

ANAO Extends Outsourcing Relationship with Unisys for Five Years

Unisys appointed as Multisourcing Services Integrator to help client control costs and improve IT service quality

SYDNEY 14 April 2009 The Australian National Audit Office (ANAO) has extended its 12-year outsourcing relationship with Unisys Australia for an additional five years following a competitive bid. In this third contract awarded to Unisys since 1997, the new engagement is aligned to the Information Technology Infrastructure Library (ITIL) set of practices and policies for IT service management and is designed to improve both service delivery efficiency and quality.

Under the five-year contract, Unisys will continue to provide the federal auditing agency with desktop and infrastructure support, LAN and security administration, desktop asset management and change control support. Unisys also takes on the newly defined role of Multisourcing Services Integrator to strengthen collaboration and effective working relationships between all ANAO internal and external service providers.

ANAOs relationship with Unisys spans more than a decade. To date, an outsourced model for IT services has proven successful by enabling us to not only reduce costs but also deliver efficiencies in our provision of audit services to some 300 government bodies. In this latest extension of our relationship with Unisys we have worked together to raise the bar even further, using the ITIL framework to centralise and align our workflow processes and systems to reduce cycle time and improve efficiency, said Gary Pettigrove, Chief Information Officer, Australian National Audit Office.

We have also appointed Unisys as the Multisourcing Services Integrator to strengthen collaboration between the internal teams and 17 external service providers. This approach also aims to provide greater transparency and reporting across ANAOs IT service delivery organisation. This is designed to help achieve better efficiency, effectiveness and coordination of ICT management in line with the recommendations of the Gershon Report, Mr Pettigrove said.

ANAO manages multiple IT service delivery providers to deliver comprehensive IT services. In its role of Multisourcing Service Integrator, Unisys will use its unique Joint Responsibility Matrix tool to define and document the roles and responsibilities of each service provider, including ANAOs internal IT teams, to deliver the IT Service Catalogue. The Matrix will map the interdependencies between the service providers to streamline delivery and reduce operational risk. This tool will be combined with other facets of the Unisys 3D Blueprinting for Outsourcing approach to drive accountability between the various service providers as well as help develop extended collaboration and effective working relationships between all ANAO IT service stakeholders.

At Unisys, we believe open and honest communication between all IT service providers is essential to provide an effective end-to-end service and encourage a shared focus to deliver the right business outcomes for ANAO. Clear understanding and accountability is fundamental for effective delivery and governance in a multisourced environment, said Tony Henshaw, Asia Pacific Vice President, Global Outsourcing and Infrastructure Services, Unisys.

Unisys will use a fully integrated suite of IT service management tools to streamline service management for ANAO by enabling end-to-end integration across service desk, incident, problem, change, configuration, capacity and system management.

Our approach focuses on further improving the overall end user experience for ANAO staff by delivering increased levels of first call fix at the service desk, Mr Henshaw explained.

Unisys has a strong reputation for delivering high-end IT services from outsourcing, hardware integration and application modernisation through to identity security and credentialing solutions to a number of federal and state government departments and agencies in Australia and internationally. These include the Department of Immigration and Citizenship (DIAC) where Unisys provides end user services and multisourcing management, as well as biometric solutions as part of the DIAC Enhanced Border Control Program. Unisys has also provided various IT services to the Australian Department of Defence for more than 35 years, including as current provider of Regional ICT services to 460 defence locations across the country. Unisys combines its extensive global experience providing services-led, technology-based solutions to the public sector with specific expertise in Asia Pacific in developing and implementing solutions to support national security and law enforcement initiatives.

About Unisys Asia Pacific

Unisys helps clients with solutions for their business operations by aligning technology with business strategy. Drawing on a history of industry innovation and expertise, Unisys provides specialised services, delivered by trusted consultants. In Asia Pacific, Unisys delivers services and solutions through subsidiaries in New Zealand, Australia, China, Hong Kong, India, Korea, Malaysia, The Philippines, Singapore, Taiwan and Thailand and through distributors or resellers in other countries in the region. For more information, visit www.unisys.com.

About Unisys

Unisys is a worldwide information technology company. We provide a portfolio of IT services, software, and technology that solves critical problems for clients. We specialise in helping clients secure their operations, increase the efficiency and utilisation of their data centres, enhance support to their end users and constituents, and modernise their enterprise applications. To provide these services and solutions, we bring together offerings and capabilities in outsourcing services, systems integration and consulting services, infrastructure services, maintenance services, and high-end server technology. With more than 28,000 employees, Unisys serves commercial organisations and government agencies throughout the world. For more information, visit www.unisys.com.

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Contacts Claire Hosegood, Unisys, +61 411 253 663

claire.hosegood@au.unisys.com

Victoria Rooney, IMPACT Communications, +61 2 9519 5411

victoria@impactcommunications.com.au