

User Attitudes and
Vendor Approaches to
Systems Integration

Germany

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**Systems Integration/Professional Services
Programme—Europe**
(SIP)

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Systems Integration***

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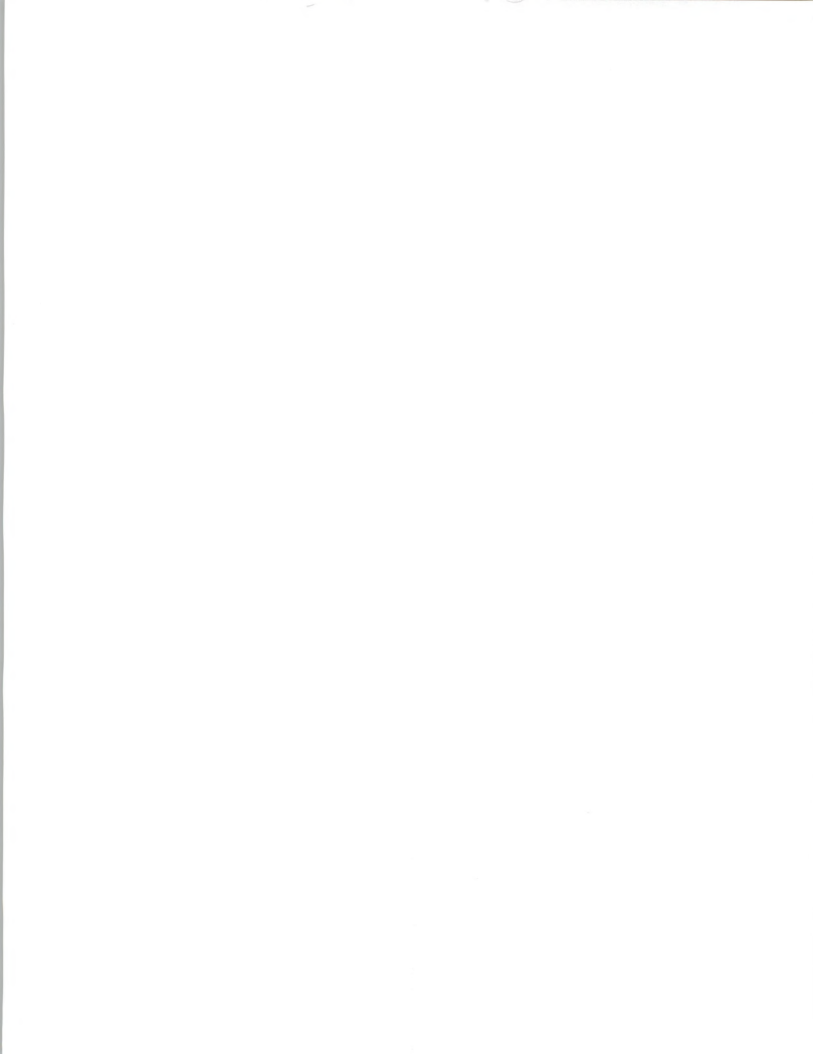
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User Attitudes to Vendors Systems Integration

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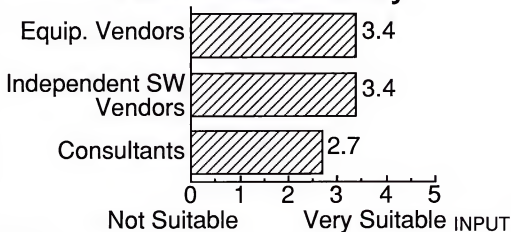
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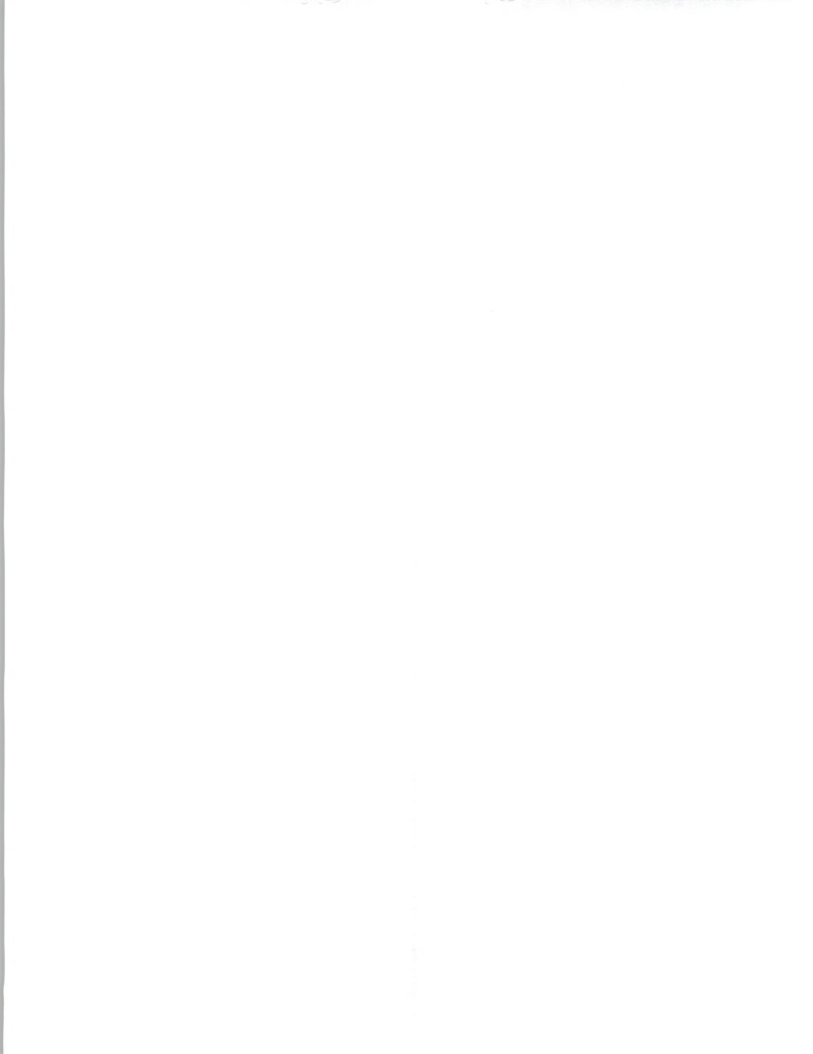
Europe

User Perceptions of Vendor Suitability



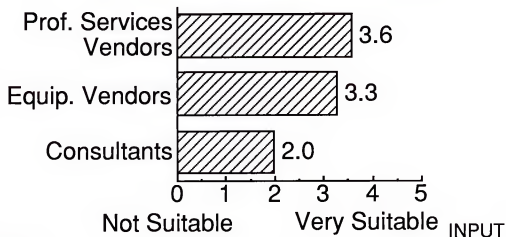
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Notes



Germany

Perceived Vendor Suitability

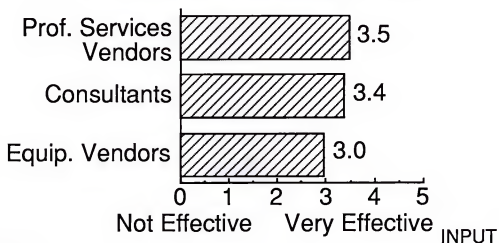


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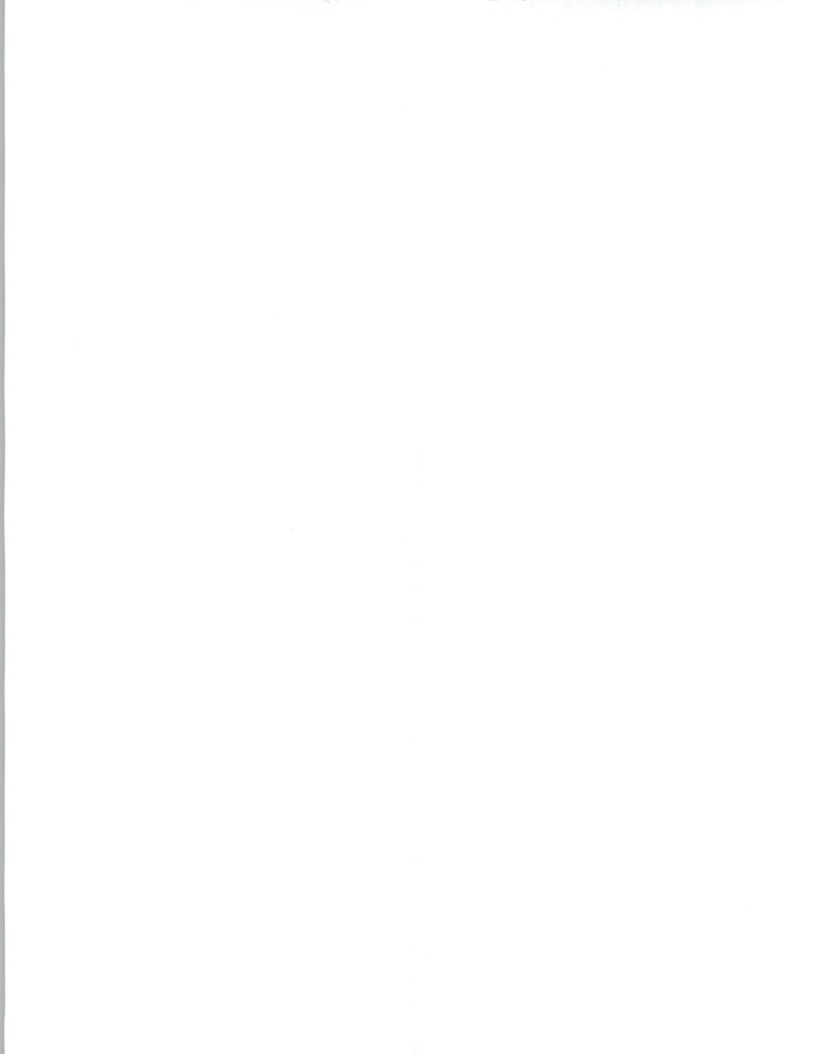


Perceived Effectiveness of SI Project Management

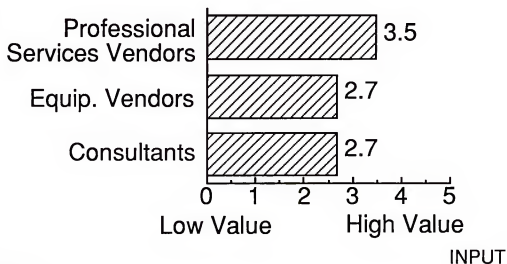


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Notes



Perceived Value for Money

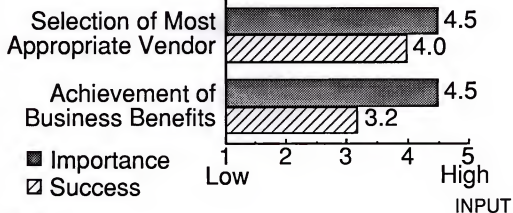


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Notes

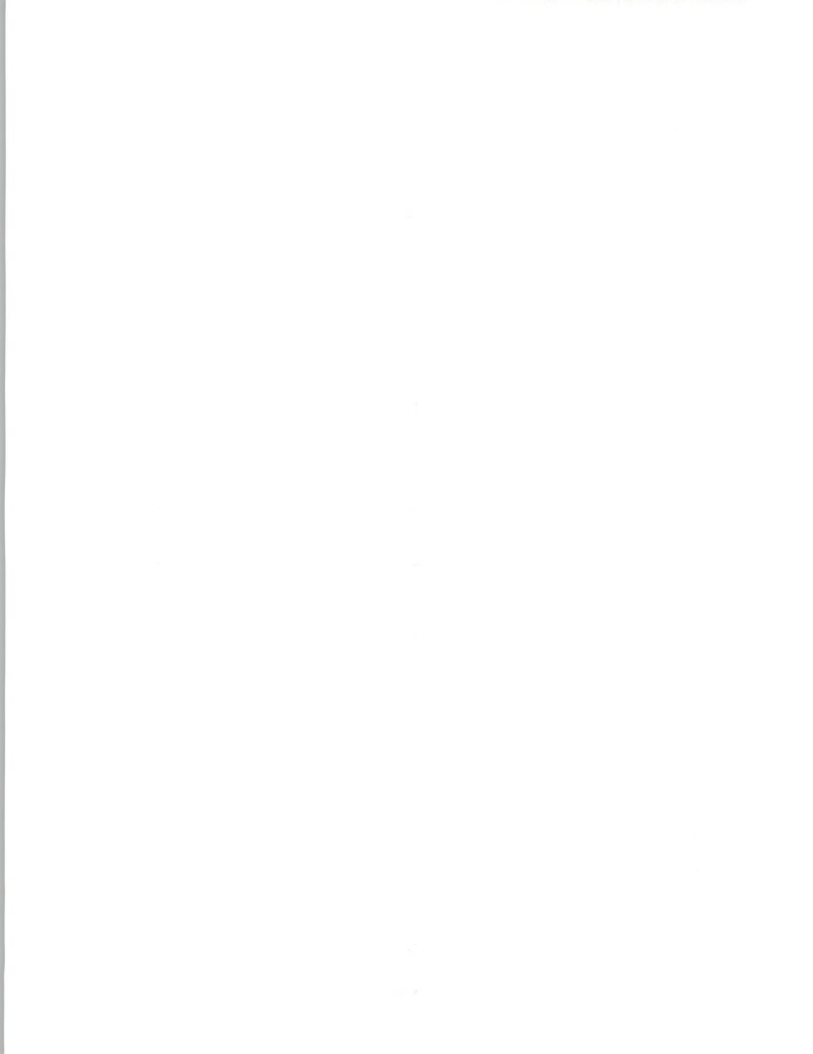
Systems Integration

Achievement of Project Objectives



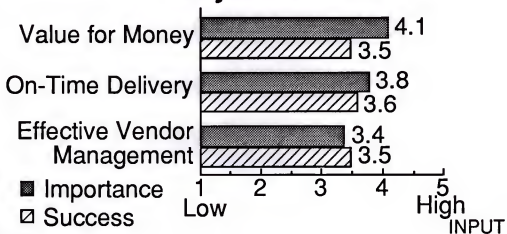
E-SI-156

Notes



Systems Integration

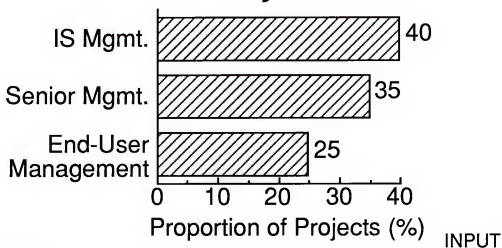
Achievement of Project Objectives



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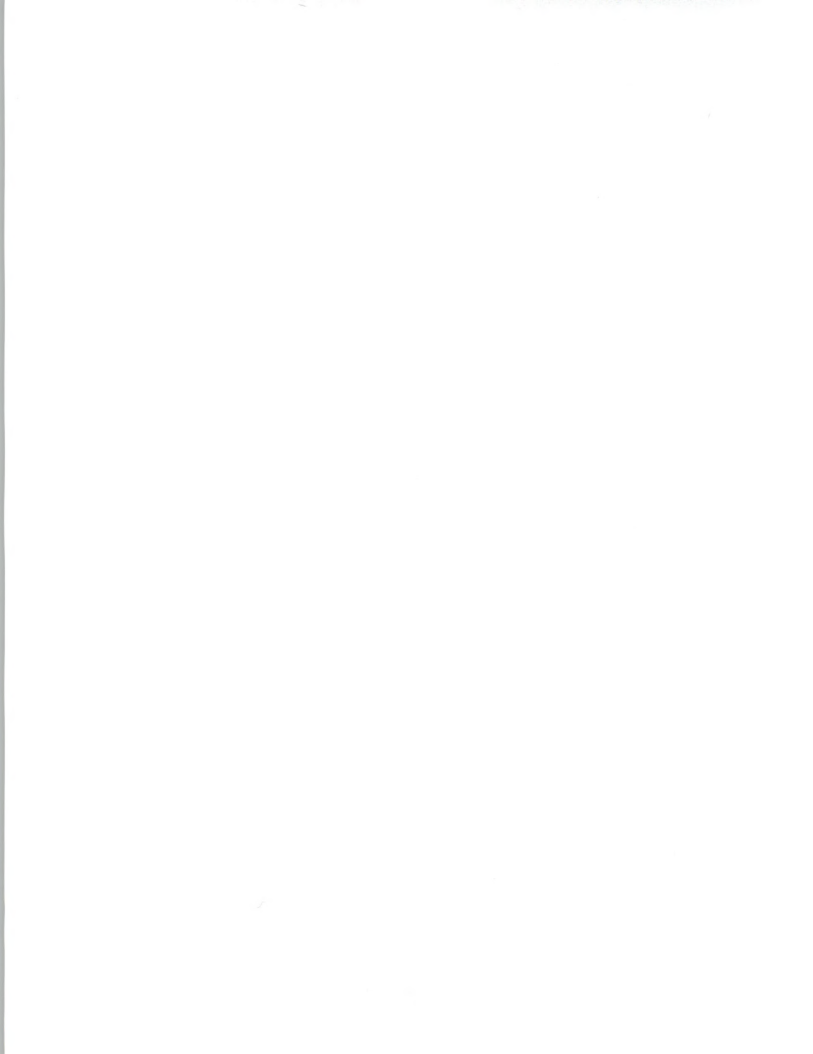
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User Integration SI Projects

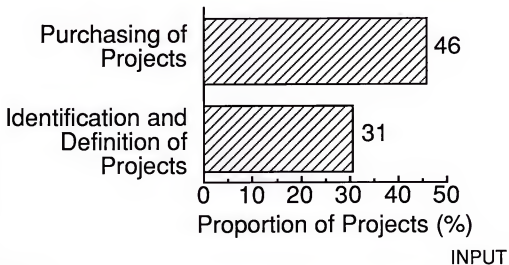


E-SI-172

Notes

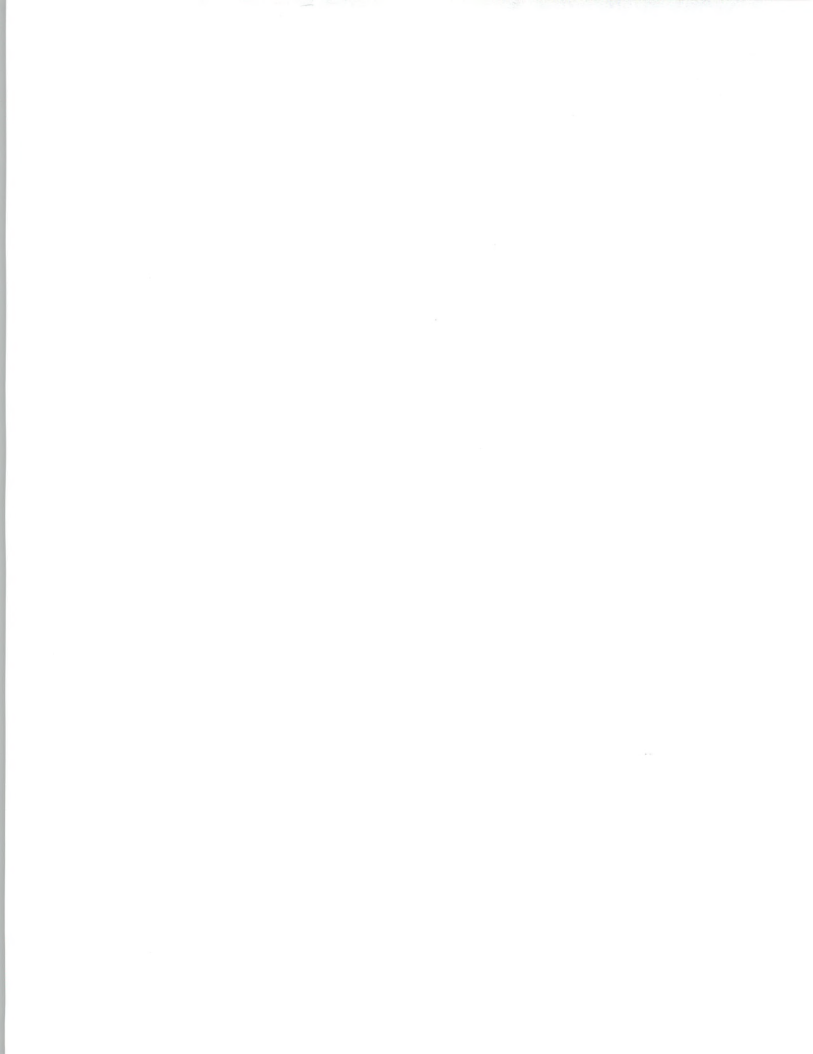


Role of External Consultants

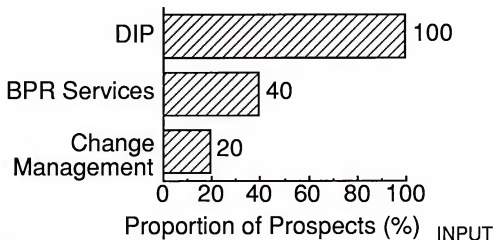


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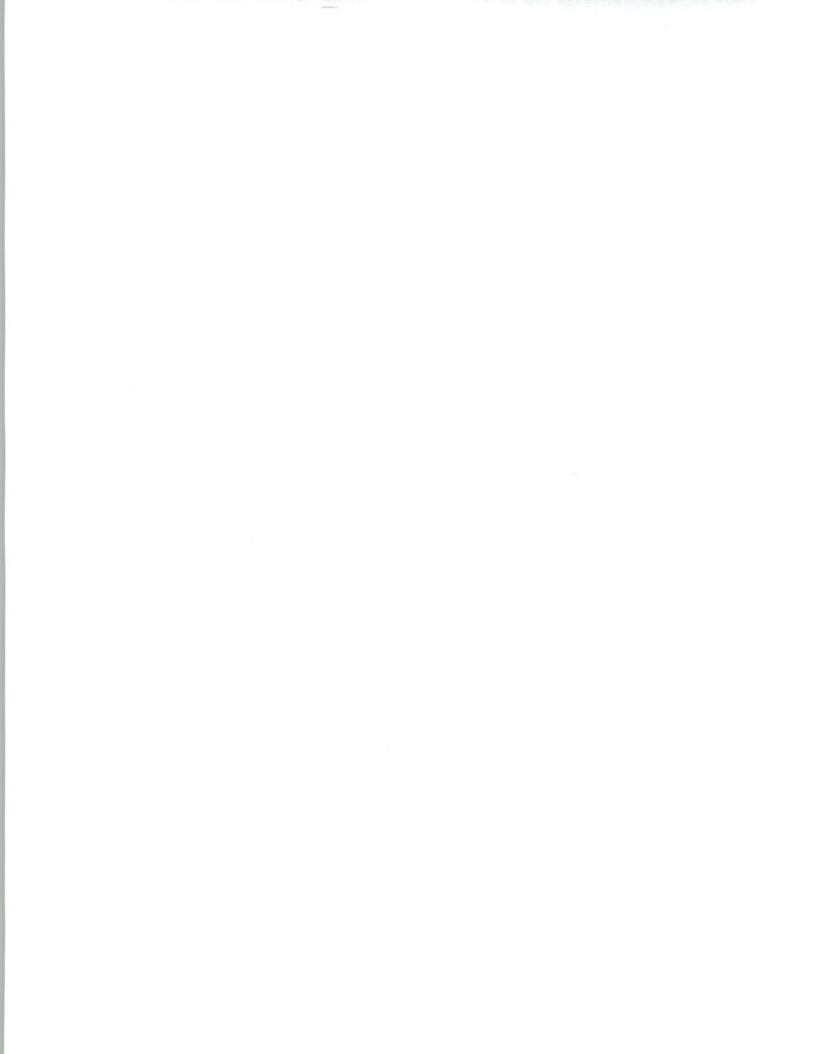


Complementary Workflow Purchases



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Notes



Systems Integration

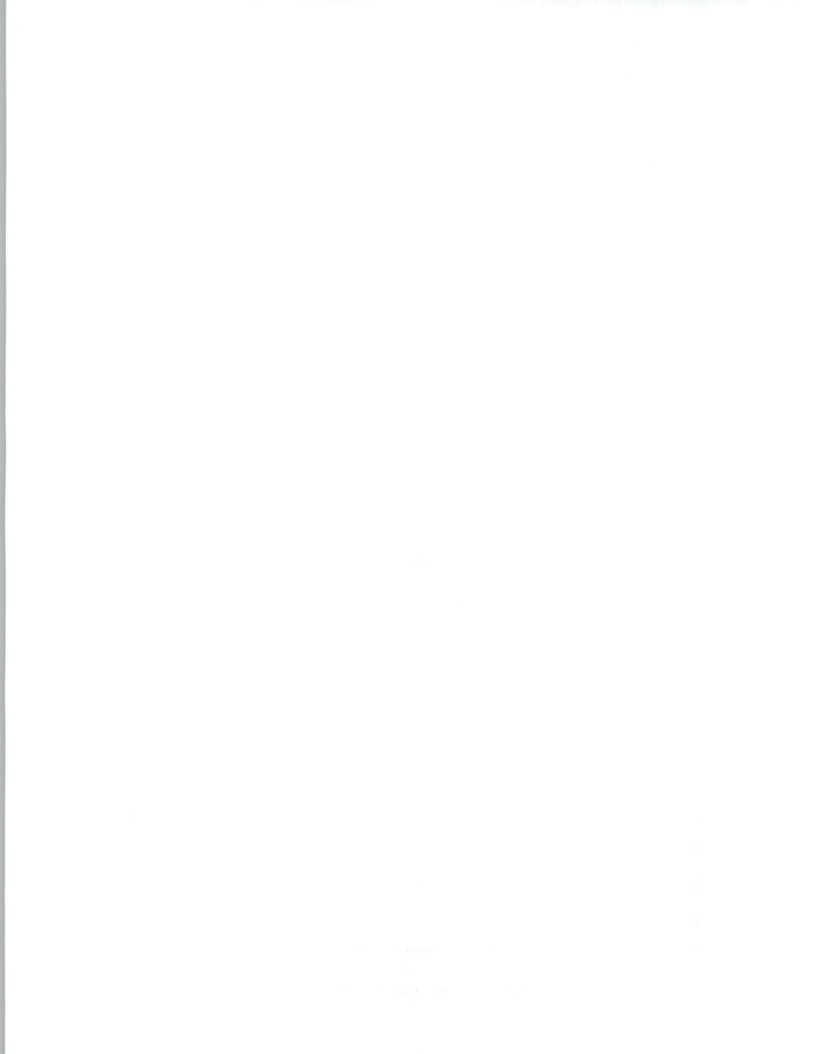
Purchasing Process: Workflow

Stage	Key Influences
Decision to investigate workflow	Senior executives Department heads O&M/business strategy

E-SI-158

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Notes



Systems Integration

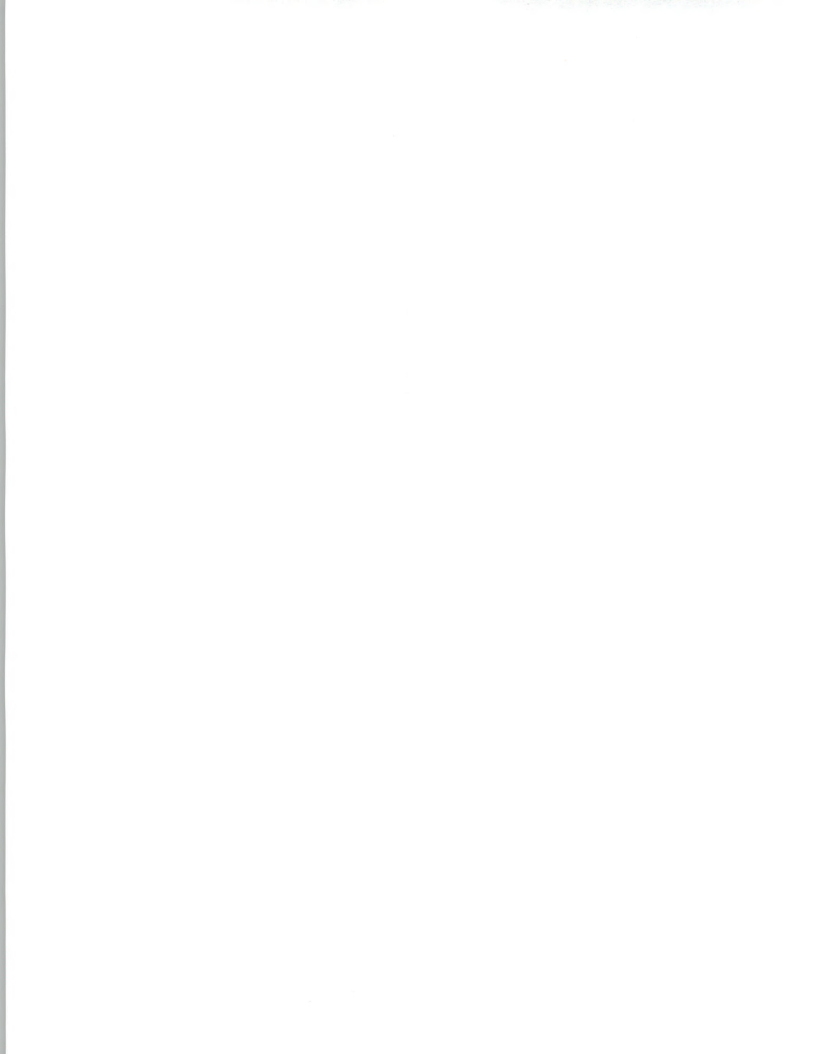
Purchasing Process: Workflow

Stage	Key Influences
Vendor identification/ information collection	IS department External consultants
Trial go/no go decision	Departmental heads Operational management

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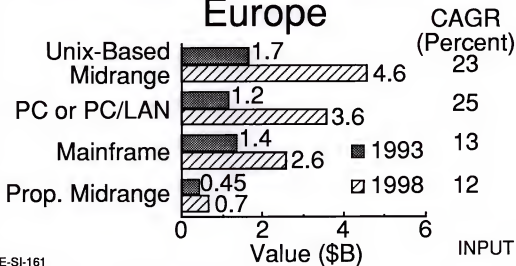
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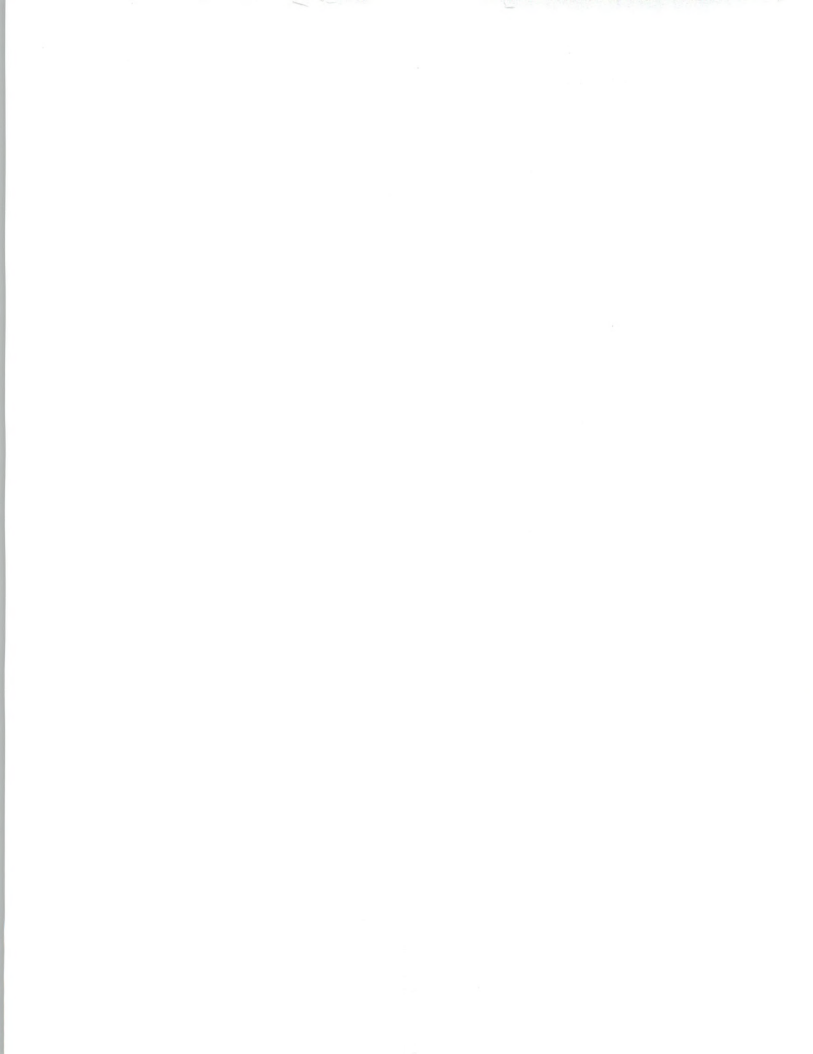
Systems Integration

Projects by Equipment Type Europe



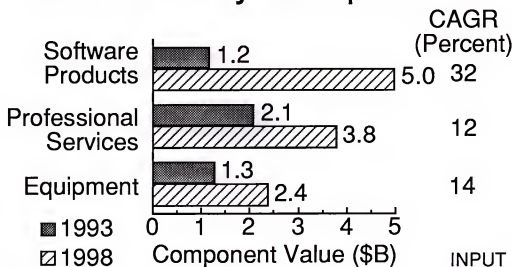
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Notes



Europe

SI Market by Component

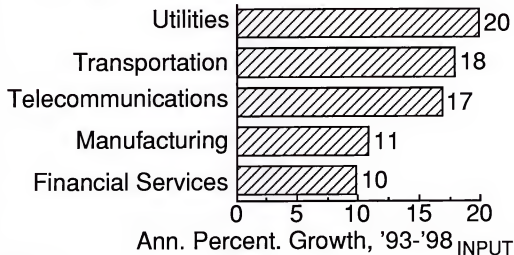


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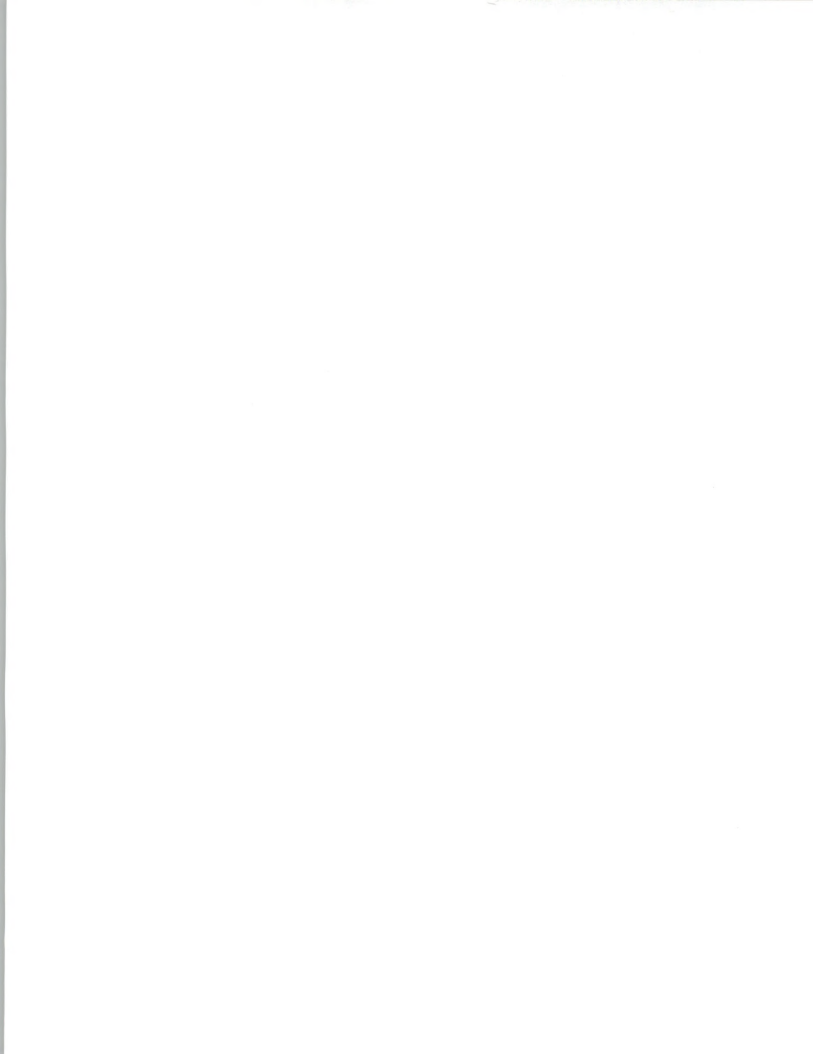
Germany

SI Industry Sector Growth



E-SI-176

Notes



SI, Europe

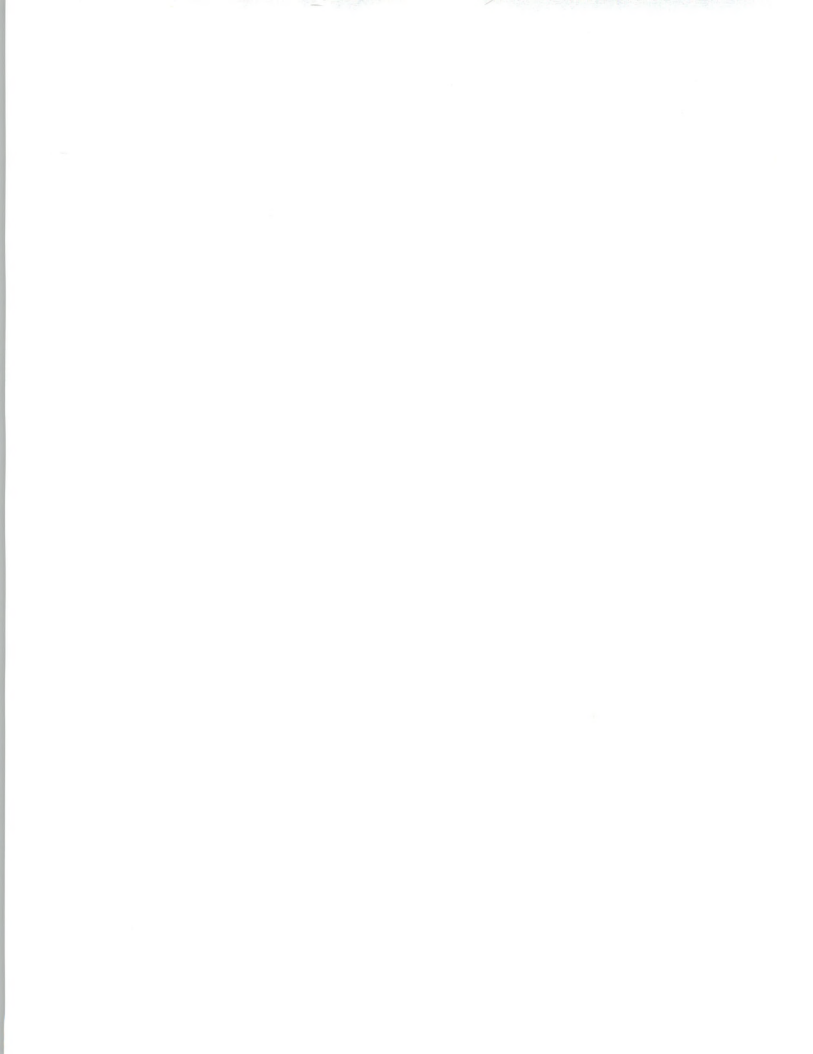
Leading Vendors, 1992

Company	Est. Rev. (\$M)
IBM	750
Andersen Consulting	400
Cap Gemini Sogeti	390
Digital	285
Groupe Bull	240

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Notes



SI, Germany

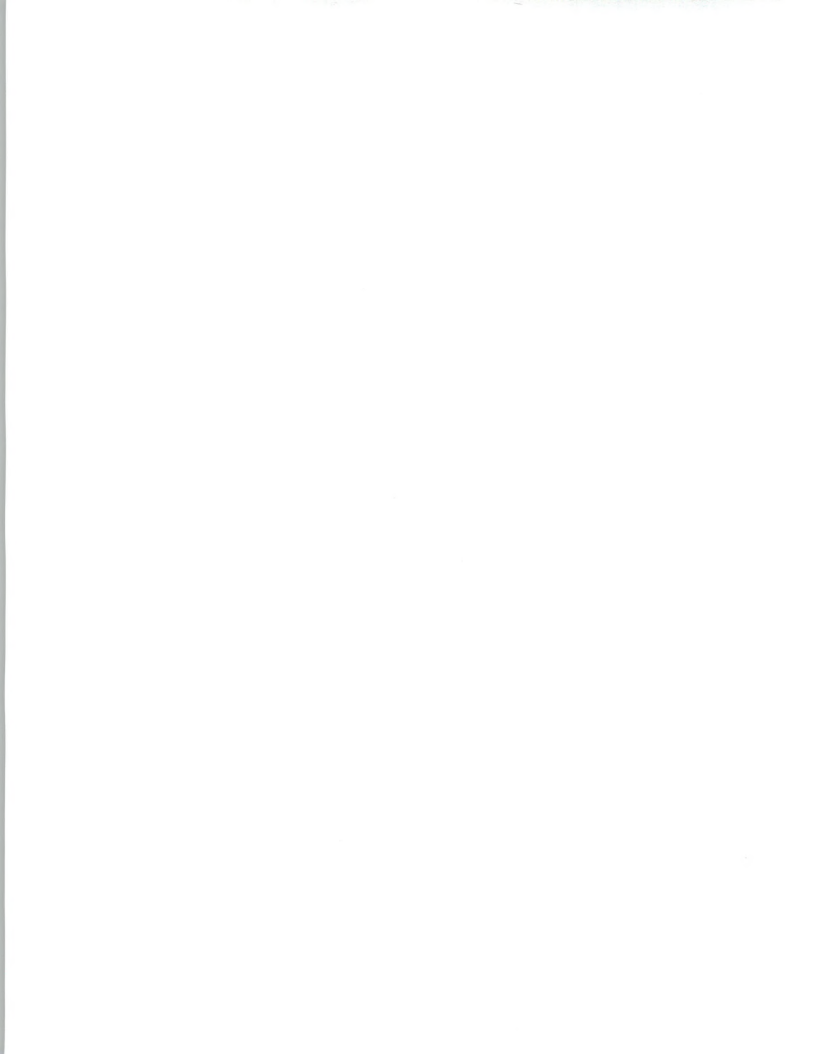
Leading Vendors, 1992

Company	Est. Rev. (DM M)
IBM	180
SNI	150
Digital	70
Andersen Consulting	55
Bull	50

INPUT

E-SI-178

Notes

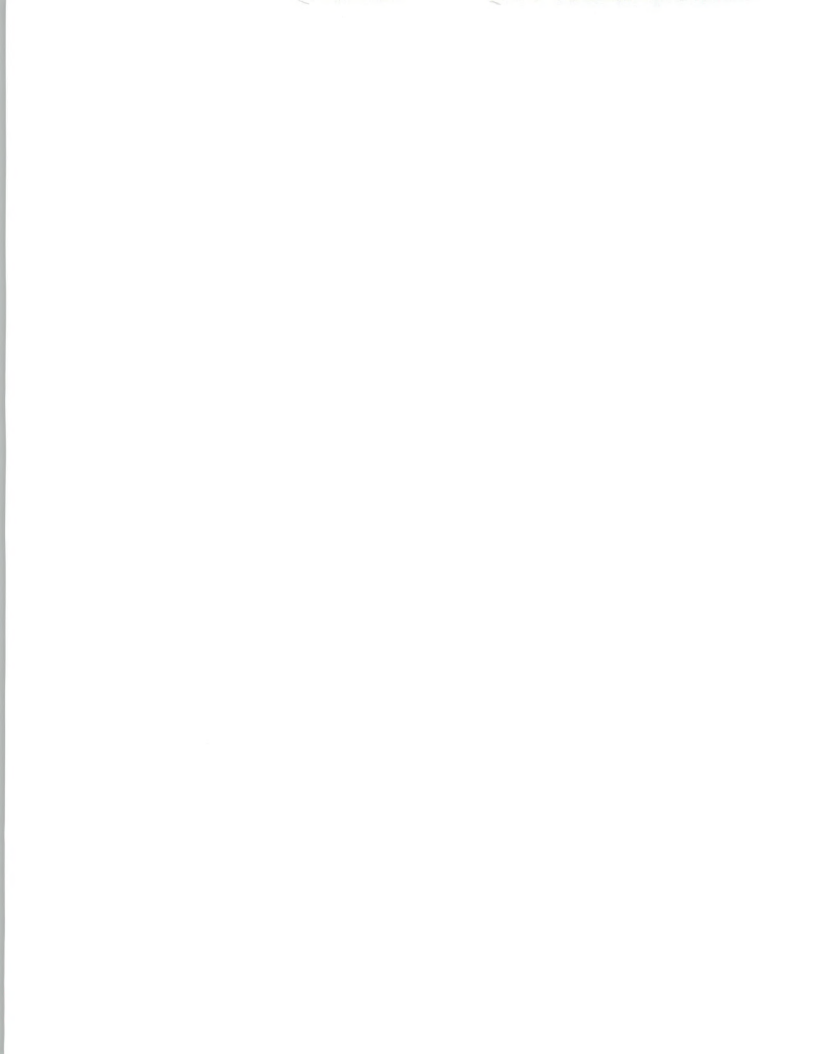


Vendor Approaches to Systems Integration

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Notes



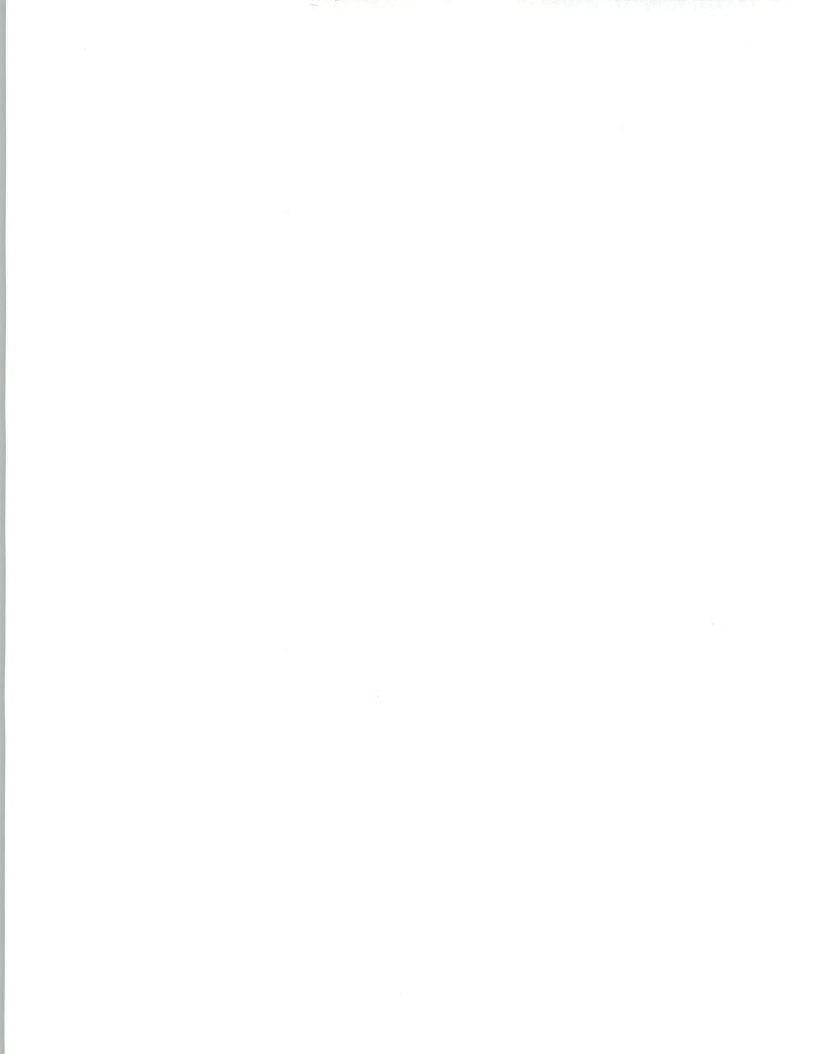
Issues for SI Vendors

- How to organise
- Access to senior executives
- Industry sector capability
- Business re-engineering
- The outsourcing approach

E-SI-180

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Notes



Unisys EAD Organisation Structure

```
graph TD; CGM[Country General Managers] --- L1_Line[ ]; L1_Line --- LOBGM[LOB General Managers]; L1_Line --- ISD[Information Services Director]; ISD --- SI[Systems Integration]
```

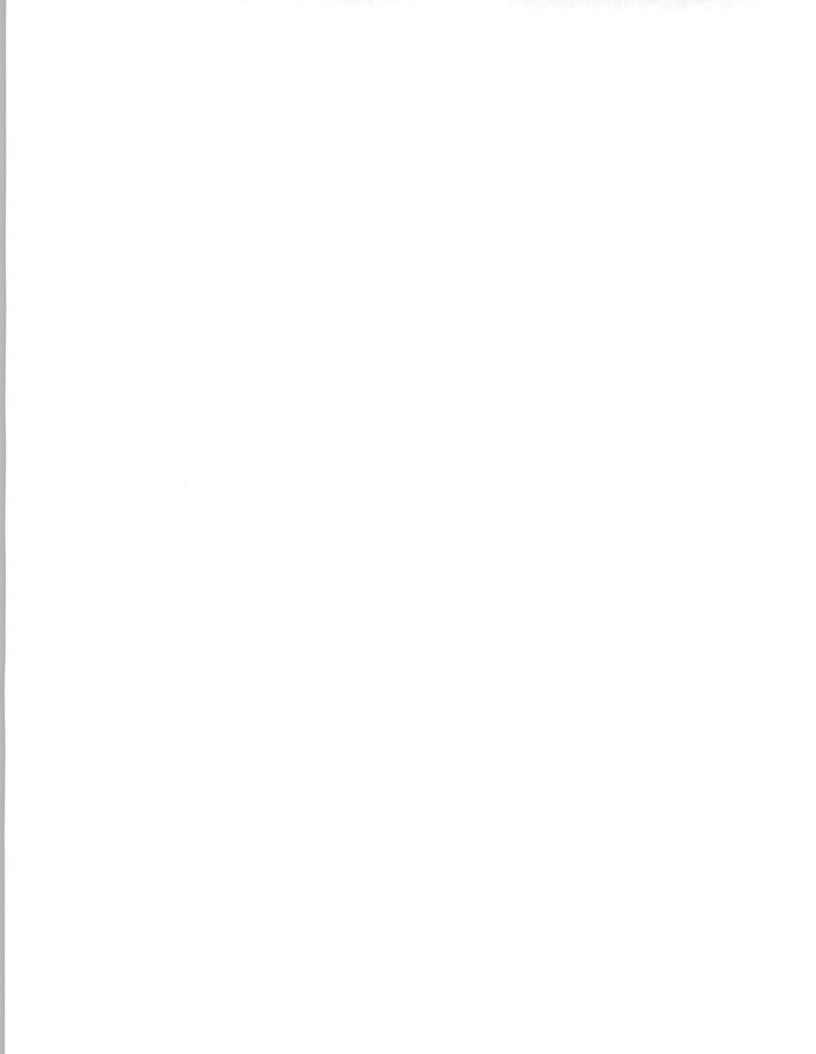
The diagram illustrates the organizational structure of Unisys EAD. At the top level are the Country General Managers. Reporting directly to them are the LOB General Managers and the Information Services Director. The Information Services Director further oversees the Systems Integration department.

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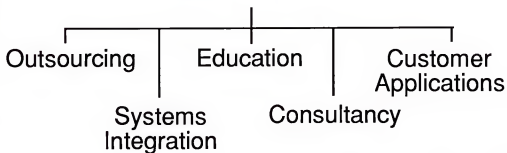
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Unisys EAD Organisation Structure

Information Services
(Kevin Devaney)

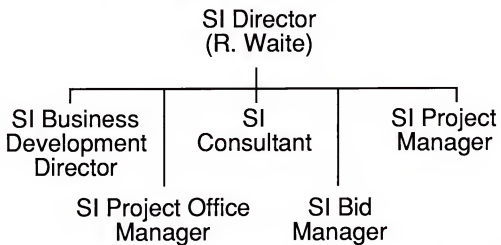


E-SI-182

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Notes

Unisys EAD SI Organisation

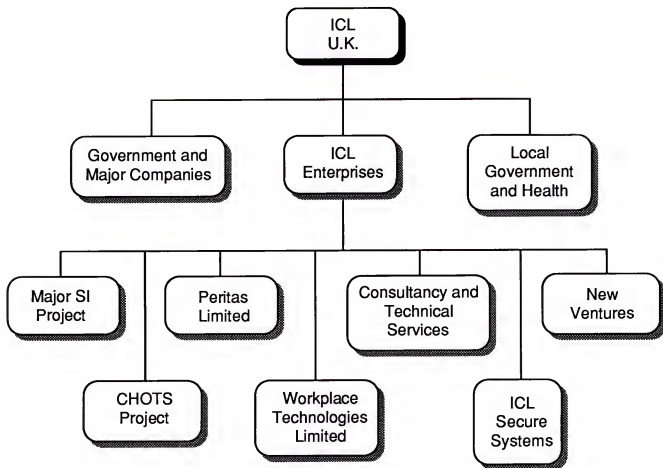


E-SI-183

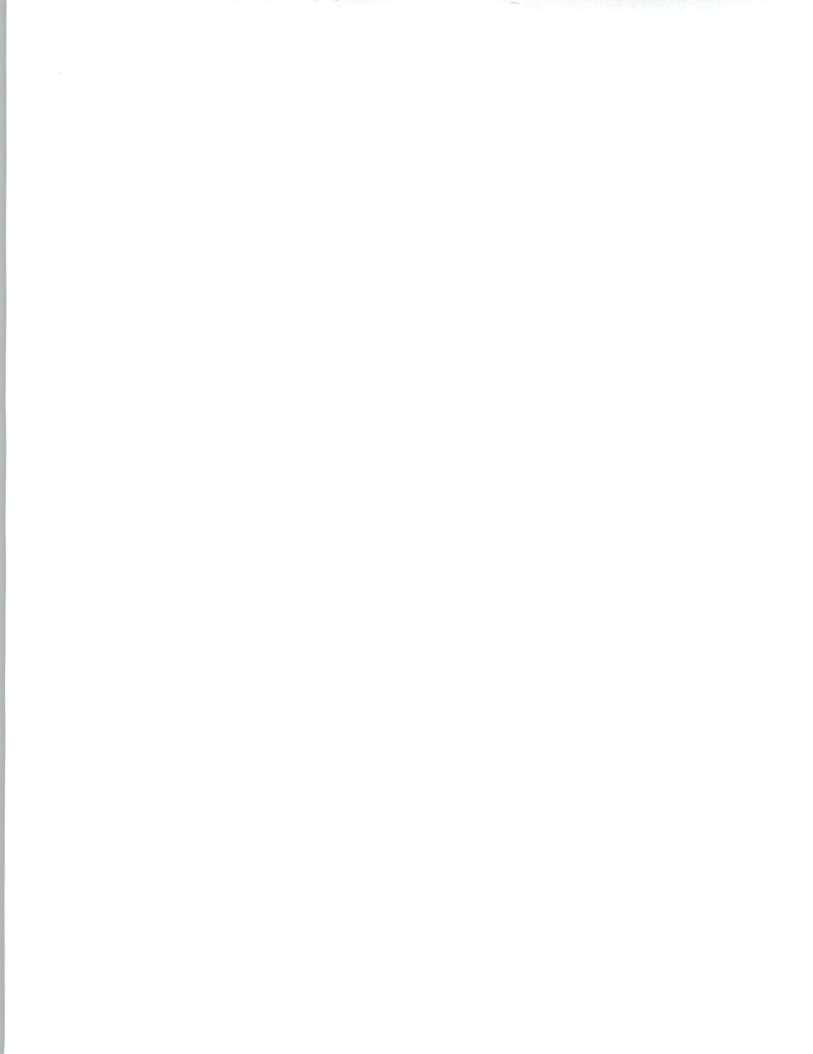
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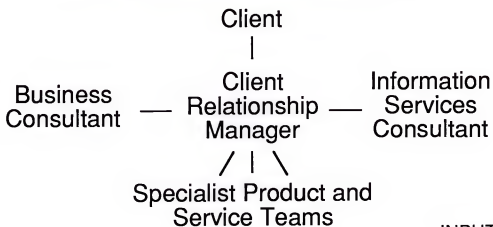
ICL (U.K.)—Organisation Structure



Source: ICL
IEU-SIP 6/93 Germ.



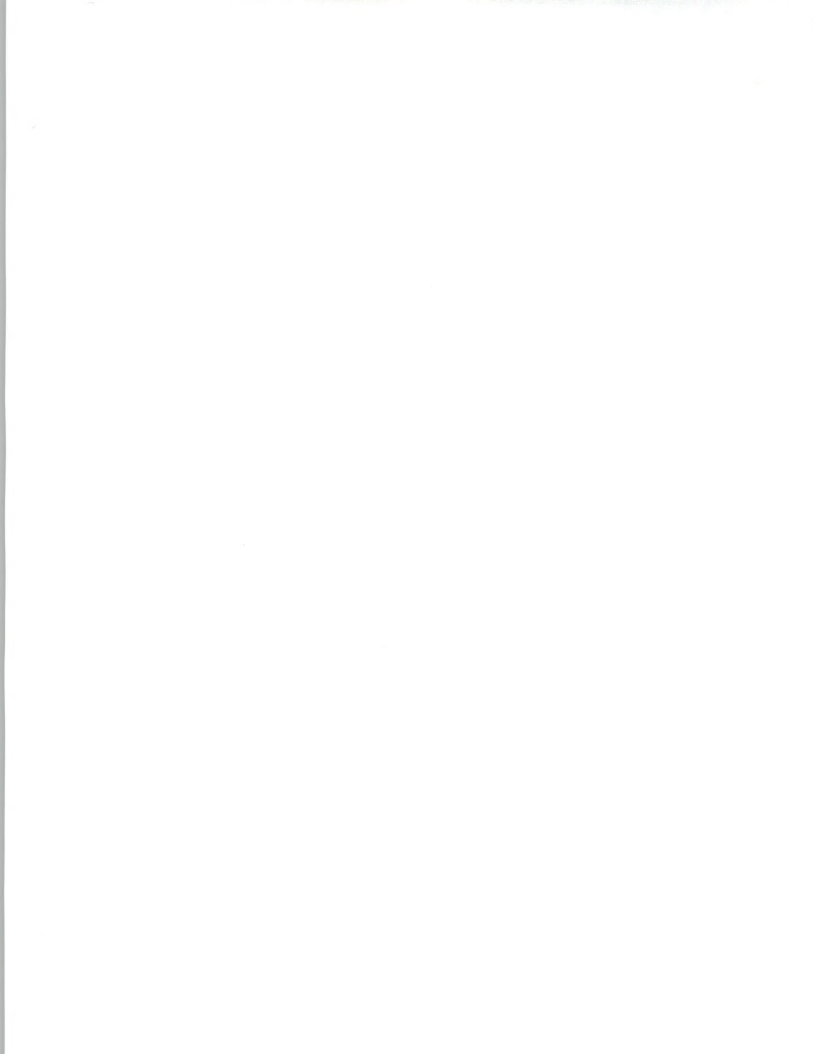
Role of Client Relationship Manager



E-SI-184

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Notes



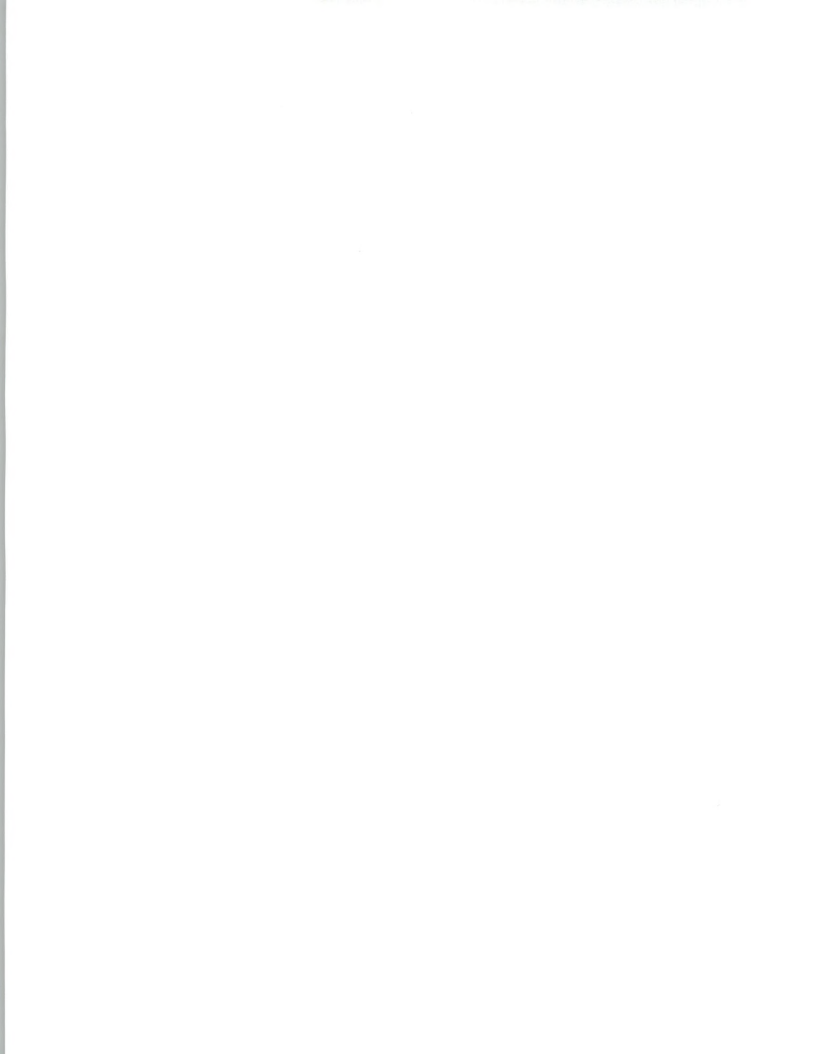
Digital SI Revenues, 1992

Sector	Proportion of Total (%)
Manufacturing	33
Financial Services	32
Public Sector	17
Telecommunications	11
Others	7
Total	100

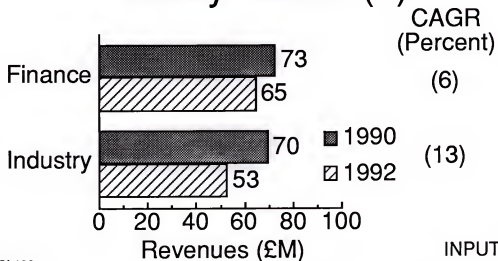
E-SI-185

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Notes

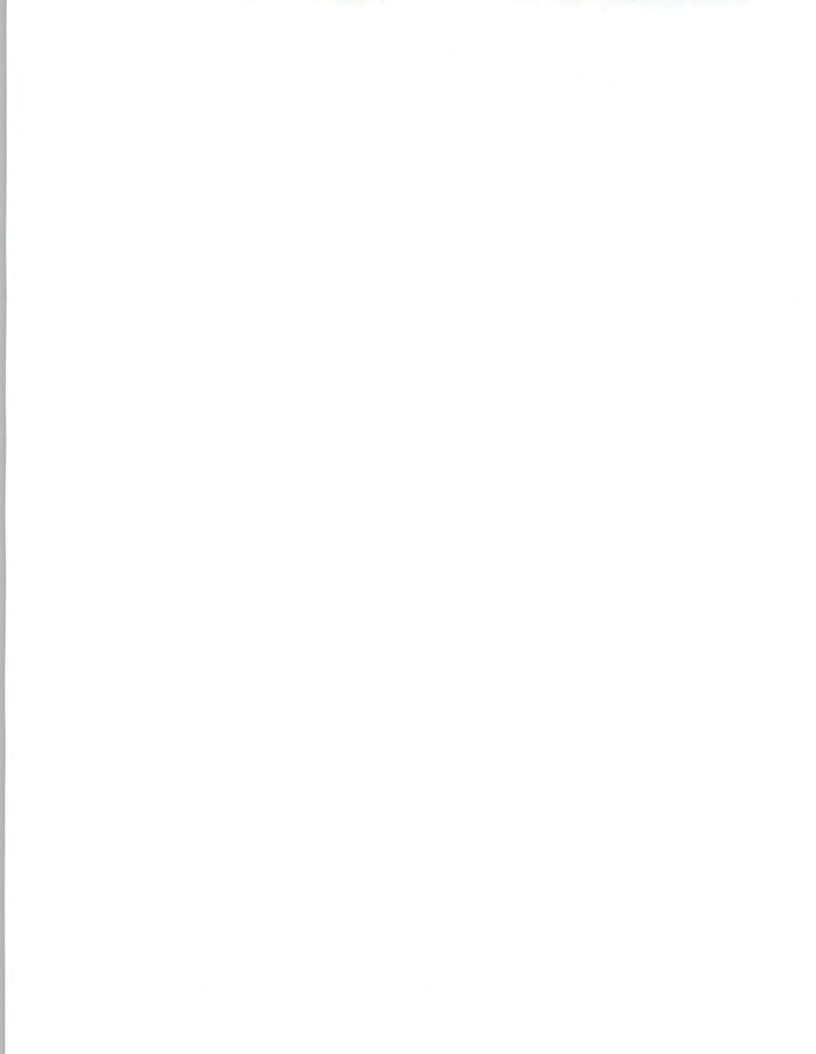


Sema Group: Revenues by Industry Sector (1)

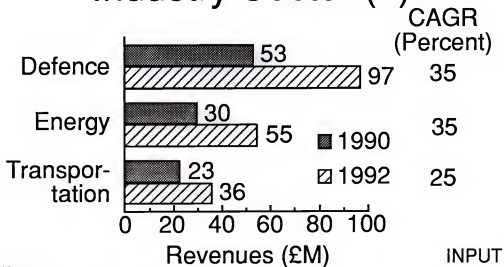


E-SI-186

Notes

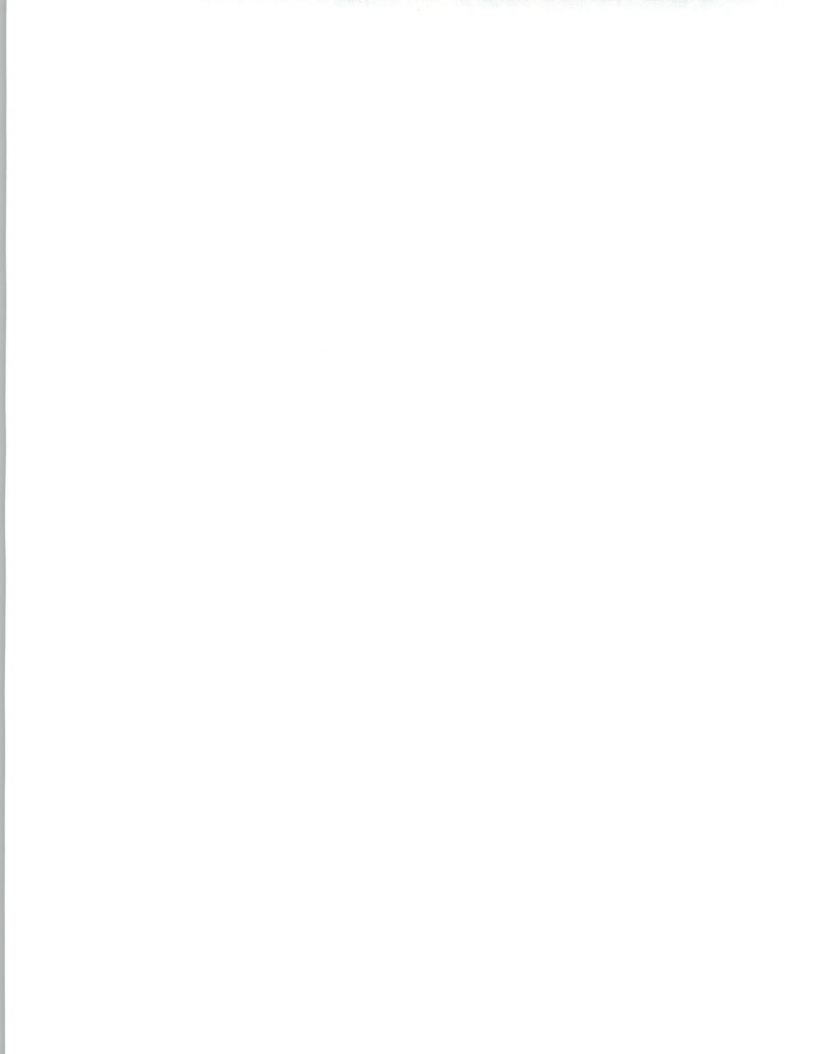


Sema Group: Revenues by Industry Sector (2)



E-SI-187

Notes



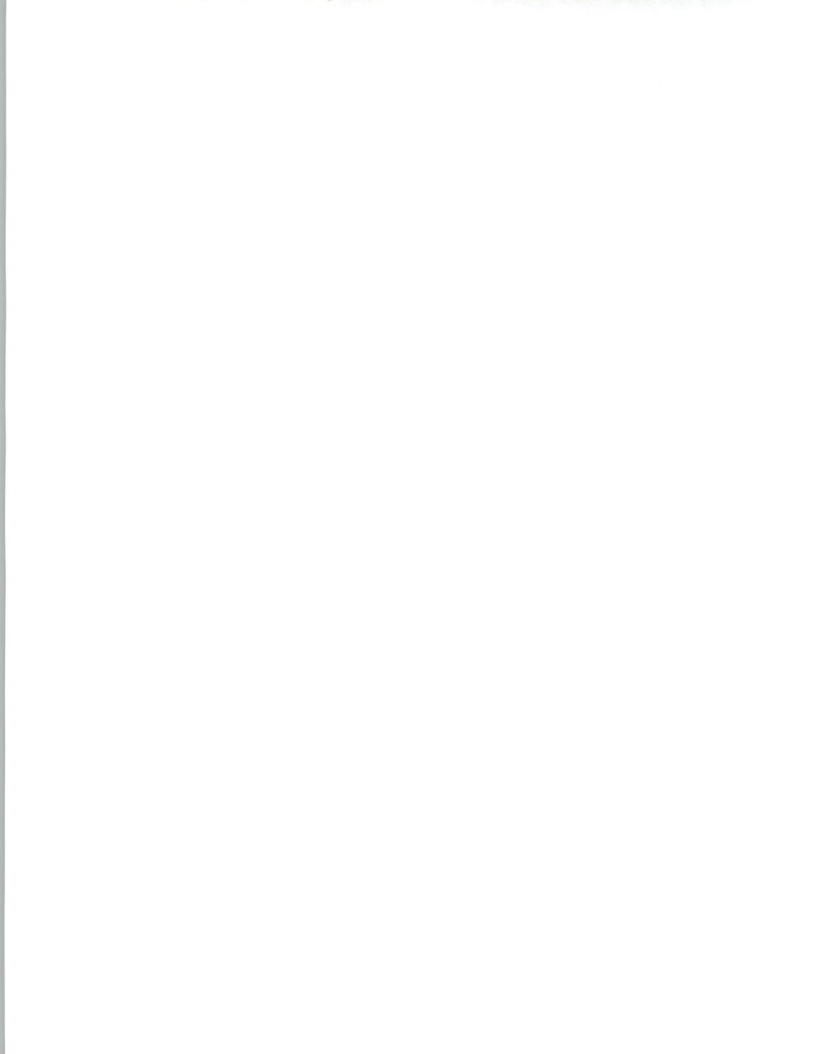
Unisys—Country SI Focus

Country	Sectors
Germany	Airlines Air Traffic Control
France	Public Sector
U.K.	Police Force Systems Regional Electricity Companies
Portugal	Fishing Industry

E-SI-188

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Notes



Digital Discrete Mfg. and Defence Business Unit

Industry Segments

- Automotive
- Aerospace
- Electronics
- Defence

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E-SI-189

Notes

Digital Discrete Mfg. and Defence Business Unit

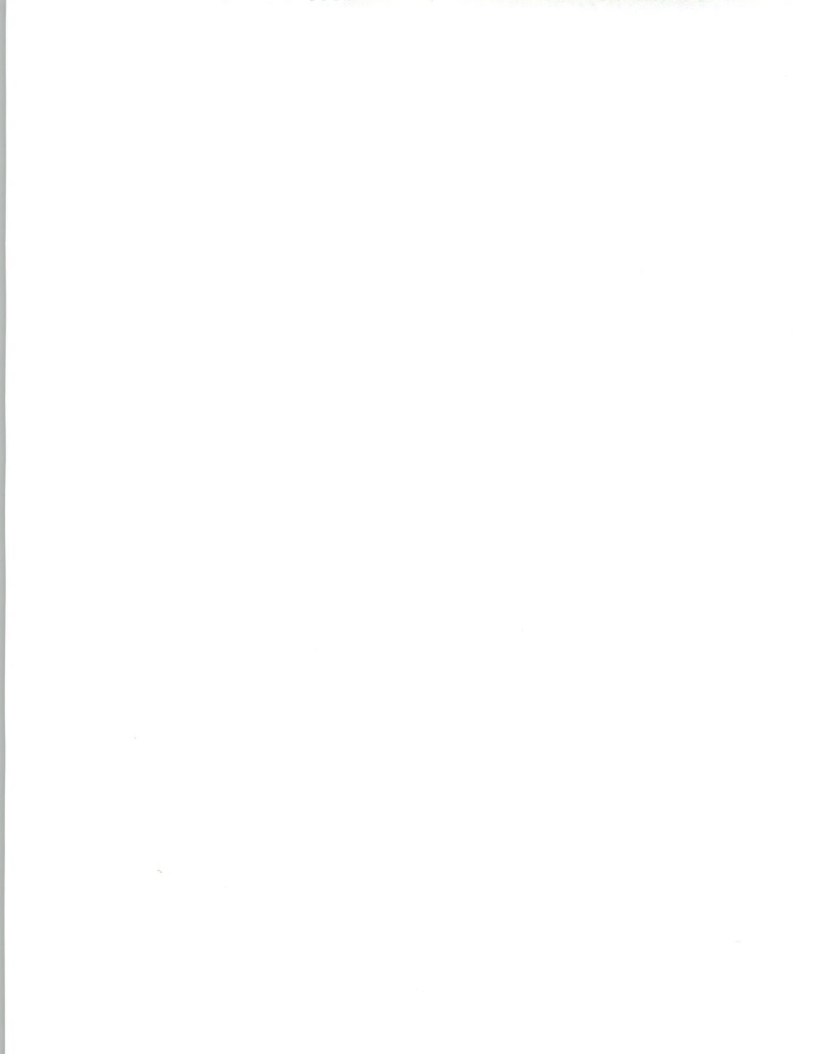
Solutions

- Manufacturing planning
- Manufacturing execution
- Engineering product
Data management
- Defence logistics/intelligence

INPUT

E-SI-190

Notes



Digital Financial, Prof. and Public Services Business Unit

Industry Segments

- Banking
- Insurance (except health)
- Other professional services
- Public administration

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Notes

Digital Financial, Prof. and Public Services Business Unit

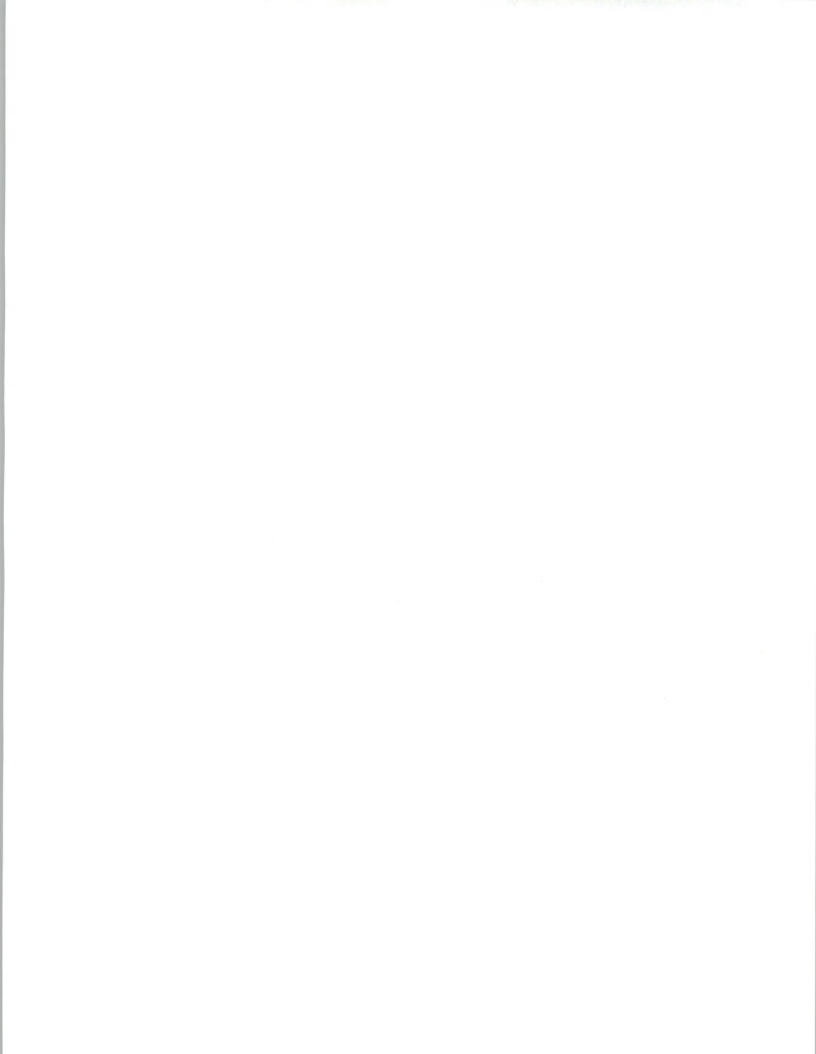
Solutions

- Retail branch systems
- Trading systems
- Workflow document management
- Registry applications

INPUT

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Notes



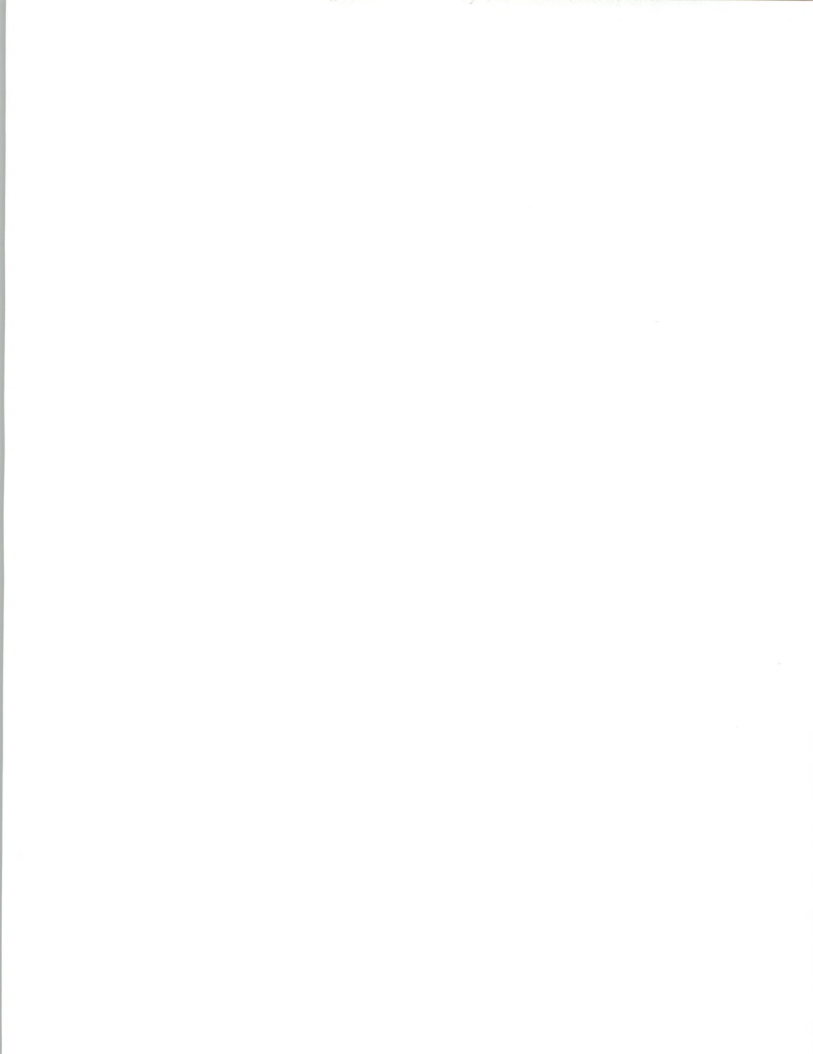
Strategic Business Areas (SBAs)

Location of SBA	Specialism
Paris	Telecommunications
London	Financial services
Germany	Manufacturing
Benelux	Distribution
U.S.	Oil and chemicals

INPUT

E-SI-193

Notes



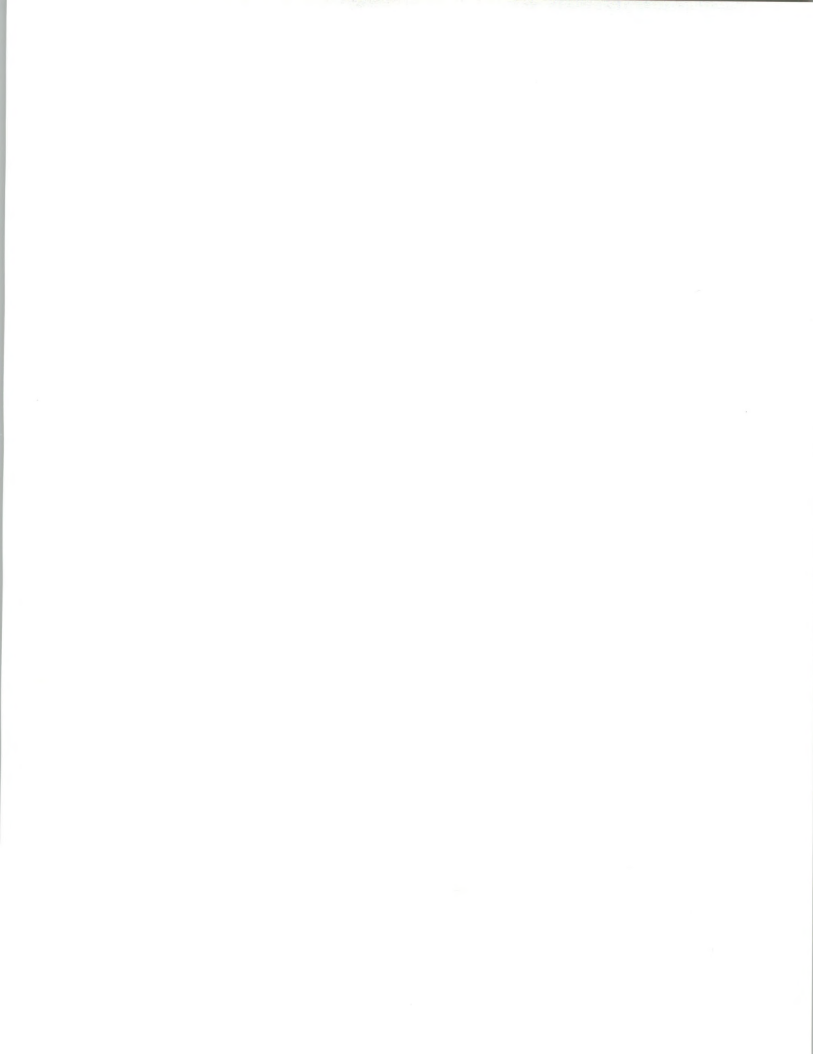
Typical Projects BT Customer Systems

Client	Nature of Project
ICI	Global communications infrastructure
BP	Emergency control centre

E-SI-194

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Notes



Typical Projects BT Customer Systems

Client	Nature of Project
Mercantile Credit	Credit reference
DSS	STS programme
HM C&E	Customs freight handling

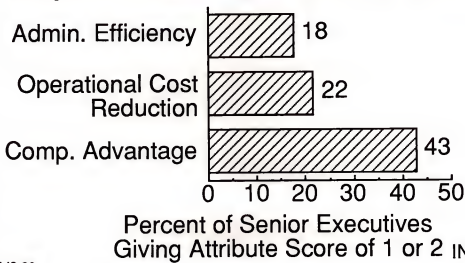
E-SI-195

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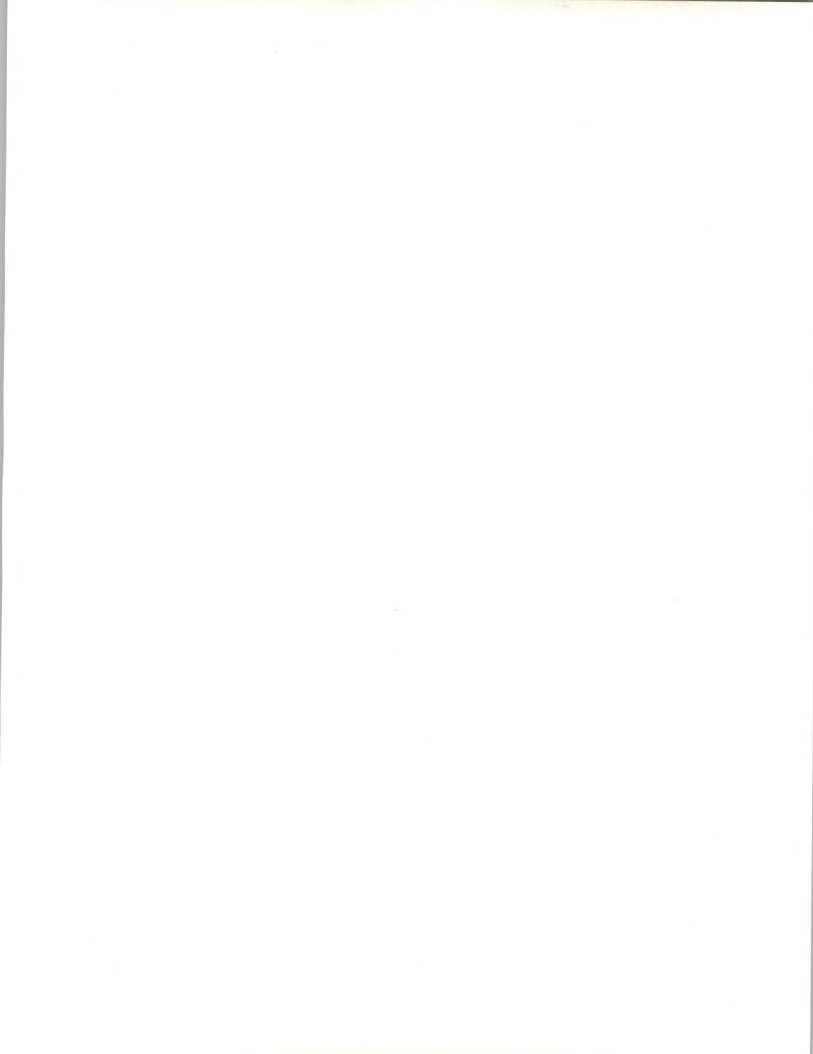
Europe

Major Challenges for IS Depts.

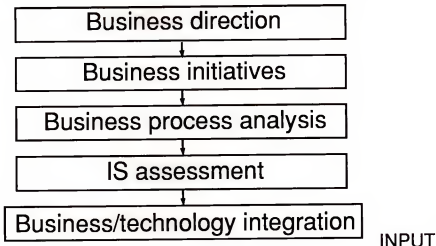


E-IS-36

Notes



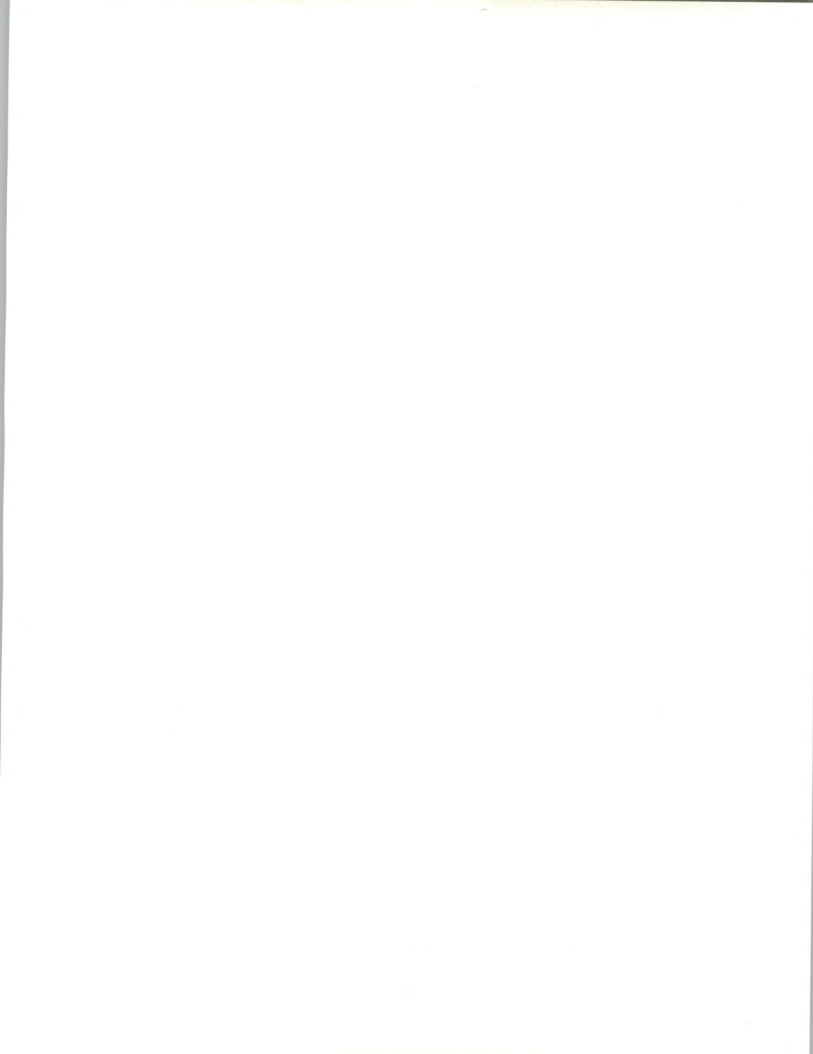
EDS—Business Information Planning



E-SI-132

Notes

11/23/92



Gemini Consulting

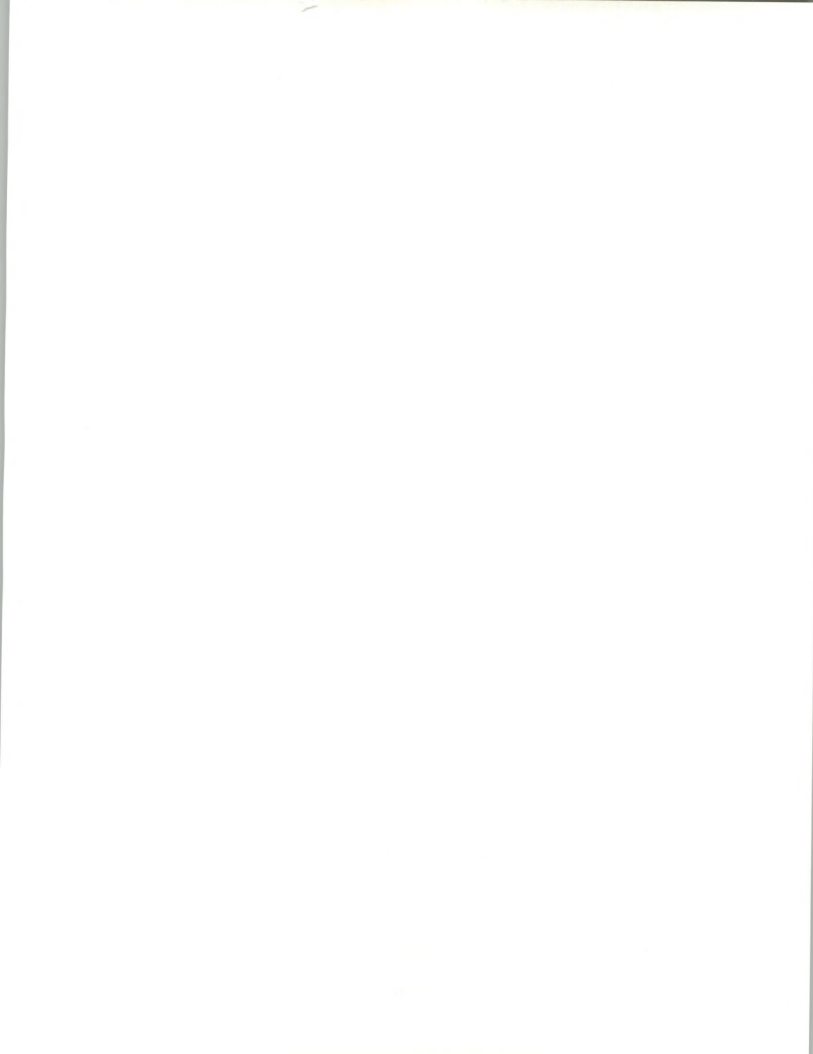
- Business transformation through multidisciplinary projects
- Targeting Fortune 100
- European business transformation revenues of \$75 million

E-SI-133

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Notes

11/23/92



Range of Technology Perspectives

Weak Emphasis

Strong Emphasis

Enabler
(C&L)

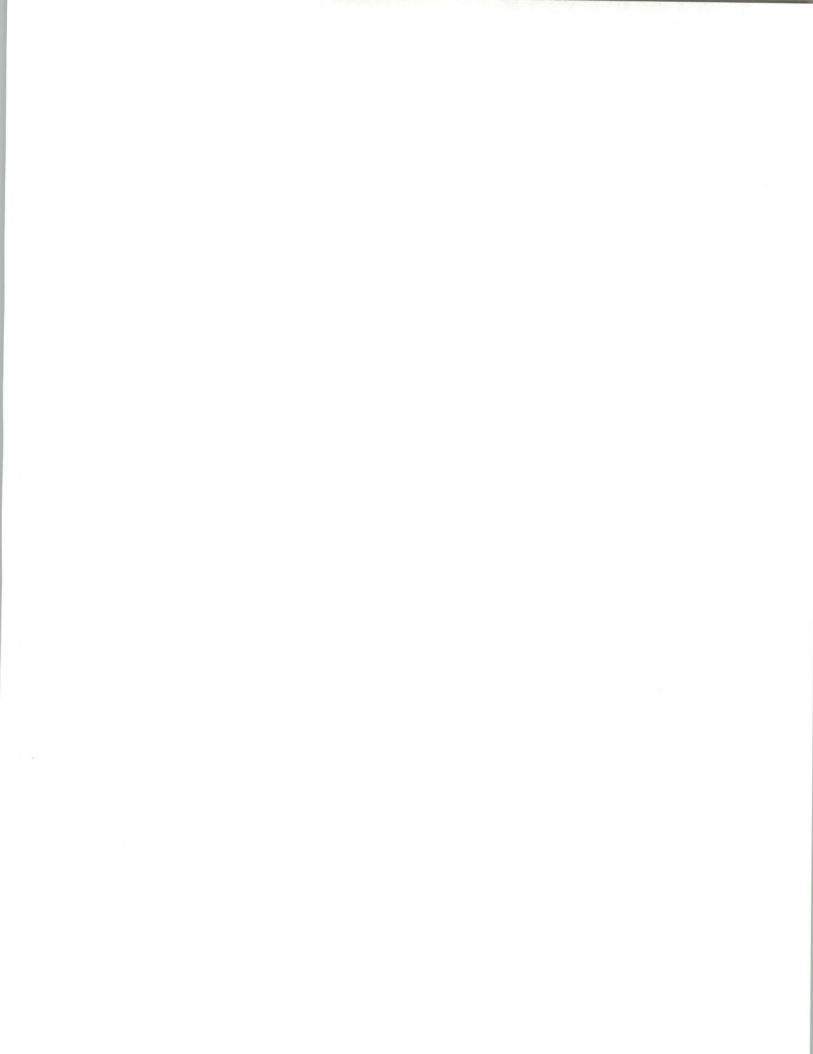
Catalyst
(Andersen)

Aggressive
Exploitation
(CSC)

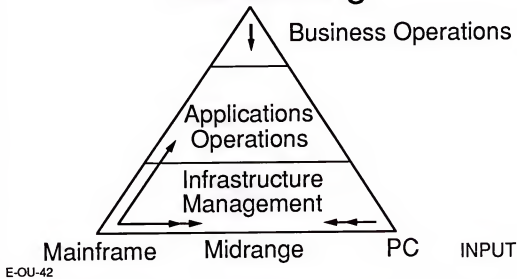
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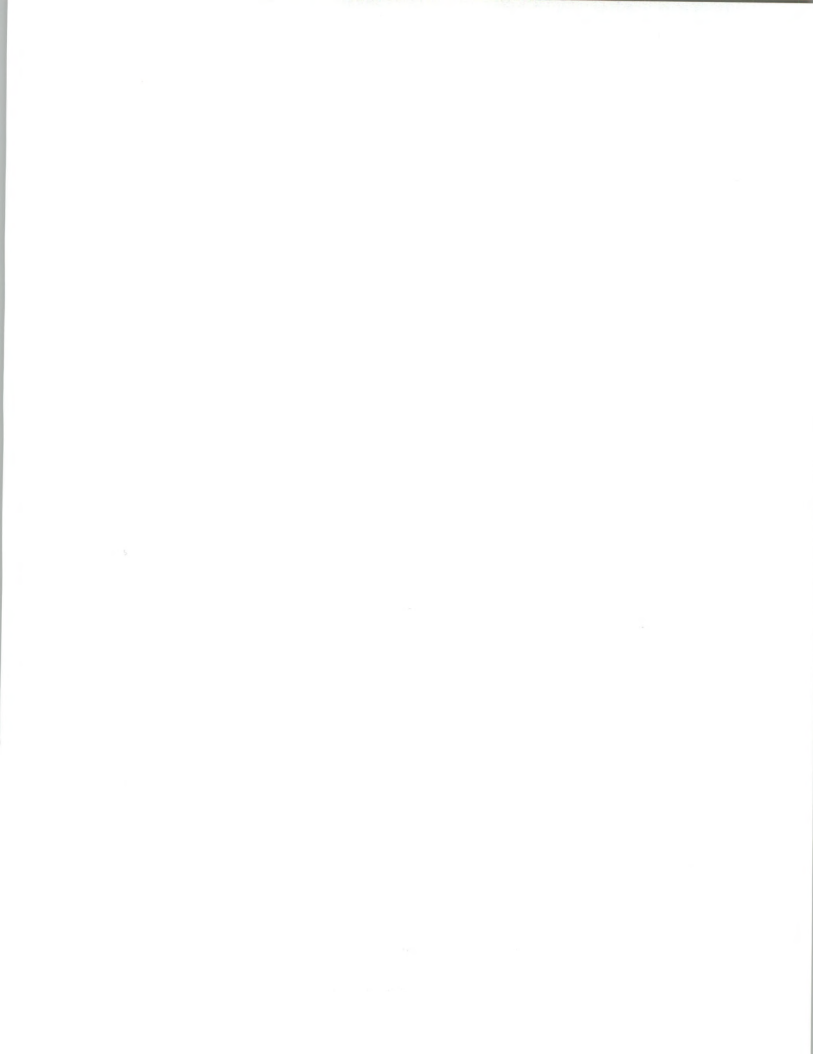
Notes



Evolution of European Outsourcing

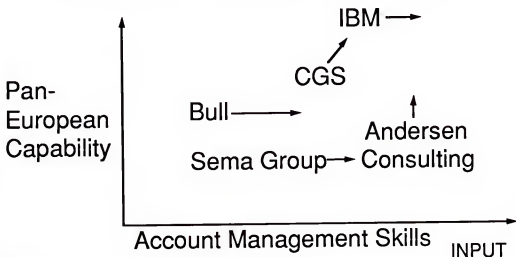


Notes



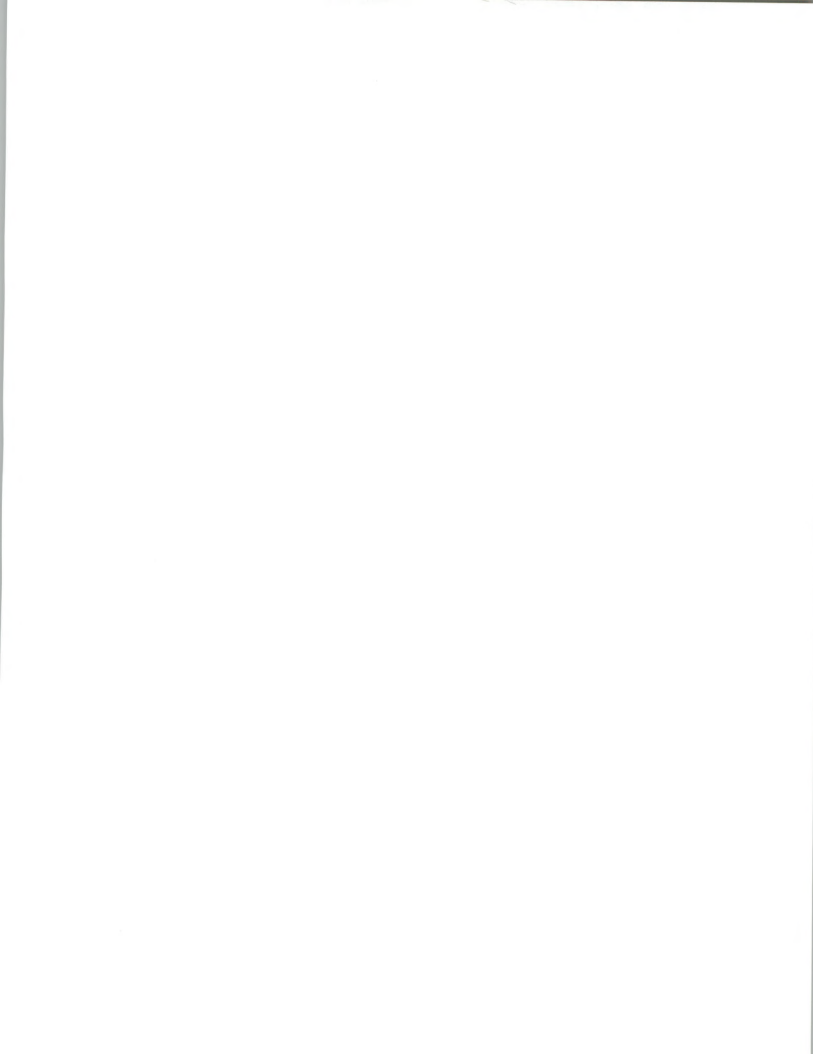
Systems Integration, Europe

Vendor Positioning (1)



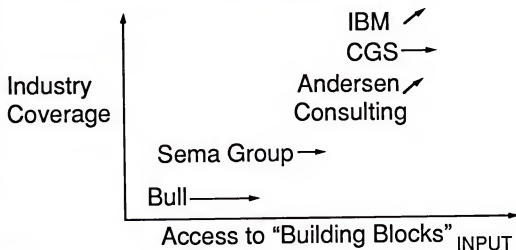
E-SI-94

Notes



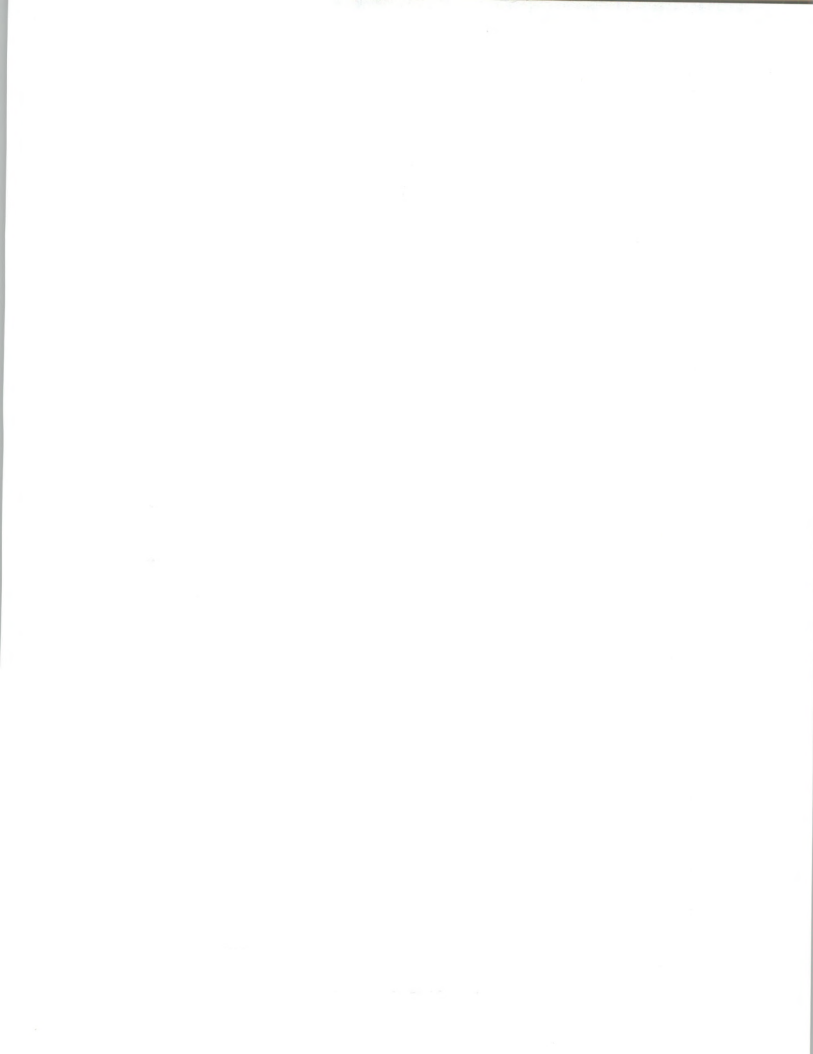
Systems Integration, Europe

Vendor Positioning (2)



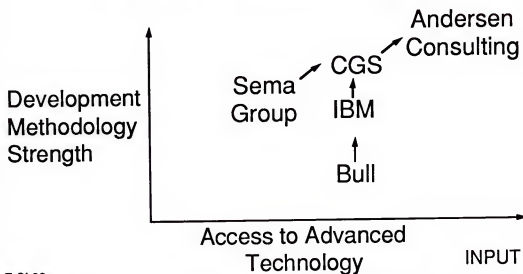
E-SI-95

Notes



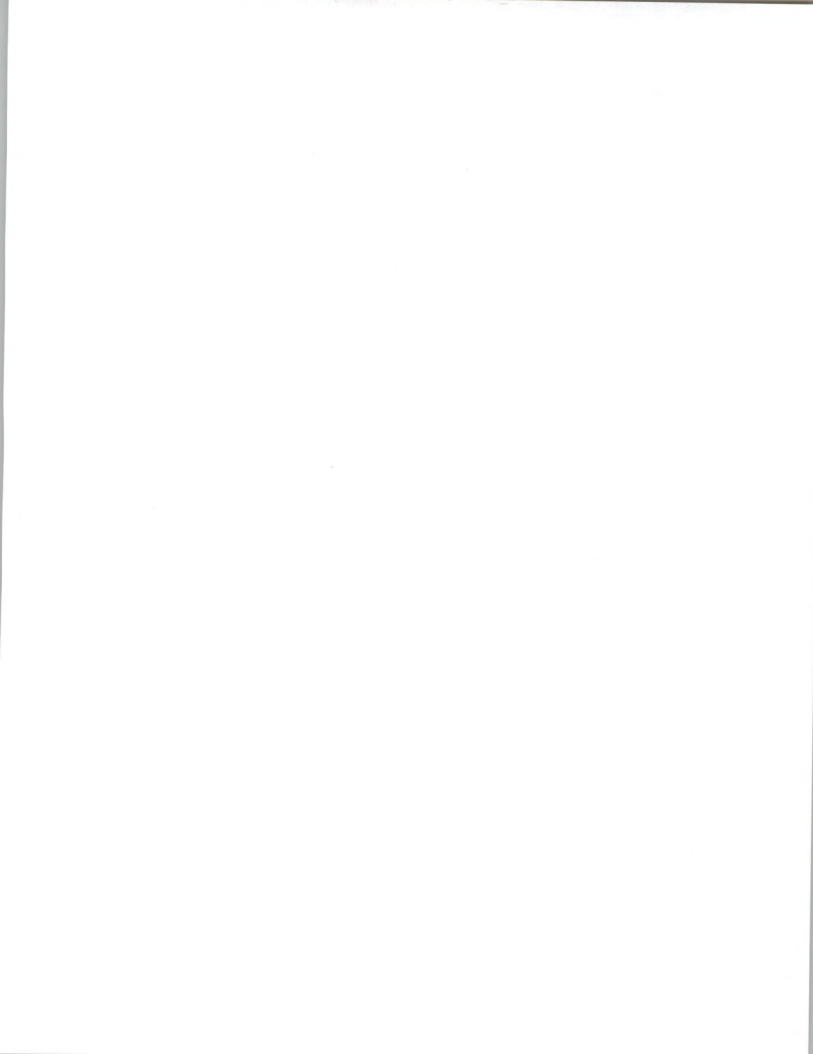
Systems Integration, Europe

Vendor Positioning (3)



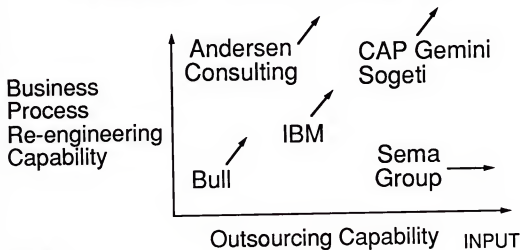
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Notes



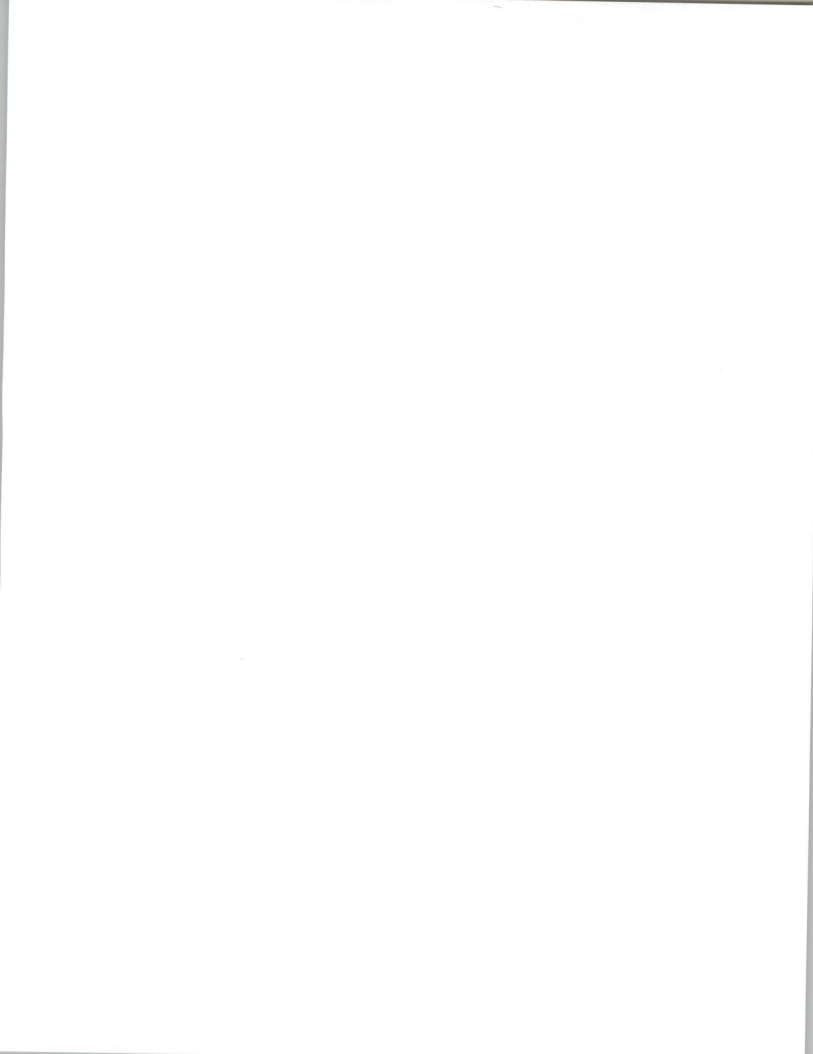
Systems Integration

Vendor Positioning (4)

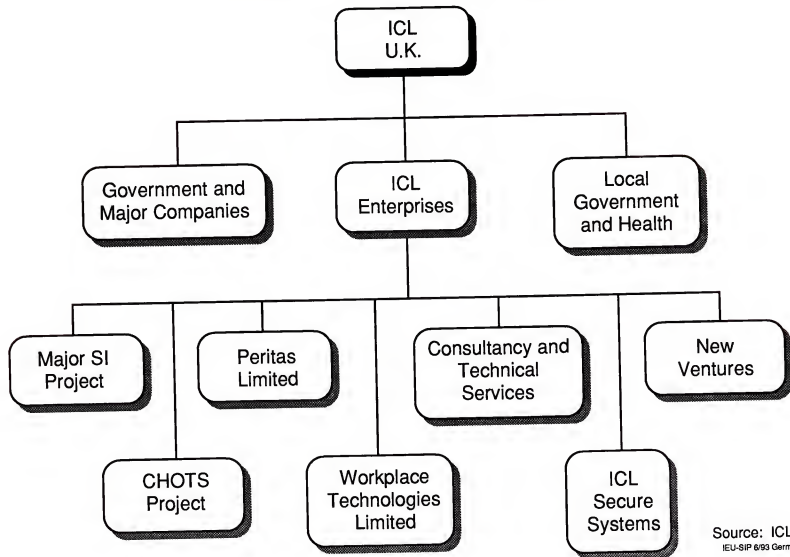


E-SI-166

Notes

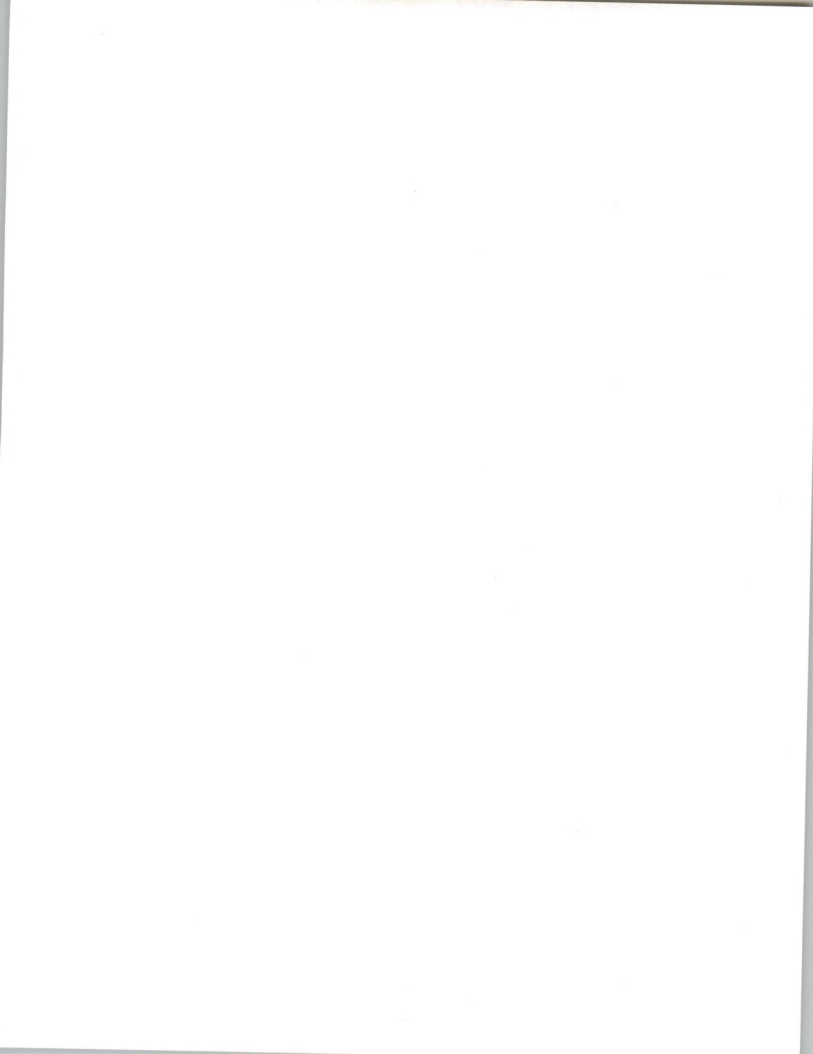


ICL (U.K.)—Organisation Structure



Source: ICL
IEU-SIP 6/93 Germ.

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- 9 Categories of Software and Services
- 7 Cross-Industry Markets
- The Worldwide Market (30 countries)

— EUROPEAN —

- Outsourcing
- Systems Integration
- Customer Services

— U.S. —

- Outsourcing
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