



# From Disruptive to Productive: Unisys 2011 Predictions

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**18,000**

Emergency calls per day for Metropolitan Police

**175 Million**

voice mails per day are processed by Unisys everyday around the globe

**75%**

Of all airline passengers in Europe book reservations on Unisys systems, covering 200 airlines, including 22 of the world's top 25

**5**

Times per day that UK Citizens use Unisys in some way - voicemail, cheques, mortgages, insurance, emergency services

**97%**

Of all reported homicides in the UK are detected with assistance from a solution developed and maintained by Unisys, HOLMES 2

**100 Years**

that UK banks have been Unisys clients

**100 Critical Applications**

Managed by Unisys for the Metropolitan Police

**100 Million**

Text messages and 90 million calls per week are provided on Unisys messaging platforms, fully managed by Unisys for BT

**More Than 1500**

Global Service sites are maintained by Unisys through its distributor and authorised service provider network – in 29 countries

**£5 Billion**

is the value of the 5 Million cheques that are processed by iPSL on a busy banking day. iPSL is a joint venture company; 51% owned by Unisys deploying Unisys technology

**10 Million**

Subscribers to BT's 1571 service managed by Unisys

**Over 1m Calls**

Made to the Unisys support centres per year in some 23 languages from 54 countries across Europe and the Middle East

# Our Areas of Focus and Strength

## Security



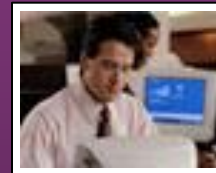
**We** help our clients secure their operations — people, places, data and assets

## Data Centre Transformation and Outsourcing



**We** transform their data centres for greater agility and efficiency

## End User Outsourcing and Support



**We** enhance support to their end users — enabling them anywhere, anytime access

## Application Modernization and Outsourcing



**We** modernize and outsource their mission-critical applications

# Unisys “Points of View” on Disruptive IT Trends for 2011

**1** Cloud Computing

**4** Smart Computing

**2** Consumerisation of IT

**5** CyberSecurity

**3** Social Computing

**6** Appliance Offerings

# Consumerisation of IT



- ... will continue to accelerate within corporate IT environments, as new generations of **powerful consumer mobile devices proliferate**.
- ... and tech savvy business users increasingly look to **mix work and personal activities** on their own high end technology.

IT organisations will be forced to adopt mainstream consumer technologies to appease a growing base of tech savvy employees.

# Market Trends and Considerations

## • Device proliferation

- Broader array of devices and more consumer-owned devices. The average information worker now uses four devices for work<sup>1</sup>.
- The number of workers using smart phones will grow from 90 million in 2011 to 160 million in 2014<sup>2</sup>.

## • Changing Boundaries

- Home / Office boundaries are becoming increasingly blurred.

## • Challenges and Opportunities

- How to exploit the latest features and functions of today's mobile devices to the benefit of an organisation



1, 2 – Unisys & IDC Global Study on Consumerization of IT, 2010

# Social Computing



- ... platforms will move beyond the marketing department and provide a **collaboration platform** inside medium to large scale organizations.
- ... will proliferate as enterprises create internal “Facebook” type capabilities to **extend their more traditional collaboration technologies.**

The use of social computing technologies for Intra and Inter-company collaboration will expand, as employees begin to prefer these methods of communication.

# Market Trends and Considerations

## Power of Collaboration

- Like “open source”, social computing is driven by the power of mass collaboration
- Social computing will create a web of people who interact with applications, data and each other in real-time

## Challenge/Opportunity

- How to tap the power of social computing for worker productivity and innovation - whilst protecting privacy and security.





# Smart Computing / Intelligent Analytics



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... will become increasingly **necessary to deal with the exponential onslaught of information**

Smart Computing and Intelligent Analytics technologies will become essential in processing the exponential increase in IT monitoring and compliance data.

# Market Trends and Considerations

## Information Overload

- In less than 15 years, the number of global web users has exploded by more than a hundred-fold, from 16 million in 1995 to more than 1.7 billion today. By 2015, there will be more interconnected devices on the planet than humans.



## Challenge/Opportunity

- How to manage the proliferation of IT devices within the data centre and distributed environment — and the associated proliferation of information and transactions.

Smart computing is useful where you have large amounts of data and rapid decisions need to be made. Today's uses typically include data center automation, security and help desk incident management. Future use will be applied to less structured data.

# CyberSecurity



... Borderless Enterprise Initiatives such as mobile device security and cloud computing will move enterprise computing and data assets **outside the traditional IT perimeter**, challenging existing security infrastructures and technologies.

Social Computing and Smart mobile devices will create new Security challenges by altering the perimeter of the IT enterprise.

# Market Trends and Considerations

## Increasing sophistication of Cyber-Crime

- Today's criminals and attacks are more sophisticated and the information they are going after is more valuable.
- Regulatory and compliance requirements, and an explosion in use of consumer devices and applications have created an unparalleled need for robust security

## Challenge / Opportunity

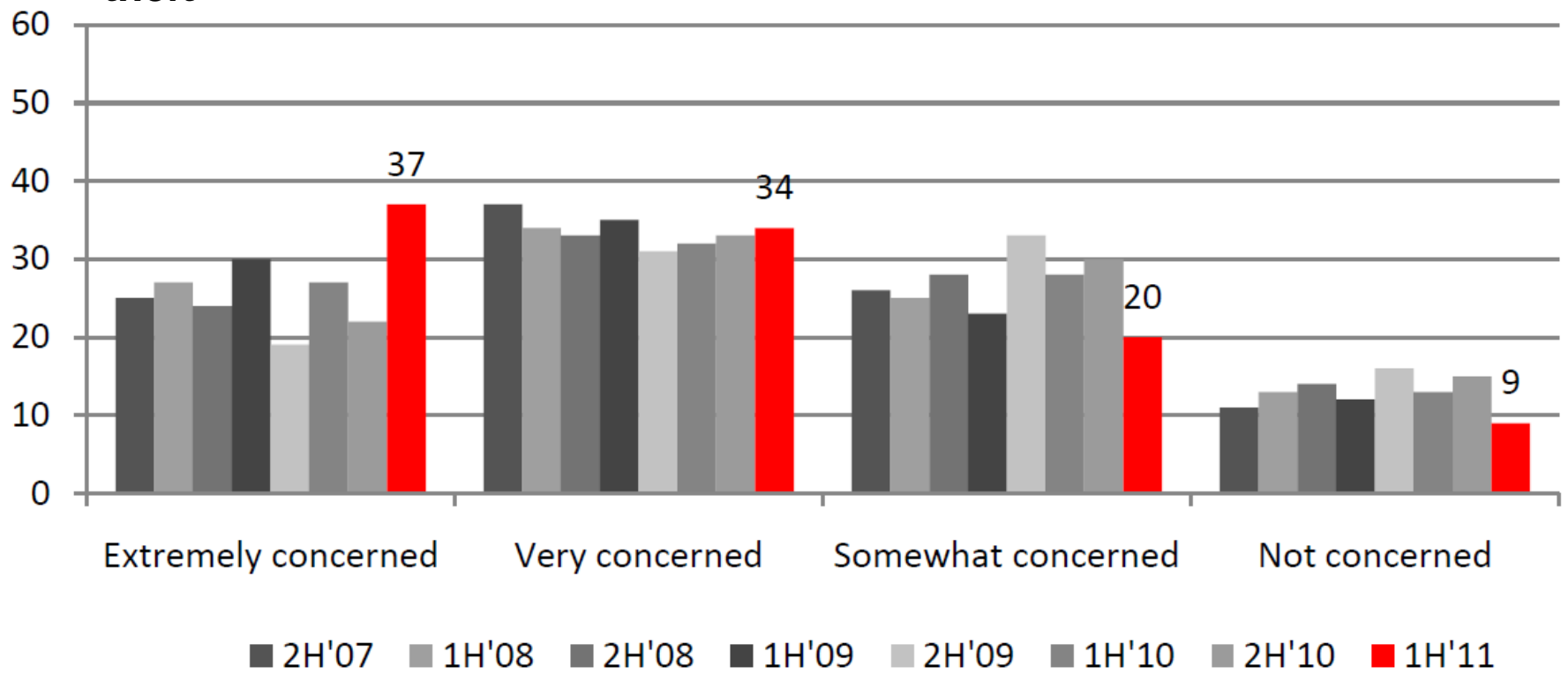
- How to secure the borderless enterprise – including users, mobile devices, and applications such as social networks.



# Unisys Security Index

## Snapshot of Nation's Sense of Security

**Unauthorized access to, or misuse of personal information:  
Over two thirds (71%) of Britons are seriously concerned about identity theft**



# From Disruptive to Productive: Key Takeaways for 2011

- Develop a strategy to proactively address the adoption of consumer technologies in IT
- Social Computing Technologies will expand in enterprises especially for collaboration environments
- Revisit your Security strategy focusing on sensitive data protection, mobile device security



Although every organization may be not be equally affected by these disruptive trends, proactively understanding their impact will ensure that you minimize threats and maximize opportunities.



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[www.youtube.com/user/TheUnisysChannel](http://www.youtube.com/user/TheUnisysChannel)

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