy enables our clients to maximize resource utilization while leveraging our intellectual capital for quicker time to benefit. Our solution implementations span the breadth of ECM, including document imaging, workflow, business process management (BPM), records management and business process outsourcing (BPO).

Unisys 3D-Visible Enterprise: A Blueprint for ECM

Unisys ECM solutions leverage our 3D-Visible Enterprise (3D-VE) methodology, which provides visibility and alignment across the enterprise – from business strategy and process, through applications and infrastructure. 3D-VE is based on effective process models, best practices, artifacts and reusable code from scores of successful engagements. That means speedier development cycles, reduced project risk and shorter time to benefit. Working with you, we:

- Model the business to frame the issues and potential solutions

- Model the technology to align to business objectives and to drive cost and performance gains

- Quantify the impact of these recommendations up-front

- Deliver secure business operations.

The output of this approach is a 3D Blueprint, a digital model that captures business process models, flows, patterns and interactions and the information and systems involved in core business activities, such as the account opening process or claims processing. 3D Blueprints also make clear the connection across multiple processes and systems. With the operational agility enabled by visibility, processes and systems are aligned to support core business objectives. Our client experience has shown cost savings from 25 to 60 percent through improvements in cycle time and productivity.

Tangible Business and Technology Benefits

As evidenced by hundreds of successful deployments worldwide, Unisys ECM solutions can deliver significant and sustainable business and technology benefits.

- Support legal and regulatory compliance

- Align business processes and IT with strategy

- Enhance customer service quality

- Contribute to business continuity, 24x7x365

- Enable more efficient collaboration

- Reduce operational costs

- Increase productivity across the enterprise

- Streamline and standardize processes

- Accelerate return on investment

- Mitigate risks of implementation

- Improve financial performance

- Proven scale-up and scale-out services

- World-class support and maintenance

Public Sector ECM Solutions

Federal, state and local governments are finding it necessary to not only reduce paper, but also to improve the efficiency and accountability of operations to better serve their constituents. Progressive agencies are using ECM, document imaging and workflow, records management, and business process technologies to manage vast amounts of information from multiple systems, process information inquiries quickly, and serve as a central database of information. Agency and application area examples include:

- Compliance-Driven Records Management
- Claims Management
- Tax and Revenue Processing
- Motor Vehicles Administration
- Justice and Public Safety
- Health and Human Services
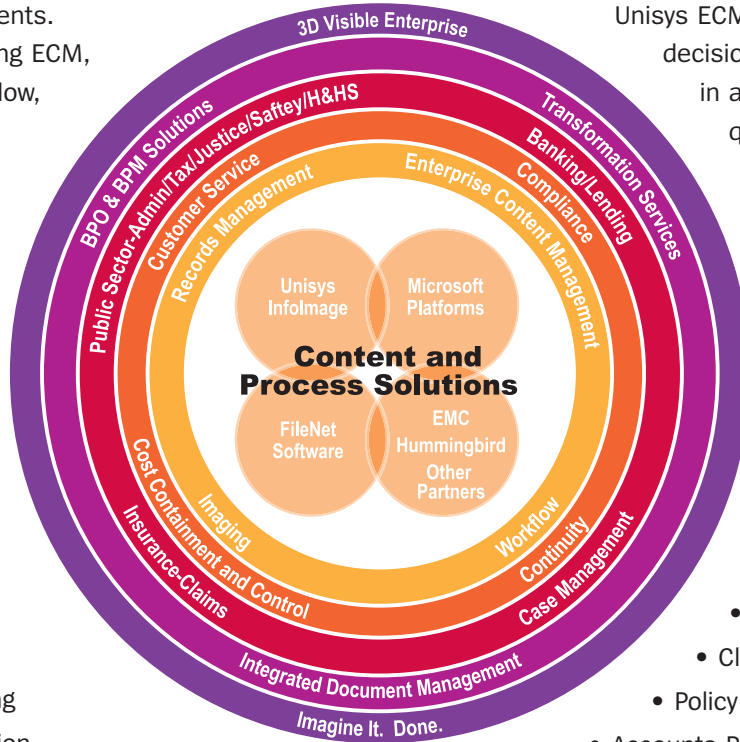- Civil Registry and Identification

Financial Services ECM Solutions

The financial services industry demands timely, accurate and compliant information. Regulatory and customer requirements must be anticipated and met. Unisys ECM solutions help to accelerate decision-making and operations in an environment where quick action can make the competitive difference. Further, Internet/remote users can access pertinent information and be an integral part of the work process. Application areas include:

- Consumer and Commercial Branch Banking
- Lending
- Mortgage
- Claims Processing
- Policy Servicing
- Accounts Payable
- Payments/Remittance Workflow and Archive
- General Customer Service and Case Management
- Fraud and Risk Support

3D Visible Enterprise

BPO & BPM Solutions
Public Sector-Admin/Tax/Justice/Saftey/H&HS
Customer Service
Records Management
Enterprise Content Management
Compliance
Banking/Lending
Transformation Services
Cost Containment and Control
Insurance-Claims
Imaging
Workflow
Continuity
Case Management
Integrated Document Management

Unisys InfoImage
Microsoft Platforms
FileNet Software
EMC Hummingbird Other Partners

Content and Process Solutions

Imagine It. Done.

ECM Solutions for Other Sectors/Industries

Many private and public sector organizations are realizing the value and benefits of ECM solutions to their operations, staff and customers. Benefits such as productivity improvements, cost savings, service level advantages and improved decision making flow from wise application of ECM software solutions. Other business process and solution areas that benefit greatly from ECM solutions include:

• Airlines – Air Cargo Operations and Air Bill Processing

• Claims, Disputes and Customer Service Management

• General Accounting and Accounts Payable

• E-Mail Management

• General Document/Content Archiving and Research

• Litigation Support

• Any operations that are people and process heavy, and time and client sensitive

Business Process and IT Outsourcing of ECM Solutions

For today's financial services firms and public sector organizations, outsourcing is an option for more than just horizontal functions like human resources or accounting. It offers a way to transform a business process such as enterprise payments or insurance administration across the organization, providing organizational agility while increasing customer service, revenue and profit. Speed and agility are an imperative for firms seeking to respond effectively to the changes in the marketplace. When you outsource effectively, you can control costs while focusing resources and expertise on your core business to move and adapt quickly. With server-based computing on the rise, businesses experience growing problems with capacity and maintenance. Unisys outsourcing services offer economies of scale, 24x7 reliability and integrity, around-the-clock support for geographically dispersed clients, and simplified management of your IT and BPO infrastructure and operations. Whether managing selected business processes or IT infrastructures from the data center to the desktop, Unisys BPO services offer world-class agility that will translate into business advantage.

Whether your outsourcing needs are simply content/image repositories, utilities, or complex business process and workflow management, Unisys has the centers, staff and expertise to successfully manage the transition and on-going production environment for your ECM-based applications.

Why Unisys?

ECM Delivery and Support Resources

As a world-class systems integrator with experience successfully implementing hundreds of ECM solutions, Unisys resources span the globe. Our experienced ECM professionals can help your organization grow and improve operations.

World-Class ECM Partners

In addition to our own robust and award-winning software platform, InfoImage, Unisys integrates ECM solutions using best-of-breed tools and technologies from FileNet, Microsoft, Kofax, EMC, Hummingbird and other partners – depending on specific client requirements.

Hundreds of ECM Clients

Unisys has implemented and is currently supporting hundreds of ECM clients around the globe, in a wide variety of application areas. Solutions and implementations range from simple to very complex, and client end-user populations range from hundreds to many thousands in our large complex enterprise solutions. Client references and case studies are available from a diverse cross-section of many of the world's largest financial services and government organizations.

About Unisys

Unisys is a worldwide technology services and solutions company. Our consultants apply Unisys expertise in consulting, systems integration, outsourcing, infrastructure, and server technology to help our clients achieve secure business operations. We build more secure organizations by creating visibility into clients' business operations. Leveraging Unisys 3D Visible Enterprise, we make visible the impact of their decisions – ahead of investments, opportunities and risks. For more information, visit www.unisys.com.

With hundreds of implementations using Enterprise Content Management (ECM) technologies, Unisys has the proven expertise and end-to-end services to assist your organization in reengineering, streamlining, and automating mission-critical business processes.

For More Information

Please visit www.unisys.com,
or contact your local
Unisys representative.

Are your operations secure
and compliant?

For more information, please visit www.unisys.com