



# ADVANCED ANALYTICS FOR ITSM

DISCOVERING THE POWER OF DATA IN THE CLOUD

## HIGHLIGHTS

- Analyze structured and unstructured data within service management solutions like BMC and ServiceNow
- Capabilities such as:
  - Mining data from HR and hiring solutions to predict onboarding demand and system requirements.
  - Replacing failing equipment for VIP executives before the problem becomes critical
  - Interfacing with machine data and IoT devices to monitor and avoid critical systems crashes
- Transform your ITSM operations to better manage scarce resources, optimize staff priorities and proactively solve many problems before a single user is impacted

## IT SERVICE MANAGEMENT SUPPORTING INNOVATION

The digital revolution is driving organizations to grow new revenue streams, satisfy more client needs and improve organizational transparency and performance. Enterprises today can leverage big data to preserve agility at scale, streamline decision making, anticipate market trends, seize new opportunities and adapt quickly to changing circumstances.

Companies can't realize these benefits, however, without a solid IT service management (ITSM) component to support all this data-driven innovation. The future of ITSM involves getting ahead of end user and client needs, with digital services that satisfy the many departments and employees who need personalized information, accessible data formats and proactive services that anticipate multiple users' needs, wants and demands.

As data volumes, variety and speeds increase, collecting and delivering even basic information is getting harder. Chaotic, disconnected and unstructured data silos typically arise, making it difficult or impossible for many organizations to perform advanced analytics for things like optimizing supply chain, measuring customer satisfaction or identifying potential equipment failure.

***"65% of Executives surveyed feel without Big Data they will become irrelevant and non-competitive." Capgemini/EMC study 2015***

## STEPPING UP ITSM PERFORMANCE

To support innovation and the organization, service management leaders must transform their operations and revise their assumptions. In short, IT Service Management needs to step up its game by embracing advanced analytics initiatives to gather power and preserve agility amid the storm of data.

The ability to manage large volumes of data and find hidden value can transform the way services are managed and delivered. Advanced Analytics in ITSM lets you analyze structured and unstructured data within service management solutions like BMC and ServiceNow.

But that's just a starting point. Imagine further capabilities, such as:

- Mining data from HR and hiring solutions to predict on-boarding demand and system requirements.
- Replacing failing equipment for VIP executives before the problem becomes critical
- Interfacing with machine data and IoT devices to monitor and avoid critical systems crashes

The right Advanced Analytics partner can transform your ITSM operations to better manage scarce resources, optimize staff priorities and proactively solve many problems before a single user is impacted.

*“Organizations embracing Big Data and Advanced Analytics have **50% higher profitability growth rates compared to laggards.**”*

*- 2015 Dell Global Technology Adoption Index*

#### **HELPING YOUR ORGANIZATION IMPROVE OPERATIONS**

Unisys has developed our Advanced Analytics solution for IT Service Management as a comprehensive and systematic approach involving people, processes and an “as a service” analytics platform. The Unisys approach combines our skilled Data Scientists and Analysts, a best of breed suite of big data technology and a flexible delivery model for cloud and on-premise deployments.

Unisys is a leader in the field, having successfully overseen hundreds of managed services client implementations across the globe. We're also a leader in Gartner's 2015 End User Outsourcing Magic Quadrant. Unisys has led some of the largest and most sensitive Advanced Analytics implementations across multiple industries, helping clients with service management best practices, tool implementation and managed services.

#### **JUSTIFYING THE ROI FOR ADVANCED ANALYTICS IN IT SERVICE MANAGEMENT**

For organizations, change is hard. With budgets tight and resources even tighter, implementing an advanced analytics solution may seem like a tough sell at first. The ROI, however, comes in operational continuity through fewer disruptions and system outages, and more operational efficiency through a continual process of analytic insight and learning.

The technology, infrastructure and the need for experienced Big Data Analysts and Data Scientists all become less daunting when you find the right strategic partner. Unisys knows how to embrace Advanced Analytics to help our clients improve their operations, become more profitable and empower innovation.

Unisys is committed to partnering with clients and helping them capitalize on industry best practices and trends. For instance, top companies are increasingly reorganizing their data environments to simplify implementing an Advanced Analytics solution, and 59-percent of leading organizations engage an executive sponsor to help drive change and remove organizational roadblocks.

Unisys has been through it all. We're implementation experts in service management across many industries to transform areas like volume forecasting, sentiment analysis, equipment failure forecasting and more.

#### **HOW UNISYS PARTNERS WITH YOU**

We employ a Proof of Concept (POC) approach to creating a winning Advanced Analytics solution. Implementations start small and are tailored to meeting specific and targeted needs for better ROI and best in class results. We partner closely with you to establish the right goals and solutions to satisfy your end user and client expectations.

Once the POC is validated, we move to the production phase, where we leverage the agile engagement process to expand and formalize the analytical framework. Along the way, we incorporate additional data and predictive models while continuing to monitor and refine the accuracy and integrity of the system and its results. This dynamic and iterative process helps clients use early insights to drive new questions and make new predictions from their data. Unisys remains a partner throughout this journey toward making your organization a solidly data-driven enterprise.

Contact Us at [AdvancedAnalytics@unisys.com](mailto:AdvancedAnalytics@unisys.com) to connect with our experts. We'll help you implement affordable big data technologies for data-driven insights that deliver tangible business impact.

To find out more about how our solutions can work for you, please visit <http://www.unisys.com/advanced-analytics>