



## From Disruptive to Productive

Unisys Predicts 2011 to be Year of Practical Application of Cutting-Edge Technologies

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Over the next year, Unisys predicts, six disruptive technology trends that are reshaping the IT industry will move into greater everyday use in the enterprise as organizations seek practical ways to make their end users more productive and their mission-critical systems more secure and cost-efficient.

Practicality will be the theme in 2011 as organizations seek a tangible and rapid return on their IT investments. With tight cost controls remaining an everyday fact of life, organizations are looking for technologies that save money, increase worker productivity, and solve pressing security issues. We expect to see organizations make highly targeted investments in emerging technologies for very practical uses in mission-critical environments.

### Six Technology Trends for a More Productive, Cost-Efficient Enterprise

From its perspective as a provider of mission-critical services and solutions, Unisys sees six technology trends as

key to reshaping the delivery of critical IT services to employees and end users:

#### Consumerisation of IT

Consumerisation of IT trends will continue to accelerate within corporate IT environments, as new generations of powerful consumer mobile devices such as smartphones, netbooks, and tablet devices continue to proliferate, displacing PCs and laptops as technologies of choice among business users. This will result in significant changes to end-user support and customer interaction support requirements within the enterprise as more of these consumer devices are being used to access mission-critical applications beyond corporate e-mail and voice.

The long-dreamt possibility of “multi-modal access” for end users – being able to access enterprise resources via any device, anytime, anywhere – is closer to reality now than ever before. But with that increased convenience and usability comes the need for enterprises to modernize information access and support capabilities.

**Unisys Comment:** The consumerisation of IT wave will require enterprises to change old standardized approaches for end-user support in order to manage and secure a myriad of devices and applications within the enterprise. In addition, we expect more organizations in 2011 to tackle modernizing customer interaction points with mobile access, touch-screen, geo-location, and audio/video capabilities to drive greater productivity and connection with an increasingly mobile, connected customer base. Those who don't risk being left behind as consumer buying patterns continue to evolve.

## Cloud Computing

Cloud Computing will accelerate from pilots to production, with private clouds leading the way. Many organizations remain concerned about shifting their mission-critical workloads and sensitive data to public cloud-based environments. This has limited some cloud applications to test and development environments.

**Unisys Comment:** Over the next 12 months Unisys expects organizations to implement private cloud computing environments for specific production-based applications. This will be a key steppingstone to broader use of public cloud environments over the next two to three years.

We are starting to see organizations move from kicking the tires around private clouds to starting to implement and execute. We also expect to see greater use of hosted software-as-a-service applications as clients look to take advantage of the cost economies of the cloud quickly and efficiently. Data security in the cloud will remain a key consideration, and we expect to see cloud security technology to be a major growth area.”

## Social Computing

Social Computing will move beyond marketing and increasingly be used both as a productivity tool within the enterprise and as a way to revolutionize client engagement. Organizations will tap social computing tools for broad-based knowledge management initiatives that drive greater time- and cost-efficient collaboration across their global workforce.

**Unisys Comment:** Unisys expects organizations to integrate social computing tools with transactional business applications to bring greater richness and depth to interactions with clients and partners.

Organizations have done a lot of work to get a corporate presence on sites like Facebook and Twitter. Now we're starting to see more clients think about how they use these advanced tools inside their company, inside the firewall, to enable secure, internal collaboration among a globally dispersed workforce. Increasing collaboration in large organizations is critical to improving their responsiveness to both clients and business partners.

## Smart Computing

Smart Computing will gain popularity as a way to automate and simplify IT systems. Using intelligent analytics and other advanced automation tools, organizations will establish “sense-and-respond” systems to automate complex back-end processes that manage devices within the data centre and in the distributed environment.

**Unisys Comment:** Software and hardware maintenance continues to consume a disproportionate amount of an organization's typical IT budget.

Smart computing technologies offer great promise for organizations to take out much of the cost associated with day-to-day maintenance and shift the investment to innovation.

## “Fit for Purpose” Appliance Offerings

“Fit for Purpose” Appliance Offerings will grow in popularity as the computing platforms of choice for specialized applications. Appliances are turnkey computing devices that bundle all the necessary hardware and software for handling specialized tasks such as database management, security, Web commerce, voice mail, and ERP packaged software.

**Unisys Comment:** Unisys expects to see appliances emerge for industry-specific applications such as voice messaging, air cargo management, healthcare, and other specialized industry functions.

Instead of buying general purpose computers, infrastructure software stacks, packaged applications software and doing the integration themselves, organizations are becoming more interested in pre-configured specialty appliances that can be deployed quickly and conveniently. As technology

integration has become more time consuming, expensive, and risky, many organizations are looking to simplify the process of technology deployment and ongoing maintenance.

## Cyber-security

The increasing amount and diversity of consumer-owned devices that are used by workers today will increase the security risks and possible company exposure to confidential data leaks.

Cyber-security technologies such as biometrics and sophisticated monitoring applications will move to the forefront of the security discussion.

**Unisys Comment:** In addition, as cyber crime grows more sophisticated and IT infrastructures become more complex, Unisys expects organizations to take a more holistic, integrated approach to security across the enterprise. Organizations will increasingly work to integrate their myriad of physical and digital systems into single-pane dashboards that enable them to better monitor security threats across their organization and manage overall compliance requirements.

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