



## ClearPath Connection

A Quarterly Newsletter for Unisys ClearPath Customers

September 2011

### Contents

- 1 [Unisys Communications Solutions: Modernizing Service Delivery](#)
- 4 [Understanding IT System State – and How to Enhance It](#)
- 5 [Pershing Limited and Fireside Distributors Realize New Business Benefits](#)
- 6 [New Workshops Provide Hands-On Experience with ClearPath Innovations](#)
- 7 [Fall 2011 North America Customer Events](#)
- 7 [A New Model Joins the ClearPath Dorado Lineup](#)
- 8 [Resources and Calendar](#)

---

*We've refreshed the look and feel of ClearPath Connection – New design, same great content!*

---

## Unisys Communications Solutions: Modernizing Service Delivery

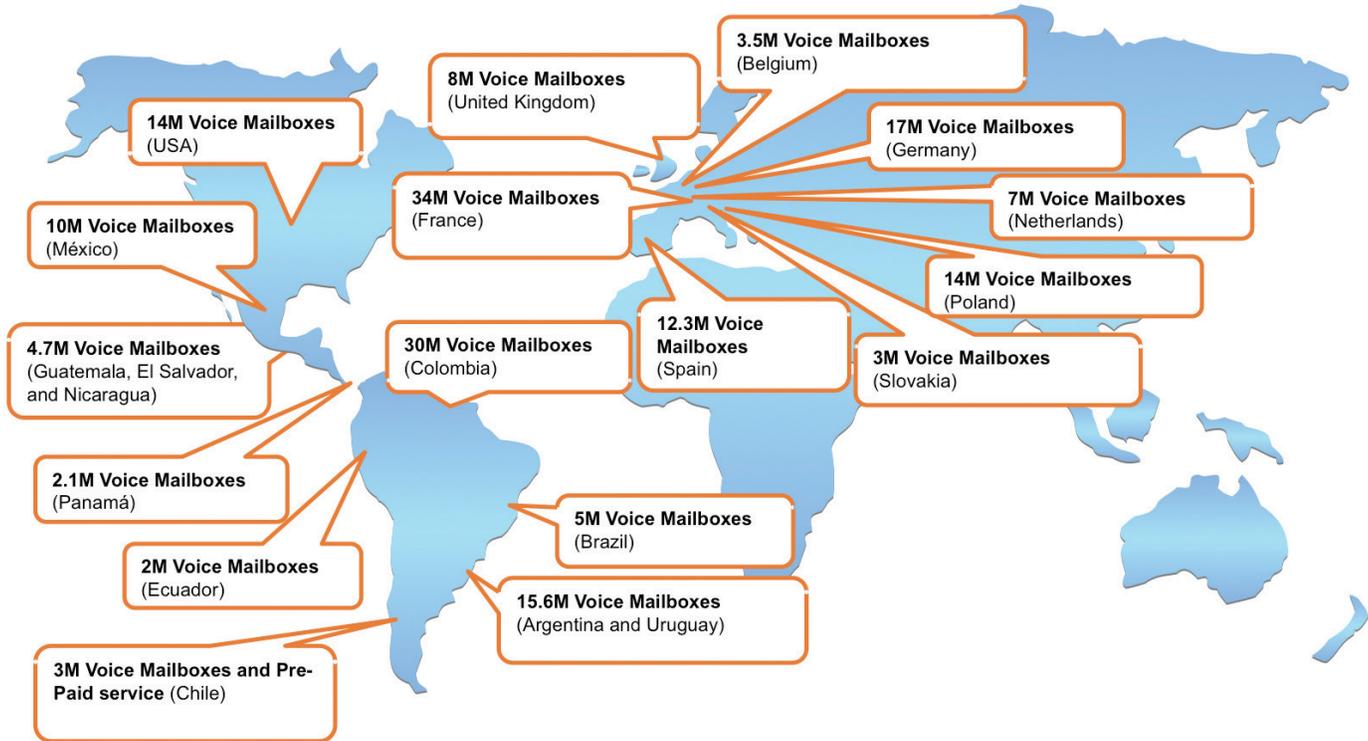
By Steven Chuey, Vice President, Global Solutions Management, Unisys

A strategic vertical solutions group dedicated to the telecommunications industry, Unisys Communications Solutions helps Communications Service Providers (CSPs) – tier 1 mobile and fixed-line telecommunications companies – around the world build resiliency and cost savings into their current business models while creating new offerings that increase revenue by leveraging integrated Internet services. To support these goals, we provide the solutions and services that help CSPs throughout the Americas and Europe address their unique business challenges, serve the interests of their customers, and uncover new revenue streams.

We've built this architecture on Unisys Service Delivery Platform (SDP), an integrated, pre-tested, end-to-end solution stack that combines traditional messaging and value-added services with external Internet or web-based services – helping CSPs speed new solutions to market, reduce risk, and release capabilities that cater to the sensibilities of younger consumers and enterprise customers alike.

The shifting dynamics of our marketplace have created an environment of near-constant change, one that forces the team to continually anticipate the needs of our installed base and create solutions that are both forward looking and aligned with today's business requirements. For example, with data-intensive mobile platforms and applications on the rise, and demand for traditional voice services >>





Unisys Communications Solutions provides more than 150 million voice mailboxes to CSPs across the globe.

declining, our customers require messaging technologies that enable greater innovation, advanced capabilities, and the additional flexibility they need to capitalize on the trends of tomorrow.

In order to support our clients' mission-critical goals – and help them drive competitive advantage in a changing market – we launched an initiative to modernize our service portfolio via platform and IP-based network interface enhancements that build upon the strengths of our existing messaging solutions.

A key focus of this modernization strategy was our VoiceSource Express (VSE) application servers, the platform CSPs

leverage to allow their customers to send and receive voicemail, fax, text, and video messages through their preferred communication device.

Specifically, we adapted the existing VSE server to the ClearPath Next-Generation Server Architecture, to create a new special-purpose platform – the VSE 400 series application servers. With this new Intel® based line of servers, the Communications team is now able to deliver a state-of-the-art, scalable, and cost-effective platform that can accommodate the newest network interfaces and serve as the foundation on which our customers can build new revenue-generating services. The VSE series also leverages

the ClearPath specialty engine architecture to accelerate the integration of advanced new technologies in a cost-effective, secure fashion, providing solution agility and interconnectivity with external services.

### Modern Platform, Modern Capabilities

The VSE server's open profile and ability to fully exploit the inherent service-oriented architecture (SOA) features of the ClearPath platform will enable CSPs to integrate their messaging offerings with other enterprise applications and complementary technologies from key business partners – and bring these new services to market much more quickly than they could in the >>

past. As a result, our customers will be well positioned to offer such new, leading-edge services as high-definition audio and the automatic conversion of speech to text for use in SMS messages, tweets, and Facebook updates.

This new architecture also provides CSPs with the horizontal and vertical scalability required to meet such emerging business demands as dividing operations along regional boundaries.

Together, these qualities can dramatically reduce operating costs, or even eliminate the need for an entire site. In fact, a customer in Spain consolidated 15 platforms down to 3, leading to a substantial savings in terms of floor space, power consumption, and administrative overhead.

Furthermore, the VSE 400 servers help CSPs bridge the gap between traditional telephony network architectures and the next-generation IP broadband networks – a critical consideration any organization must address to compete in the mobility space and support the social media features that are so prevalent in today's smartphones. And most importantly, the new ClearPath-

## The Unisys Service Delivery Platform

In addition to the VSE 400 series application servers, the Unisys SDP features the following core elements:

- **Application Services Broker** – provides a framework for integrating Internet-based services with core messaging assets.
- **Network Services Broker** – delivers advanced signaling, routing, and media services that enable a variety of application services to run over IP, TDM, and IMP networks.
- **Notification Services Broker** – offers an open, personal information alerting service to users on a device of their choosing from any application.
- **Value Added Services** – build incremental revenue for clients through advanced features and services, such as those that increase call connectivity and enable additional service fees.

based platform enables this transition to occur seamlessly and transparently – giving CSPs the freedom to embrace IP networks at their own pace and focus more resources on innovation, without introducing substantial risk or having to replace existing hardware.

Many of our customers have already confirmed the enterprise-class qualities of the VSE 400 series and recognized the value the platform delivers. I recently met with a customer in Europe who wanted to be sure that he would be deploying a future-proof solution that can minimize costs,

enable agile service delivery, and help retain customers. After reviewing the features of the VSE 400 server, he said this is a concern he can now check off his list. It's an example like this where I see the true value of the modernized VSE platform with the ClearPath Next Generation Architecture at its core. It's truly an innovative, leading-edge messaging solution that gives our customers the confidence to continue to invest in Unisys.

*For more information about Unisys Communications Solutions, please visit [Unisys.com](http://Unisys.com).*



# Understanding IT System State – and How to Enhance It

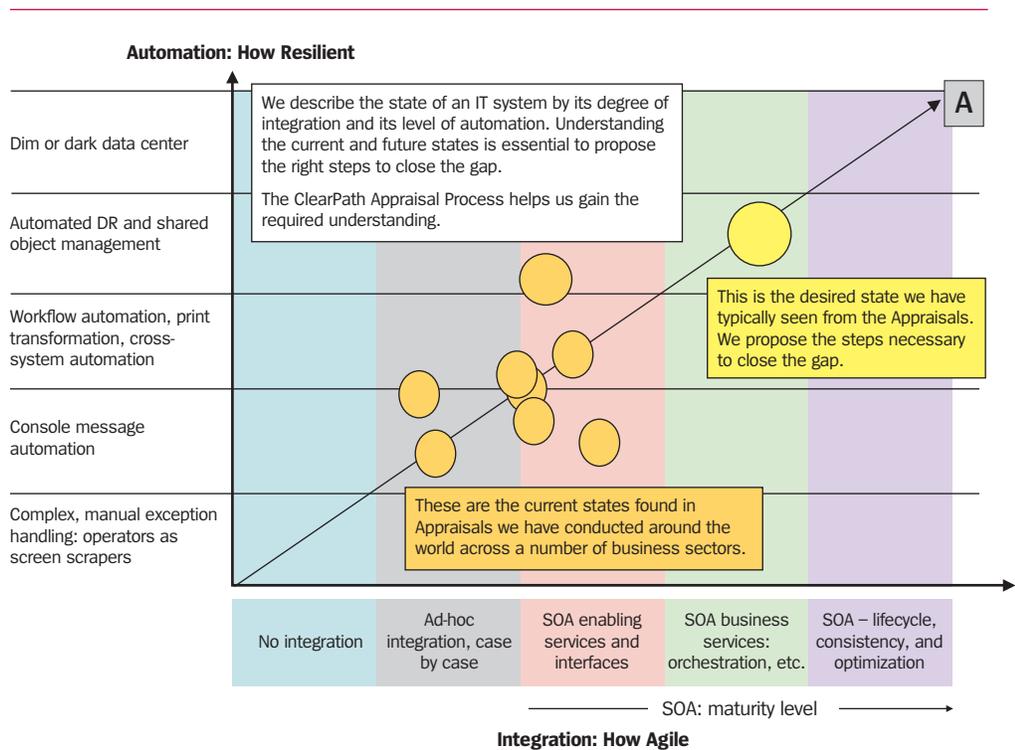
By Peter Bye, Independent Consultant, Bye Associates

Information is the lifeblood of business and government. It is essential, therefore, that critical IT systems are fit for purpose and able to meet business needs. To achieve this goal, the CIO must understand the systems' current and desired states. With this knowledge, steps can then be taken to close any gap, keeping the business at the leading edge. It's a continuous process – in today's business climate, standing still is not an option.

But what do we mean by the state of an IT system? Unisys has devised a simple and effective model for describing it. We started by considering the fundamental requirements of IT systems. Above all, they must be *agile*, able to respond quickly to change, and *resilient*, always available to users. But while we can use the degrees of agility and resilience as a way to describe state, we need to be a bit more precise.

IT systems today need to collaborate with others, both internally and, more and more, externally. The easier this is, the more agile the IT system. Therefore, the ClearPath Appraisal Process uses the level of integration as a measure of agility. At one extreme, there may be no real integration. At the other extreme, a fully developed service architecture may be in place. We've defined these two extremes and a number of intermediate stages between them.

Similarly, we use the level of automation to measure resilience. The scale goes from no automation to a fully



The ClearPath Appraisal Process delivers an accurate understanding of the current and future states of automation and integration.

automated environment that runs with minimal operator intervention. And as with integration, we've defined multiple intermediate stages.

We can position the current state of any IT environment within the two dimensions of integration and automation – where it sits today and where we'd like it to

be. Based on this information, we can determine the steps needed to close the gap between the current and future state. For example, we'd expect automation to increase with more integration. So a high level of integration with a low level of automation suggests that increasing systems management and automation should be a priority. >>

We've created a process – the ClearPath Appraisal – which uses the model to help clients determine where they are now and where they'd like to be, with recommendations for enhancements. We're using the process with clients, determining their state and making recommendations. The Appraisal includes an interactive client workshop that focuses strictly on understanding business needs in relation to IT, not discussing Unisys or our partners' products. The workshop typically completes within a day and is followed by a report that

summarizes key workshop findings, including the client's integration/automation positions, and makes recommendations.

We've completed a number of appraisal workshops around the world. Both our personnel and the customer's employees benefit from the dialogue, and how it helps to develop a clearer picture of the IT environment. And, strikingly, we've seen that many enhancements can be made with little or no risk by simply making better use of products already onsite.

*To request your own ClearPath Appraisal, please contact your Unisys sales representative. And to learn more about how the ClearPath Appraisal Process can help you evolve your ClearPath systems, please read Peter Bye's white paper, "Understanding IT System State – Experiences from the ClearPath Appraisal Process," on [Unisys.com](http://Unisys.com), or [view a Webinar](#) about the process.*

---

## Pershing Limited and Fireside Distributors Realize New Business Benefits

### **Pershing Limited Strengthens its Business Continuity Stance**

Pershing Limited, a UK-based financial services institution, wanted to protect critical business services and applications from downtime, while making disaster recovery an automated, low-risk process. With Unisys Business Continuity software, Pershing was able to reduce failover times and improve its ability to recover in the event of a disaster.

[Read the full story on Unisys.com.](#)

### **Fireside Distributors Streamlines Business Processes**

Fireside Distributors, a wholesaler of hearth and fireplace products, was seeking a way to reduce costs and automate time-consuming manual processes related to invoicing, collections, customer service, and supplier management. Unisys Enterprise Output Manager enabled Fireside to automatically generate electronic versions of key documents, eliminating the need to print, collate, and mail hardcopy invoices for more than 75% of its customer base.

[Read the full story on Unisys.com.](#)



## New Workshops Provide Hands-On Experience with ClearPath Innovations

Following the recent releases of several hardware and software innovations, we have decided to take the newest ClearPath solutions on the road and give users the hands-on experience they need to quickly understand how these features can improve their operations.

To this end, we have updated the format of our Future Matters meetings by adding Best Practice Workshops to the program. With a specific focus on MCP and OS 2200 operating environments, these workshops minimize presentation content and emphasize interaction between attendees and Unisys personnel and partners. As such, there is more time to spend working with specific ClearPath solutions and discussing business and technical requirements one-on-one with Unisys technical experts.

For example, a typical Best Practice Workshop begins with brief introductions of the Unisys personnel running the session, news and notes about upcoming MCP and OS 2200 software releases, and any important product news.

Then, the agenda quickly moves to in-depth discussions and demonstrations of the specific ways organizations can leverage ClearPath solutions and

capabilities – such as extending existing applications to the Web and mobile devices via the [ClearPath ePortal for OS 2200](#), or using the Workload Management features of MCP 13.0 to manage capacity requirements in metered environments.

Following the demonstrations, attendees are able to spend additional time with the featured products and solutions, or speak directly to presenters, peers, and consultants about the ways they can leverage these technologies in their own businesses.

These events have been so well received that many attendees have implemented the solutions they saw during the workshop. In fact, [Pershing Limited](#) visited an MCP Best Practice Workshop that featured Unisys Business Continuity Accelerator, and implemented the software to strengthen its business continuity stance. And several other users are doing proofs of concept to see the solutions in action at their sites.

We have several Best Practice Workshops scheduled across Europe during the third and fourth quarters of 2011:

- [EAE/AB Suite User Meeting](#): September 8, 2011, Amsterdam, the Netherlands
- [Advanced Operations and Integration for OS 2200](#): October 6, 2011, Kista, Sweden
- [Advanced Technologies for MCP](#): October 11, 2011, Amsterdam, the Netherlands
- [Advanced Technologies for MCP](#): October 13, 2011, Milton Keynes, UK

*For additional information, or to register for an event, please visit [www.clearpathfuturematters.com](http://www.clearpathfuturematters.com).*



## Fall 2011 North America Customer Events

This fall, we'll be hosting a number of ClearPath focused events across the United States, including:

- **ClearPath Road Shows:** Titled "2011 Trends: From Disruptive to Productive – How ClearPath Is Your Solution," these one-day sessions review the hardware and software innovations putting the ClearPath program at the forefront of such emerging trends as cloud computing, mobile optimization, and integration with social media.
- **ClearPath Technical Client Exchanges:** A forum for ClearPath users to interact with the Unisys engineering team, ClearPath Technical Client Exchanges enable a two-way dialogue about the direction of the technology and ensure that any planned advancements are aligned with customer needs and continue to deliver business value well into the future.

See below for the list of events we've scheduled for the fall. Please contact [Christopher Paul](#) for additional information.

### Road Shows

- **ClearPath Eagan Road Show:** Tuesday, September 13th
- **ClearPath Reston Road Show:** Thursday, October 13th

### Technical Client Exchanges

- **ClearPath Eagan OS 2200 Technical Client Exchange:** Wednesday, September 14th – Thursday, September 15th
- **ClearPath Malvern MCP Technical Client Exchange:** Tuesday, September 27th – Wednesday, September 28th

---

## A New Model Joins the ClearPath Dorado Lineup

We're happy to announce the release of a **NEW** addition to the family of Intel® based ClearPath Dorado mainframes – the ClearPath Dorado 4170 system. This new entry-level system reaffirms Unisys commitment to enhancing the ClearPath Dorado platform, while delivering the high levels of performance, reliability, security, and availability you've come to expect.

The Dorado 4170 server employs Unisys metering technology, which helps you establish a Pay-for-Use business model

that eases capacity planning, makes costs predictable, and enables you to tap into additional processing power when needed. The Dorado 4170 server also delivers a performance ceiling three times higher than the entry level Dorado 4150 server, increasing the efficiency of short-term batch processing.

In addition, this model features Unisys Specialty Engines as **optional functionality**, including the [ClearPath OS 2200 JProcessor](#) and [ClearPath ePortal for OS 2200](#), allowing you to

further optimize and modernize your ClearPath investment. And like all new ClearPath servers, the Dorado 4170 system offers complete code and data compatibility, enabling you to carry forward existing applications without change.

*To learn more about what this new Dorado model has to offer, please visit [Unisys.com](http://Unisys.com).*



## Resources and Calendar

The list below contains resources that will help you stay up to date on all the latest news and announcements in the ClearPath world.

- [ClearPath Libra homepage](#)
- [ClearPath Dorado homepage](#)
- [ClearPath OS 2200 homepage](#)
- [ClearPath MCP homepage](#)
- [Agile Business Suite homepage](#)
- [Business Information Server \(BIS\) homepage](#)
- [Unisys Webinars](#)
- [ClearPath & Innovation Blog](#)
- [ClearPath YouTube Channel](#)
- [Unisys technical documentation](#)

What	Where	When
<a href="#">EAE/AB Suite User Meeting</a>	Amsterdam, the Netherlands	September 8, 2011
ClearPath Eagan Road Show	Eagan, Minnesota	September 13, 2011
ClearPath Eagan OS 2200 Technical Client Exchange	Eagan, Minnesota	September 14-15, 2011
ClearPath Malvern MCP Technical Client Exchange	Malvern, Pennsylvania	September 27-28, 2011
<a href="#">Advanced Operations and Integration for OS 2200</a>	Kista, Sweden	October 6, 2011
<a href="#">Advanced Technologies for MCP</a>	Amsterdam, the Netherlands	October 11, 2011
<a href="#">Advanced Technologies for MCP</a>	Milton Keynes, UK	October 13, 2011
ClearPath Reston Road Show	Reston, Virginia	October 13, 2011

Specifications are subject to change without notice.

© 2011 Unisys Corporation.

All rights reserved.

Unisys, the Unisys logo, and ClearPath are registered trademarks of Unisys Corporation. Apple, iPad, and Safari are registered trademarks of Apple Inc. in the U.S. and other countries. Intel is a registered trademark of Intel Corporation in the U.S. and/or other countries. All other brands and products referenced herein are acknowledged to be trademarks or registered trademarks of their respective holders.