



Soluciones de Movilidad Unisys

Transformando la experiencia del usuario

JIAP 2013

UNISYS

Unisys – Nuestro enfoque Misión Crítica

Está en nuestro “ADN”

Llamamos “Misión Crítica” las soluciones que tienen los siguientes atributos:



- Seguridad en los entornos informáticos que soportan procesos / operaciones de negocio (es decir, aquellos que afectan directamente a los usuarios finales y clientes)
- Operaciones que al fallar pueden causar problemas importantes en áreas financieras, seguridad nacional y daños en reputación
- Aplicaciones de Misión Crítica requieren de alto volumen transaccional

Las soluciones de Misión Crítica aseguran que se pueden implementar con confianza tecnologías disruptivas obteniendo ventaja competitiva.

Las soluciones de Misión Crítica aseguran que el ambiente de TI esté permanentemente disponible para los usuarios finales y clientes.

Las soluciones de Misión Crítica aseguran *la más alta calidad de servicio* — debido a que está en juego la satisfacción del cliente

Unisys tiene un patrimonio reconocido en soluciones de misión crítica, tanto en infraestructura aplicaciones y servicios de soporte

Agenda



Motores de movilidad;



Nuevos enfoques para la movilidad empresarial;



Soluciones de Movilidad Unisys;



Servicios de Unisys;



Ejemplos de clientes.

La movilidad como motor de la innovación



No hay dudas - Las empresas están invirtiendo fuertemente en la movilidad

El **66 %** de los CIOs planea aumentar significativamente las inversiones en movilidad [Gartner Group, 2012].

Pero ¿a qué costo? Cómo estás maximizando tus inversiones

Dónde estarán las empresas invirtiendo ... ¡en solo 2 años!



Nuevos procesos operativos

El 84 % de las empresas



Nuevas aplicaciones móviles

El 90 % de las organizaciones



Grandes ejecutores. Élite Móvil

El 73 % de los ejecutivos



Apoyando BYOT

El 94 % de las empresas



Nuevos paradigmas de computación

450 millones de dispositivos para el año 2016

Tabletas, teléfonos inteligentes, aplicaciones y accesorios otrora de PC

Workplace Drivers

Dispositivos y aplicaciones



Más de ocho mil millones de dispositivos móviles en 2016, con miles de millones de aplicaciones

Élite móvil



Más del 30 % de los empleados ahora entra en la categoría elite móvil [y está en aumento].

Operaciones móviles



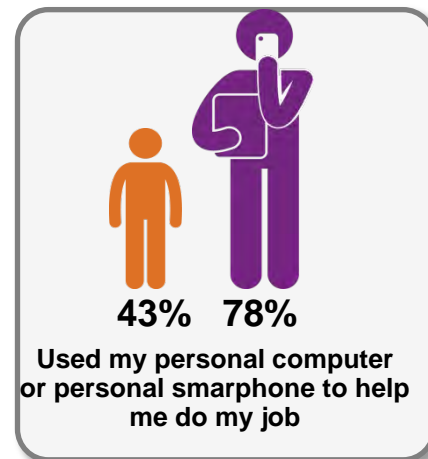
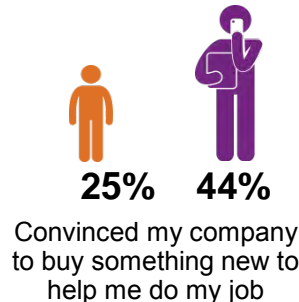
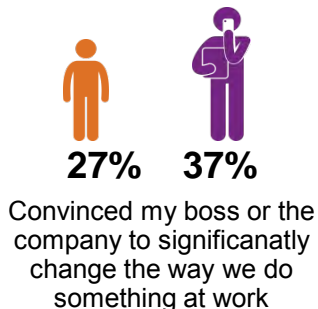
11.000 iPads de United Airlines reemplazan los manuales de papel de los vuelos y las cartas de navegación

«Aumento del **61%** en el uso de la movilidad en la empresa, 2011 y 2012». [Yankee Group, 2012]

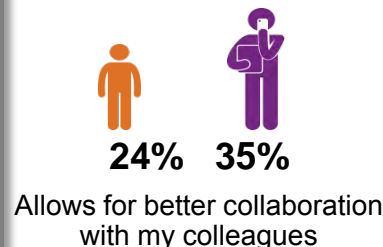
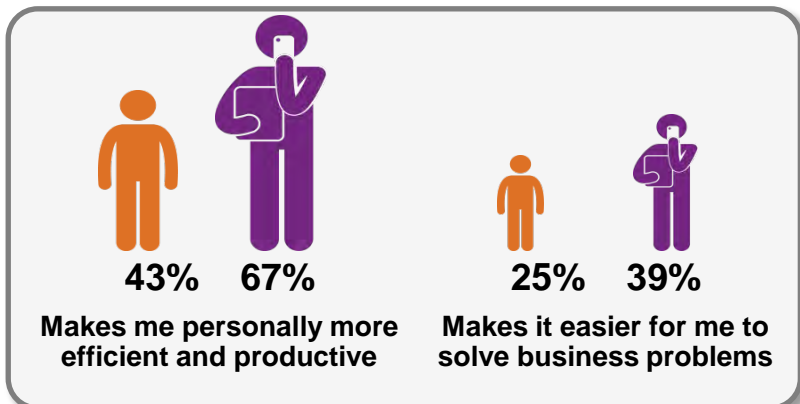
La Elite Móvil - Apalancando la innovación, moviendo bloqueos y desafiando límites



Which of the following activities, if any, have you done in the past year in your job?"



What do you feel are the business benefits of employees using personal devices or applications for work?"



BASE: 2,603 Global information workers using computers for work



Source: A commissioned study conducted by Forrester Consulting on behalf of Unisys, June 2012

¿Cuáles son las preocupaciones en la adopción de la movilidad empresarial?

Acceso a la información del empleado



Capacidades de infraestructura

Recursos de TI
[Dispositivos, aplicaciones, presupuestos y gestión de conocimientos]



Seguridad



Un lugar de trabajo en evolución

Una visión empresarial

Al menos el **80%**
del nuevo crecimiento
TIC* será impulsado
por el nuevo lugar de
trabajo

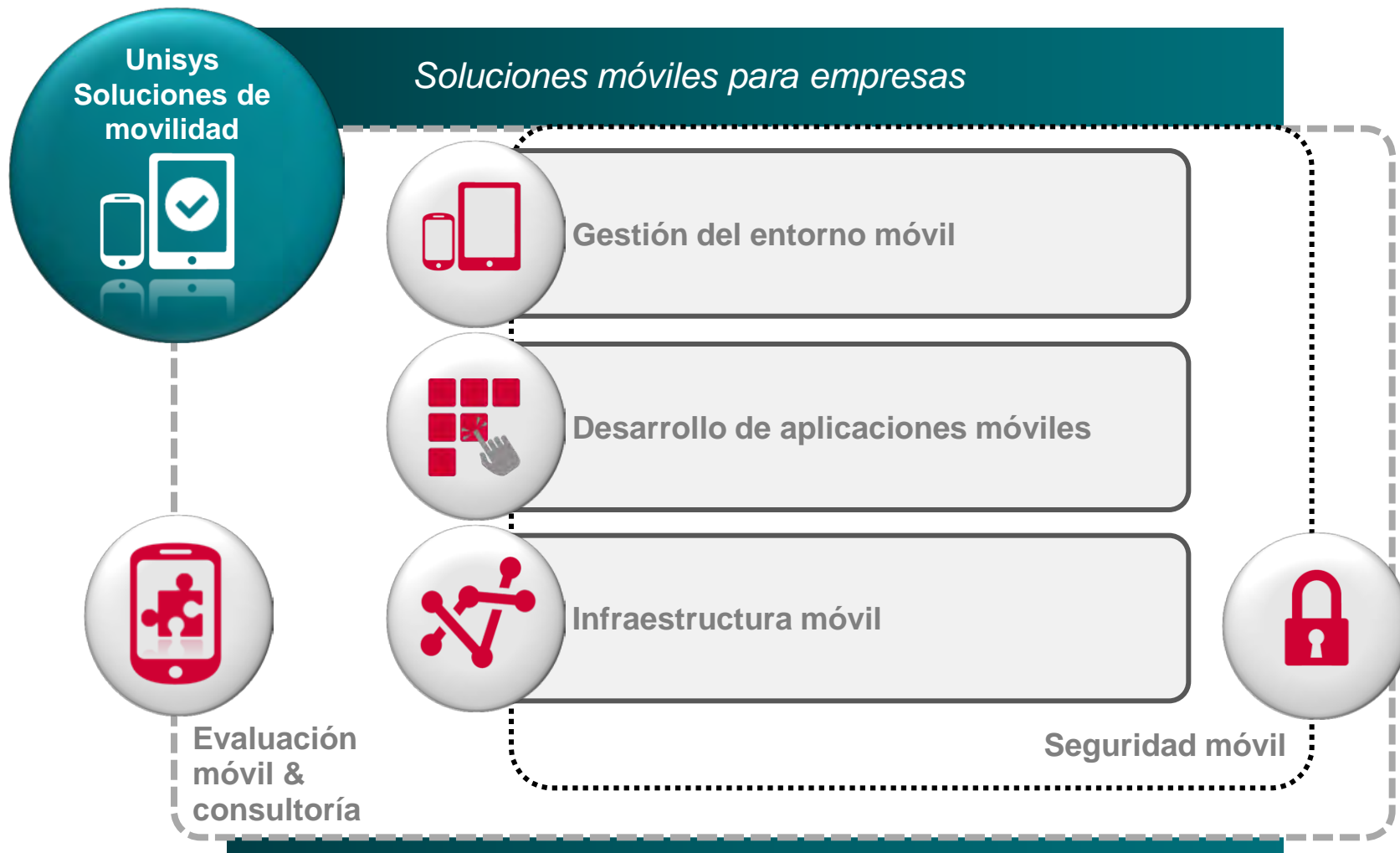
[IDC, tercera plataforma, 2012]

Movilidad:
Elemento clave del
nuevo lugar de trabajo



*Tecnología de la Información y Comunicaciones

Soluciones de Movilidad de Unisys



Gestión del entorno móvil Unisys



Gestión de gran amplitud respaldada con visiones del usuario final

Un enfoque más integral, incluyendo tanto los dispositivos [MDM] como las aplicaciones [MAM]. Enfoque de ciclo de vida de extremo a extremo.

Funciones clave

- Gestión del dispositivo móvil
 - iOS, Android, Win8
- Gestión de aplicaciones móviles
- Gestión del ciclo de vida móvil
- Apoyo, monitoreo y habilitación al usuario final de movilidad

Beneficios

- Proporciona un marco de negocio integrado;
- No se exige una gran estructura directa de consultoría e inversión;
- Mejora la productividad, reduce los tiempos de respuesta, permite una mayor eficiencia

Unisys Corporation

Enterprise Mobile Enablement : comenzamos «en casa»



UNISYS

Tema de negocios:

Unisys quería brindarles capacitación a sus empleados al adoptar la tendencia CoTI y la política BYOD. Para lograr el objetivo, tuvimos que rehacer el entorno de TI

- Mejorando el actual modelo de seguridad centrado en Microsoft con controles de acceso estrictos y la segregación de la red de seguridad de los datos,
- Integrando tecnología para dar cabida a dispositivos móviles que le permitieran a Unisys aplicaciones para la movilidad y la distribución dentro de un entorno seguro y
- Estableciendo políticas para asegurar la integridad y la seguridad de los nuevos dispositivos.

Enfoque Unisys:

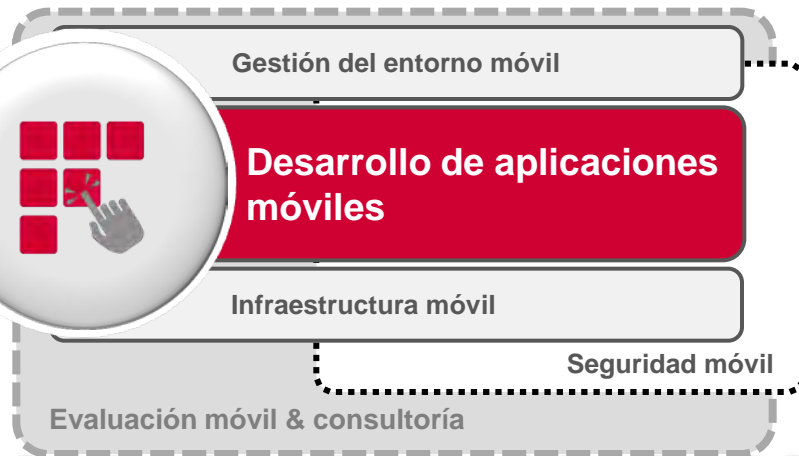
Unisys inició un programa de movilidad de tres años llamado *Moving Parts* [Piezas en movimiento]. En el primer año de aplicación, Unisys desplegó iPads e iPhones [3G] para los empleados de cara al cliente y estableció la infraestructura de TI para permitir que los dispositivos móviles se conectaran de forma segura a la intranet Unisys y otras aplicaciones esenciales para las actividades de negocios del día a día. Unisys también construyó los sistemas necesarios para apoyar a las plataformas móviles tales como iPhone / iPad / Blackberry / Windows Mobile.

Beneficios y resultados:

- **Mejora en la productividad:** Aumento de la productividad del personal mediante la conexión de los empleados en movimiento con los activos corporativos internos críticos.
- **Reducción de costes:** El proceso de aprovisionamiento automático [construido internamente] para configurar iPads e iPhones [3GS] redujo las llamadas al servicio de atención al cliente en un ~ 1000 y ahorró ~ \$ 50.000 en costos de licencias.
- La política BYOD redujo el coste de propiedad de los dispositivos.
- **Mayor seguridad:** La autenticación estricta y los procesos de encriptación minimizaron las amenazas a la seguridad y los ataques cibernéticos.
- Las aplicaciones basadas en la nube mitigaron el riesgo de robo de datos móviles.

Desarrollo e integración de la aplicación móvil

Unisys



Rentable y de alta calidad

Aplicaciones móviles e integraciones que se benefician de tecnologías avanzadas y de la seguridad incorporada. Impulse continuidad, alto rendimiento y la facilidad de mantenimiento de sus aplicaciones móviles.

Funciones clave

- iOS nativo, Android, Win8
- HTML5 & Multiplataforma
- Mobile AppStore
- Gestión del ciclo de vida de las aplicaciones móviles

Beneficios

- Suministro global;
- Reutilización y facilidad de gestión - multiplataformas y plataformas más utilizadas;
- Metodologías de desarrollo de software y enfoque probados;
- Seguras y altamente confiables.

Desarrollo e integración de la aplicación móvil Unisys

Nativo



Multiplataforma

- Plataforma de aplicación de la empresa
 - Verivo [Pyxis]
 - RhoMobile

SYBASE | An SAP Company



Aplicación web

- HTML
- CSS
- XML
- WebKit
- Javascript



Sencha

Metodologías de desarrollo Unisys

Desarrollo ágil

Patrones móviles

Diseños céntricos del usuario

ClearPath ePortal

Modernización de la Interfaz y de la Aplicación



Navegador

Habilitador Web

Una única implementación

- Moderniza la interfaz del usuario
- Atiende múltiples equipos y navegadores
- Integra aplicaciones

Sin cambios en la aplicación!

Desarrollo utilizando Visual Studio

Integración con Equipos Móviles



Smart Phone / Tablet

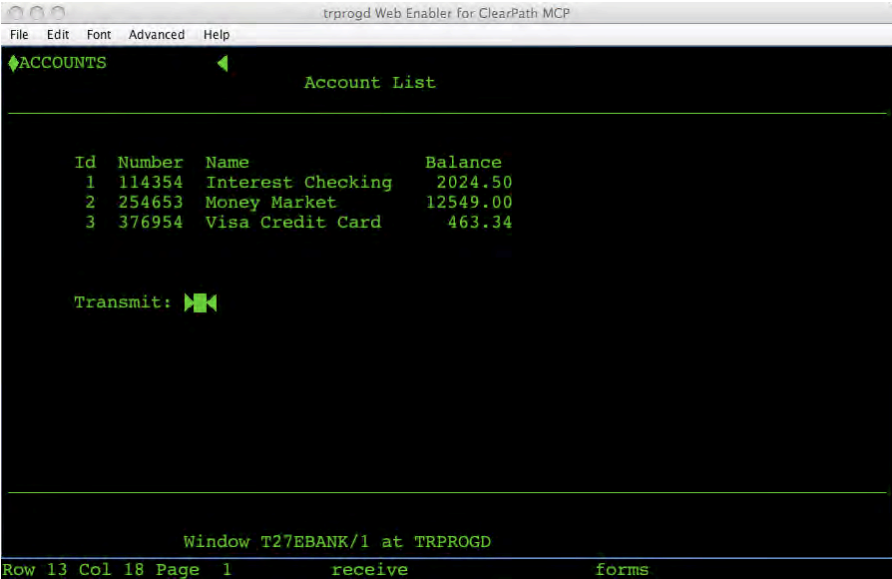
“Web Services”
(Integración con aplicaciones externas)



Consumidores Web Services

Que hace ePortal?

Traditional application



Mobile application



ePortal integrando aplicaciones



Infraestructura móvil de Unisys



Permitir la movilidad a través de la nube o infraestructura en sitio

Funciones clave

- Nube
- En sitio
- Integración SaaS
- Almacenamiento en nube seguro

Beneficios

- Infraestructura que se ajusta y se adapta a los cambios en las demandas;
- Intercambio seguro de archivos y documentos a través de entornos;
- Acceso a aplicaciones modernas diseñadas para el entorno laboral en evolución.

Soluciones de infraestructura móvil

- Infraestructura móvil

- Productividad móvil



Stealth CyberSecurity Suite

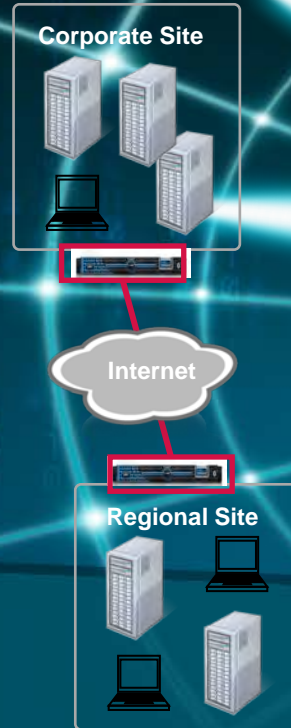
“No se puede Hackear lo que no se Ve”



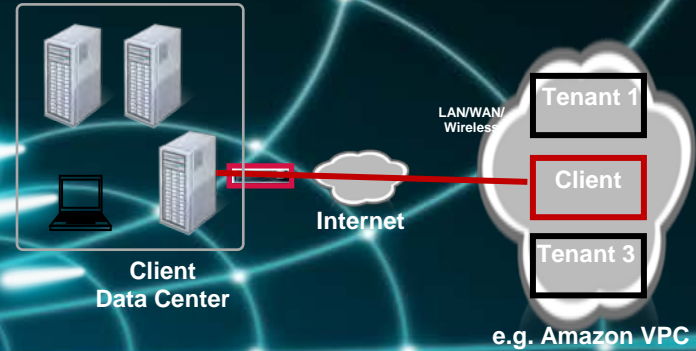
1. Stealth Secure Remote Access



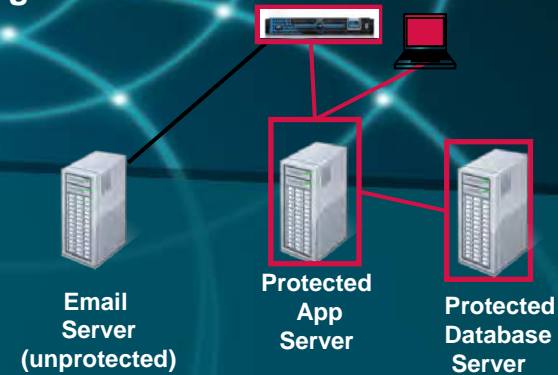
3a. Stealth Regional Isolation



4. Stealth in the Cloud



2. Stealth Data Center Segmentation



Proteja Usuarios Claves
Proteja Sistemas Críticos
Proteja Clientes Importantes



Seguridad móvil de Unisys



Mayor seguridad, menor riesgo

Más seguridad integral para la empresa. Aléjate de BYOT, que está cargado de riesgos, y dirígete hacia una mejor gobernanza y gestión de riesgos. Cuatro dimensiones clave de la seguridad: usuarios, dispositivos, aplicaciones y datos.

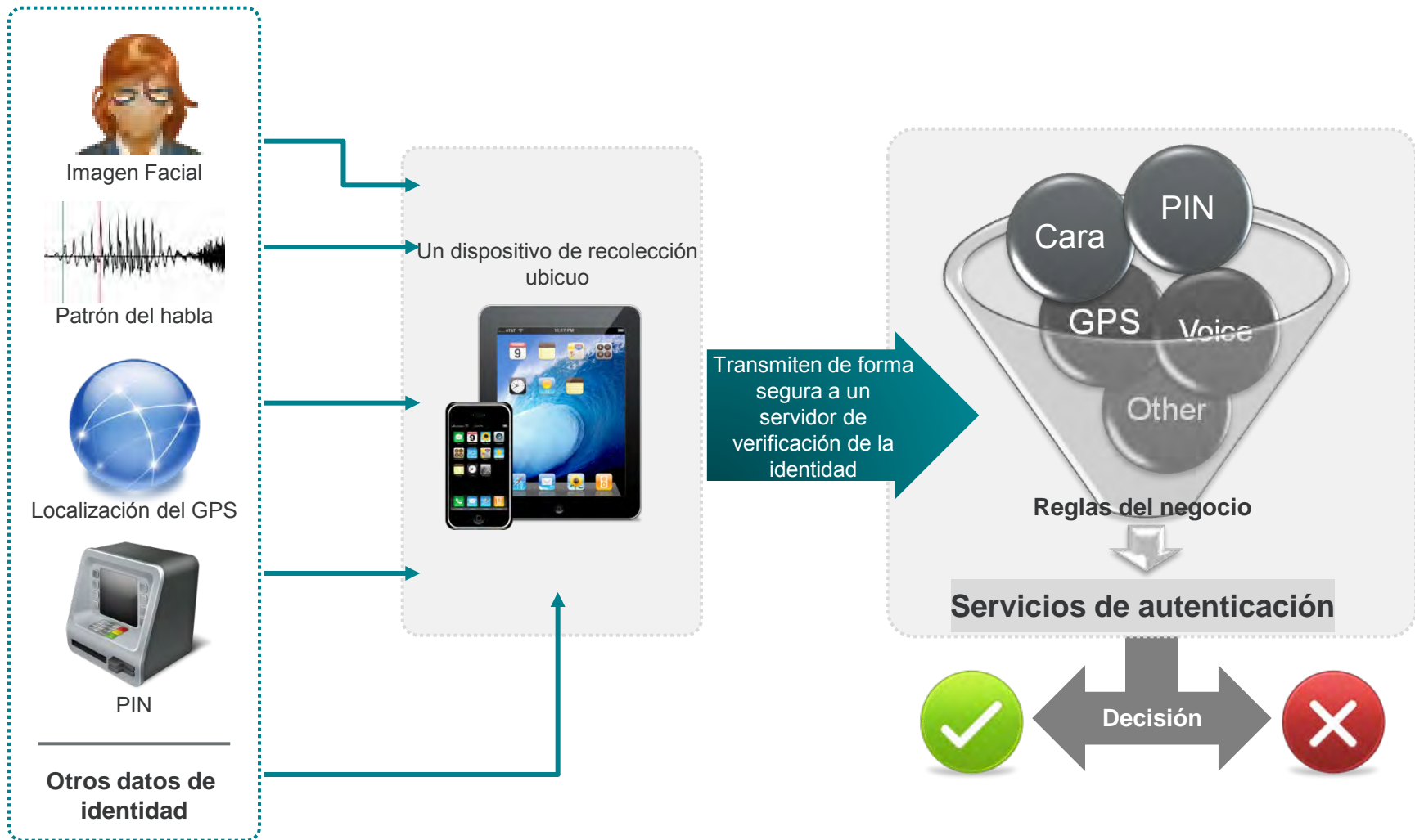
Funciones clave

- Autenticación de factores múltiples
- VPN
- Usuario, dispositivos, datos y aplicaciones de seguridad

Beneficios

- Seguridad integrada de los usuarios a los datos.
- Control del acceso a dispositivos y aplicaciones.
- Capacidades de autenticación multifactor;
- Tranquilidad de espíritu.

Multifactor de autenticación de usuario móvil



Evaluación móvil y consultoría de Unisys



Mejor estrategia móvil

Con los cambios en la toma de decisiones de negocios y una mayor BYOT, la movilidad se ha vuelto muy fragmentada y se compone de sistemas dispares. Servicios de consultoría diseñados para ayudar a volver a tomar las riendas.

Funciones clave

- Talleres de innovación
- Evaluación y consultoría estratégica
- Transformación de procesos
- Gobierno y políticas
- Definición del papel del usuario móvil

Beneficios

- Modular y se centra en los éxitos tempranos y frecuentes;
- Enfoque centrado en las personas, donde se pueden lograr el mayor valor y los mejores resultados;
- Consideraciones modernas o nuevas arquitecturas para ayudar a las inversiones móviles a prueba de obsolescencia.

Evaluación móvil y consultoría de Unisys



De la estrategia a la implementación

¿Cuáles de las actuales aplicaciones deberían ser movilizadas?

¿Cómo puedes hacer para que las aplicaciones móviles estén listas?

¿Son tus sistemas lo suficientemente flexibles y eficientes?

¿Cuál es el valor comercial de una aplicación móvil?

¿Tienes una estrategia móvil?

¿Están actualizadas tus políticas de movilidad?

Servicios de evaluación móvil

- Taller de innovación móvil;
- Evaluación de las políticas y el cumplimiento;
- Prueba de concepto.

Servicios de consultoría móvil

- Evaluación de la estrategia y creación;
- Modernización de la aplicación.
- Evaluación del proceso y rediseño.

Por dónde empezar - soluciones que funcionen para ti



Pensamientos de cierre: Maximización de la movilidad

Con Unisys People Computing, sé un motor de la innovación

Y gestiona eficazmente tus inversiones en tecnología móvil





Ejemplos de Clientes

Unisys Corporation

Enterprise Mobile Enablement

Business Issue:

Unisys wanted to empower its employees by embracing the CoIT trend and BYOD policy. To achieve the goal, we had to rework the IT environment by

- Improving the current Microsoft-centric security model with strict access controls and network segregation for data security
- Integrating the technology to accommodate mobile devices and enabling Unisys applications for mobility and distribution within a secure environment
- Establishing policies to ensure integrity and security of new devices

Unisys Response:

Unisys initiated a three year mobility program called 'Moving Parts'. In the first year of implementation, Unisys deployed iPads and iPhones (3GS) for customer-facing employees and set up the IT infrastructure to allow mobile devices to securely connect to the Unisys intranet and other critical applications for day-to-day business functions. Unisys also built the systems needed to support mobile platforms such as, iPhone/iPad/Blackberry/Windows Mobile.

Benefits and Results:

- **Improved Productivity:** Increased workforce productivity by connecting employees on the move with critical internal corporate assets
- **Reduced Costs:** The auto provisioning process (built in-house) to set up iPads and iPhones (3GS) reduced help desk calls by ~1000 and saved ~\$50,000 in licensing cost
- The BYOD policy reduced cost of device ownership
- **Increased Security:** Strict authentication and encryption processes minimize security threats and cyber attacks
- Cloud based applications mitigate the risk of mobile data theft



Companhia Estadual de Águas e Esgotos (CEDAE)

App Modernization through ClearPath ePortal

Business Issue:

CEDAE wanted to improve customer services by putting more information into the customers' hands with greater speed. The client wanted to provide its increasingly mobile customer base with direct online access to the company's services. But the existing back-end technology created cumbersome administrative processes and limited the speed with which updated data was published to the web.

Unisys Response:

Unisys addressed the above problems in the form of the ClearPath ePortal solution that streamlined posting of data from an Enterprise Server Database (DMS II) on the ClearPath system to the Web and enabling mobile access. Our ClearPath ePortal technology modernizes mission-critical applications without altering the applications for simplified access to services from the latest mobile devices.

Benefits and Results:

- CEDAE customers pay bills anywhere using their smart phones
- Using their smart phones, the utility's customers can access a secure Web portal that displays a barcode for their bill
- Optical readers read the barcode from the smart phone screen and transmit the payment through the banking network, without requiring the customer to print a payment receipt
- Solution also allows CEDAE customers to view electronic proofs of payments and their payment history



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A Rural Development Organization

Loan Eligibility App – Mobility Support

Business Issue:

Rural-based loan applicants are usually located in remote areas without access to mobile and internet connectivity. This meant, USDA loan officers had to move between regional offices and rural areas to retrieve information and check eligibility criteria for each prospect, which lowered productivity and increased input errors.

Unisys Response:

Unisys developed a cross-platform (Apple iOS and Google Android) application which can take into account the latitude and longitude coordinates of the officer on the field. The application makes a remote call to the enterprise server and enables the officer to retrieve the eligibility criteria corresponding to that location.

Benefits and Results:

- **Improved productivity:** Information can be retrieved on-demand at any remote location, allowing the loan application to be processed instantly
- **Location accuracy:** Geo-location services provide correct address determination
- **Operational efficiency:** Eliminated the burden of supporting remote desktops and laptops, as the workforce could use a mobile communication devices to process loan application



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A Large Pharma Company

Mobile Sales Force Automation Solution

Business Issue:

The client's business objective was to improve access to sales data and financial reports for its field-based sales agents, professional promoters, customers, and back-office staff by deploying a sales force automation (SFA) tool.

Unisys Response:

In partnership with StayinFront, Unisys designed and integrated a customized SFA solution to:

- Provide anytime, anywhere access to tablet access to sales information
- Consolidate and integrate customer database with back-office systems
- Automate workflows and administrative processes
- Capture and review customer information
- Provide a set of functionalities for reporting and statistical analysis

Benefits and Results:

- Rapid operationalization of CRM strategy – SFA solution designed and deployed in six month.
- Increased orders from “YOUUnique” an innovative customer loyalty program, with 40% participation of eligible customers
- Improved customer intelligence and campaign management capabilities, driven by business intelligence
- Enhanced performance measurement and reporting capabilities based on better access to sales data



A Large South American State

Mobile Office for Inspectors

Business Issue:

A huge chunk of revenues for this state comes from value-added tax on goods and services passing through. But due to its size and location, the amount of traffic is significant, making it difficult for inspectors to ensure proper collection of tax.

To simplify this task, the state needed to increase the mobility of its inspectors and give them access to necessary information.

Unisys Response:

The mobile office combines hardware and software that integrate seamlessly with the central mainframe system. Satellite and mobile communications hardware, including a global positioning satellite (GPS) and integration box, as well as remote workstations, are loaded into select (inspectors') vehicles, along with the software that tracks vehicles' locations and browsers that connect to the servers.

Benefits and Results:

- The state increased tax revenues by \$1.2 billion over a three-year period
- Inspectors have a very clear map of how tax evasion occurs, when it occurs and where it occurs
- SEF inspectors have the unprecedented ability to cover 100% of the territory in the state
- Inspectors can obtain fiscal intelligence rather than simply inspect loads



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Large Air Cargo Carrier

Air Cargo Mobile Systems

Business Issue:

To deploy technological solutions and policies that continuously enhance the security of the air cargo supply chain while maintaining the client's commitment to ensure a smooth flow of commerce.

Unisys Response:

Unisys Air Cargo Mobile Solution enables the client to better manage and track cargo through the assessment and certification process, which allows shippers to securely pack their materials using the agency's seal and ship them directly to the marketplace

Benefits and Results:

- Increased agility for field inspectors and auditors to remotely work at industry sites
- Extensible solution with video surveillance and image capture for site control



Integrated Oil and Gas Company

Mobile Shopping Cart Application

Business Issue:

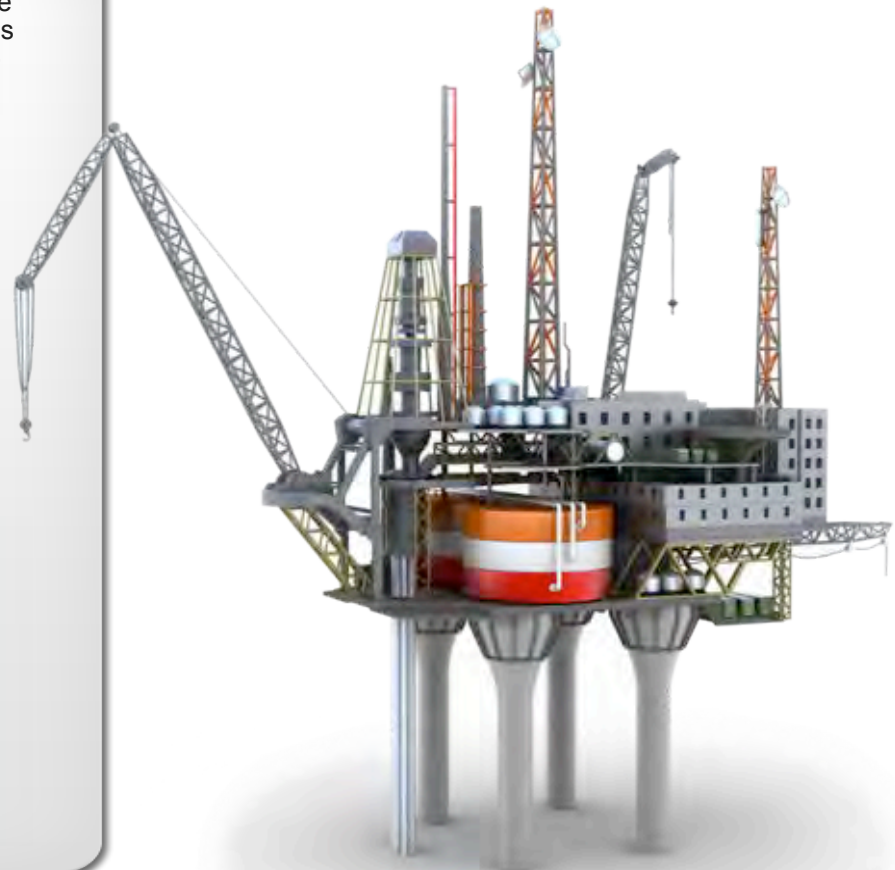
The client needed help in defining the right mobile architecture and also needed advice on how to create an enterprise mobility strategy. There were strong concerns regarding exporting SAP data on mobile devices as well as great need to ensure that the mobile applications would be highly available since there were large volumes of customer transaction.

Unisys Response:

Unisys deployed its Mobile Shopping Cart Application that allowed the client's customers to identify products and offers that they could avail in the client's stores. Unisys ensured that the solution was developed in time and in line with the usability standards expected by the customer. Unisys also developed the right architectural patterns to suit the various project needs. Leveraging our mobile expertise, Unisys also provided a strong mobile enablement strategy for the client.

Benefits and Results:

- Improved the customer experience at gas stations
- Solution helped align product to customer needs
- Reduced risks in the implementation of mobile solutions by the use of a common architecture



Spanish Government Agency

Enterprise Mobility Assessment

Business Issue:

The client had multiple initiatives for mobile development without a strategy or a roadmap. They needed a partner who would help them define priorities, outline business drivers and main use cases for mobile enabling an enterprise.

Unisys Response:

Unisys provided assessment services for Enterprise Mobile Security and helped the customer create a roadmap and strategy for mobile enablement. The Unisys solution was based on evaluation of business and technical requirements of the different departments and BUs of the client. Unisys also leveraged the consulting methodology to address the secure mobile assessment needs of the client.

Benefits and Results:

- Gained a roadmap and a strategy for secure mobile apps
- Built a strategy for the implementation of enterprise mobile solutions
- Mobilized cost-effective customer use cases
- Reduced risk during implementation



Large Aviation Security Agency

Mobile Application Development

Business Issue:

Standardize the safety inspection process in airport facilities and manage data collected in a secure manner with the help of a mobile application. The company also wanted to reduce operations time on non-priority tasks.

Unisys Response:

Unisys developed a mobile integration layer with existing legacy systems. By leveraging sensors on mobile devices using GPS and location-based services for field appraisals.

Benefits and Results:

- Core airport security and control business services delivered on mobile devices end-to-end with value-add services
- Enhanced operational efficiency which helped improve the airport security and control
- Improved quality of service (effectiveness) for all users of the system
- Improved field service productivity



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Public Transit Operator

Mobile Application Development

Business Issue:

The client, an important public transit operator was looking to improve the efficacy of their processes and improve the time for approving purchase orders. They also needed to offer customers access to their networks on mobile devices.

Unisys Response:

Unisys developed a mobile application to securely manage Purchase Order requests from SAP workflow. We also helped the client define security policies with our mobile device management program. The mobile solution had to meet the security levels as prescribed by the client. We ensured that an encryption layer was applied to safeguard client and its customer data.

Benefits and Results:

- Reduced response time of the purchase order process thus improving efficiencies
- Enhanced end-user satisfaction
- Gained quick decision making ability with access to critical information from any location at any time



Spanish Electric Utility Company

Mobile Assessment and Development Services

Business Issue:

The company was looking to improve the time taken to approve purchase orders as well as ITSM requests, improve plant monitoring process and reduce the time taken for problem detection and create a common architecture for all enterprise mobile products. As well as design and develop mobile apps for field personnel.

Unisys Response:

Unisys defined the architecture and developed a mobile strategy for workflow operations- created mobile applications for management of purchase and Service order requests from the SAP workflow.

Built a plant maintenance application with had a mobile interface with SAP enabling the user to, log incidents, create alerts, and receive notification on their mobile devices.

Benefits and Results:

- Improve the efficiency of the purchase and service order processes
- Create common patterns and policies for the implementation of enterprise mobile solutions securely
- Enable decision making from any location at any time with anywhere at any time
- Reduce de risk during implementation of in-house mobile solutions
- Improve SLA with outsourcers for service orders



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Large International Airport

Mobile Application Development

Business Issue:

Develop perimeter security and proper access control, providing a safe, secure environment mobile solution for better control of airport security.

Unisys Response:

Unisys developed an Android mobile application to improve the security service in the filters area and at the airport perimeter, to ensure greater control over the actions of the security equipment at the airport.

Benefits and Results:

- Greater control over the actions of the security equipment at the airport.
- Quality control performed real-time electronic forms, via mobile device.
- Enable Instant Messaging and location based services for the security team.
- Improve the airport security and control.



Wholesaler Streamlines Sales Process

A ClearPath ePortal Business Solution

Business Issue:

A wholesaler for retail firms, wanted to improve the ordering experience by first making product catalog information available online and second by enabling the sales team to also access these details via their iPhones.

Unisys Response:

The company employed the ClearPath ePortal Business solution—a specialty engine operating within the company's secure ClearPath Libra environment—to web-enable key product information transactions that provide details regarding product availability, pricing, and current promotions. Using the tool's browser-based point-and-click capabilities, the company modernized existing transactions and extended its applications to the Web. Leveraging these same capabilities, and requiring no application changes, the company then made online access available through the sales team's iPhones.

Benefits and Results:

Productivity: With only a week's training and in less than two months, the company made its new online capabilities available. Meanwhile, iPhone access was delivered in just three days from start to finish.

Service: Retailer requests typically took up to 15 minutes for a response under previous manual methods; now they are handled on-the-spot for near-instantaneous service.

Agility: The use of ClearPath ePortal Business allows this large wholesaler to quickly introduce new ways of doing business.



A US Government Contractor

Mobility Solutions

Business Issue:

A leading provider of advanced systems engineering, integration and decision-support services to the intelligence, defense, homeland security; was looking to deploy secure mobile devices beyond the existing support for Blackberries. They wanted to offer secure support for iPads, iPhones, and other IOS devices to their workforce using a Bring Your Own Device (BYOD) approach. These devices were expected to enable access to enterprise resources including e-mail, calendaring and web-based applications to an expanded user base through secure communications and control..

Unisys Response:

Unisys partnered with Good Technologies using their Good Enterprise solution to pilot this secure mobility expansion. The pilot supported 100 select users and was deployed in a pre-production infrastructure environment. The pilot was so successful that a new change order was signed to continue to expand the program to a production environment and increase the availability to 1,000 users. The final goal was to support 2,000 to 3,000 users.

Benefits and Results:

- All of the enterprise data in motion and data at rest is fully secured end-to-end
- Application mobile consulting services were leveraged to develop access to corporate web-based and e-mail applications
- Deployment of new security policies and procedures to ensure the usage and success of the program



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Soluciones de Movilidad Unisys

JIAP 2013

UNISYS