



# Unisys Collaborative Office Solutions: Google Apps for Government

## Your Freedom to Collaborate Without Boundaries

### Overview

Remote workforces, government-industry teams and the increasing interaction among government workers, contractors and citizens lead to a heightened need for enterprise collaboration -- anytime, anywhere and without bounds.

To help agencies meet those challenges, Unisys has teamed with Google, the leading provider of cloud email and collaboration applications, and the first to achieve FISMA-Moderate certification, to offer a full suite of enterprise integration services to ensure a successful transition to the cloud.

Through Google Apps for Government, Unisys provides agencies with the ability to operate in a collaborative office environment without boundaries. This concept is feasible today and offers proven security, improved productivity and substantial cost savings.

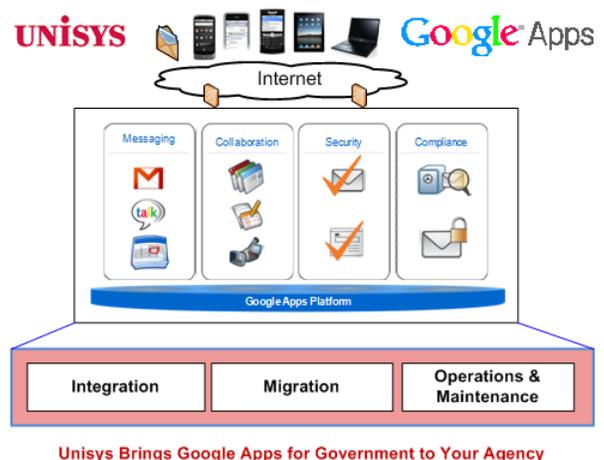
For example, on-premise mail solutions may cost hundreds of dollars per mailbox per year. However, an enhanced mailbox, accessible from anywhere with 25GB of storage; message security filtering; compliance retention and discovery; and Google Apps collaboration tools can be provided for much less.

### Value Proposition

Unisys provides effective, tested integration with agency infrastructures including authentication systems, network monitoring, security management, and secure integration with voice and mobile devices.

We transparently migrate user accounts and data, and provide effective communications and training for all users to enable easy adoption. We also enable ongoing metrics reporting to allow Federal program management to effectively monitor service performance and quality.

We have in-depth experience driving complex technology migrations, implementing enterprise email and integrated messaging, and deploying secure, accredited federal infrastructure systems that minimize adoption hurdles to ensure a simple transition to the new collaborative office without boundaries world.



### Services Description

Working with Google, Unisys provides the following services to help agencies jump start and accomplish their enterprise transitions to this new environment.

#### Cloud Email Readiness Assessment

Typically 30 days, this facilitated, participant-driven activity provides customers with an assessment of their readiness to adopt and migrate their enterprise email and collaboration tools into a cloud-based environment.

We conduct a series of workshops with selected stakeholders in three core areas of business, technology and risk to address: impacts on daily operation, training and productivity; current technology -- infrastructure, network and applications; potential transition impacts on support services; security and business policies; and leadership commitments and change acceptance.

#### Pilot Service

Typically 30 days but can go up to 90 days, our pilot provides a fully-operational environment to evaluate all functions of the Google Apps for Government solution. We provide an instructor-led virtual training session for pilot users, configure the domain, and enable sample collaboration sites. We also provide web-based content to assist pilot users. A maximum of 500 users can participate.

## **Workshop: A Day in Your Life - Unisys Collaborative Office Solutions**

Our four-hour workshop demonstrates the power of real-time collaboration tools to accelerate business solutions. We use our proven Unisys Innovation Workshop methodology to assist clients in defining a business activity involving up to 10 participants. We then shift to the Google Apps for Government environment to actually accomplish it. The result is a rich collaboration experience for group members.

## **Enterprise Infrastructure Integration Services**

Unisys implements the infrastructure necessary to integrate the agency's current environment with Google Apps for Government including Single Sign On, account provisioning and Exchange or Notes email. We configure your anti-SPAM and content filtering policies, recommend the required firewall changes and integrate your VoIP solution with Google Apps.

## **User Transition and Data Migration Services**

After successful integration of your agency IT environment, Unisys migrates "collaborators" and their data to Google Apps. To accomplish this, we will:

- Transition email accounts
- Migrate contacts and calendar events for each user
- Migrate email using a server-side or client-side technique
- Support end-users during transition periods
- Support migration of legal-hold data to Google Message Discovery

## **Enterprise Training Services**

Unisys extended services brings fully developed and successfully delivered sets of training courses covering all components of Google Apps including Gmail, Gcal, Gdocs and Gsites. Multiple-format courses include on-site training, instructor-led webinars, prerecorded training and train the trainer.

## **Mobile Device Support Services**

Unisys supports leading mobile devices including Blackberry, iPhone and Android, and will integrate these devices into Google Apps following the FIPS 140-2 specifications. Unisys also offers operations and maintenance services including high-availability, monitoring and reporting, remote systems management and wiping, disaster recovery and Tier-3 support.

## **Enterprise Email Operations & Support Services**

Google provides many standard capabilities for managing Google Apps for Government. Unisys can extend these capabilities to include a 24/7 help desk and problem escalation to Google; management and monitoring of integration components; SLA management; and custom report and dashboard development. These services can be tailored to meet agency needs.

## **Enterprise Application Integration Services**

Unisys EAI provides support services to integrate existing enterprise applications with Google Apps. The service provides integration with other cloud services such as Salesforce.com, COTS products such as Business Objects, and customer-developed applications such as those developed in Lotus Notes. Client-based applications can be web enabled without any interruption in workforce productivity.

## **Why Unisys?**

Provisioning of messaging and collaboration services has been a core strength of Unisys since email became business essential. We have in-depth experience and proven capability in building and managing some of the largest government collaboration environments in the world including the General Services Administration (GSA), U.S. Department of Health and Human Services, New South Wales Department of Education, and the Transportation Security Administration.

## **GSA's Drive to the Cloud with Unisys**

Unisys partnered with GSA in December 2010 to help it become the first federal agency to successfully migrate its employees to a cloud-based email system using Google Apps for Government. Here are a few results of this successful transition:

- According to GSA, the cloud-based system will reduce email operation costs by 50 percent over the next five years and save more than \$15.2 million for the agency in that time
- Migrated all of GSA's 17,000 email users in less than six months from a legacy, premise-based email system across 17 physical locations to a secure cloud-based email and collaboration platform, based on Google Apps for Government
- Established innovative cloud-based collaboration tools that leverage consumer-driven web technologies to improve GSA communication capabilities at lower costs while better connecting and enabling GSA's large mobile workforce

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For more information visit [www.unisys.com](http://www.unisys.com) or [www.unisys.com/cos](http://www.unisys.com/cos), or contact:

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