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A Publication from INPUT's **Customer Service Programme—International**

June 1990

IN THIS ISSUE:

Unisys Launches CONNECT New Network Services

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Prior to the launch, network services had been embedded in the Environmental Services operation of Unisys' Customer Services division. As part of Environmental Services, Unisys claims that its network service activities had been successful to the point of contributing about 50% of the total revenues of Environmental Services. As a result of this success, Unisys decided to establish network services as a separate business unit within Customer Services—hence CONNECT.

CONNECT provides bridging between the network products of all major manufacturers and heralds a move by Unisys into the provision of full network services. Exhibit A provides a model of the CONNECT concept.

" CONNECT—Total Solution Network Service"

The major strategy and product of CONNECT is the provision of open systems cabling based on the concept of twisted pairs. The key to CONNECT lies in an alignment between Environmental Services, intelligent buildings, cabling and networks within Unisys.

Unisys claims that CONNECT provides single solution service to satisfy user needs ranging from planning to installation, including ongoing support, monitoring and upgrading;

Continued on next page

INPUT provides planning information, analysis, and recommendations to managers and executives in the information processing industries. Through market research, technology forecasting, and competitive analysis, INPUT supports client management in making informed decisions.

Continuous-information advisory services, proprietary research/consulting, merger/acquisition assistance, and multiclient studies are provided to users and vendors of information systems and services (software, processing services, turnkey systems, systems integration, professional services, communications, and systems/software maintenance and support).

Many of INPUT's professional staff members have more than 20 years' experience in their areas of specialisation. Most have held senior management positions in operations, marketing, or planning. This expertise enables INPUT to supply practical solutions to complex business problems.

Formed as a privately held corporation in 1974, INPUT has become a leading international research and consulting firm. Clients include more than 100 of the world's largest and most technically advanced companies.

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CONNECT...*from page 1*

Exhibit A

Unisys CONNECT

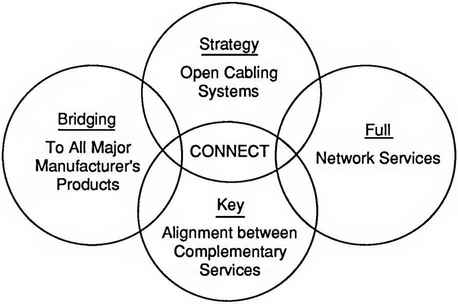
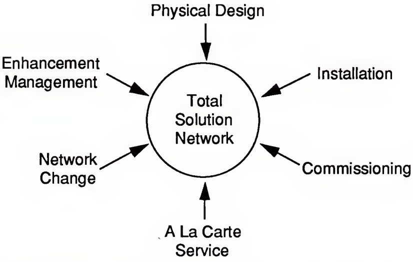


Exhibit B

Unisys CONNECT—Six Key Services



CONNECT provides everything from single products to high-level management and integrated turnkey solutions.

CONNECT is intended to complement the specialist consultancy skills of the Unisys Professional Services Division and Complex Systems Organisation. The services available are illustrated in Exhibit B and are summarised in the following descriptions:

1. Physical Design

This service is intended to assist the user in achieving optimum design of the network by providing consultants to work alongside the user. The concept is to assist the user in the paper

planning stage to arrive at a preferred solution which takes into account the latest technology, structure and location of buildings, optimisation of links between computers and future user business plans. Exhibit C lists the services and technologies involved in the physical design phase.

In addition, Unisys works with the user on a consultancy basis to design information systems that support the user's business needs and objectives. The aim is to provide a complete network blueprint for the necessary cabling and building work, which can then be carried out by the Unisys Network Installation Service.

Exhibit C

Physical Design Stage

- LAN/WAN/broadband
- Data/voice PABX/ISDN/FDDI
- Consultancy
  - Advise on topology
  - Connection methodology
  - Tariffs
  - Procurement management

2. Network Installation

Unisys provides full expertise on site for complete project management and quality control at every stage of installation. Unisys consultants analyse the correct methods of trunking, taking into account the structure of different parts of the user's building. In the case of a WAN installation, Unisys provides expertise at each site, to effect smooth and coordinated installation across the whole network. This includes monitoring for environmental protection and cosmetically acceptable installation. Exhibit D lists the services and technologies involved at the installation phase.

Exhibit D

Installation Phase

- Unisys open cabling system
- LAN/WAN/broadband
- ISDN/PABX/FDDI
- Project management

Continued on next page

CONNECT

...from page 3

3. Network Commissioning

At the commissioning phase, Unisys will accept full responsibility for project management, while the user retains management control. Unisys consultants will monitor and test each step of the commissioning, and all experienced Unisys network engineers are fully trained and certified by Novell™ to work with the Netware™ product. Unisys will deal with the subcontractors on behalf of the user, checking and guaranteeing the work they do stage by stage, testing for faults and overseeing each aspect of the total commissioning phase. This includes the handling of any problems in interfacing with the PTT. The services and technologies involved in the commissioning phase are listed in Exhibit E.

Exhibit E

Commissioning Phase

- Project management
- Testing units
- Stage proving products
- Certified network engineers
- User training

4. A La Carte Network Service

As part of the strategy to provide total solution networks, Unisys offers A La Carte Network Services, which it describes as a complete solution for network maintenance and support. A La Carte is designed so that one simple contract can be used to cover the whole system by providing a complete menu of network services. From this menu, the user can select the exact level of support required to suit the needs of the user's business. The type of service available under A La Carte ranges from telephone support to full on-site support, tailored to match the criticality of the user's system.

5. Network Change

The concept of the Network Change service is to ensure sufficient flexibility of the network, so as to keep pace with the changing needs of the user's business and organisation. Unisys personnel will oversee and organise any changes or

expansion required by the network. This service ranges from one project to constant reviews, and from specific redesign to full forward planning. Unisys claims that this service can protect the user from the high cost of uncontrolled proliferation of cabling and equipment by keeping the network under review to ensure optimum efficiency. The services and technologies involved in this service are listed in Exhibit F.

Exhibit F

Network Change

- Moving people
- Moving locations
- Additional people
- Additional locations
- Cable management
- Unisys open cabling system
- Network integration

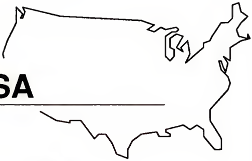
6. Network Enhanced Management

The objective of these services, available as part of the Unisys total network solution concept, is to enable optimisation of the network and maximisation of the user's computer resources. In the application of these services, Unisys claims that the user can improve the cost-effectiveness of the network through: usage monitoring, identification of areas of system redundancy, and checking the uncontrolled proliferation of duplicated resources. The elements of these services can be summarised as follows:

- Network Audit: regular analysis and review to check the costs of redundancy or proliferation.
- Network Optimisation: measuring and monitoring to identify and improve underperformance or sections under strain.
- Network Streamlining: cutting costs by removing unnecessary equipment or inefficient cabling.
- Network Integration: developing links with other systems.
- Network Software Management: keeping the user's software up to date and in step with other software in the user's organisation.
- Network Security: protecting the user's network from physical damage or unauthorised use through cabling or PTT lines.
- Network Expansion: major review to meet new capacity requirements. ■

The following are some of the questions posed to the U.S. hotline over the last month. The questions and their answers may be of general interest to all INPUT Customer Service clients.

Questions from the USA



Question: Does DEC offer disaster recovery services? If so, what do they cover?

Answer: DEC offers three components to their disaster recovery services. These components are:

Restart: this service provides access to a "hot site" within hours of disaster notification. The site is fully equipped with equipment to resume processing and personnel to assist up to 24 hours per day, seven days per week. Periodic testing of the recovery of critical applications is also available with technical staff to assist.

Recover-All: this supplement to the DEC Field Service agreement guarantees the restoration of computer operations after damages caused by environmental or accidental occurrences. This component takes over where the on-site Field Service agreement leaves off, after mechanical and component failures.

Recovery Planning Services: this set of services offers a comprehensive planning methodology designed to help companies develop a disaster recovery contingency plan. Consultants with recovery planning experience assist the company in planning for the event of the computer facility being inoperative for an extended period of time.

Question: Can a customer purchase DEC Direct Access Advisory Services if they have only DEC personal computers installed, or must it be a multivendor environment?

Answer: The DEC Direct Access Advisory Service does not apply to installations of only personal computers. It does not matter if the installation is DEC only, or multivendor.

Question: Is the Surety program the only program Unisys has that covers software?

Answer: Software Excel Basic does not cover minicomputer software. Coverage is available under the program "System Extra," which is similar to Excel Basic, but not as comprehensive. ■

Snippets

❖ It was recently announced that TRW, Inc. has placed its Customer Service Division, headquartered in Fairfield, NJ up for sale. This move is a result of the company's strengthening focus on its main lines of business. TRW is still actively involved in the provision of customer service support and is continuing to increase its business.

❖ Granada Computer Services International Ltd. has recently acquired a New Jersey company, Essex Computer Service Inc., a specialist in Data General machines. Granada now has 16 sites in the U.S.

❖ In contrast to the recent spate of mergers and acquisitions, Advance Technology Maintenance has preferred to remain small and stable. ATM has no immediate plans for expansion, preferring instead to direct its efforts towards the changes in the marketplace. ATM has around 100 employees and a turnover of about $11 million. Its size does not mean that it cannot take on corporate clients, however; one of its clients is British Petroleum.

ATM has also recently been signed up by NEC as its approved maintenance supplier.

❖ ICL is now in a position to offer disaster recovery services for ICL mainframe users. There are already around 8 companies offering ICL disaster recovery services, such as Sherwood Computers and NMW Computers, but ICL claims to be able to offer the full range of services from consultancy to restart services. ICL is offering two portfolios: contingency management and recovery management. There are plans to extend the service to cover its UNIX machines by the end of the year.

❖ Tesco Foodstores Ltd, a British supermarket chain, has upgraded its computer to an Amdahl 5990-1400 mainframe. This is to provide additional computing facility and to handle its disaster recovery programme. The machine handles warehousing applications, financial programming and on-line stock control.

❖ MBS has acquired the Exchange Telegraph Company Ltd., which has contracted annual maintenance revenues of $9.5 million. MBS is also merging its engineering operation with that of Extel Information Technology. This will lead to job losses and closure of six Extel and MBS locations. Nearly all the service engineers will be retained, however.

❖ Synapse Computer Services plc has won a contract to convert Reuters European Data Centre from DOS/VSE to MVS. The contract is worth $480,000 and is due to be completed by September this year.

❖ AT&T Istel Computer Systems is a new company formed to market UNIX systems, workstations and servers. It will sell through direct and indirect channels.

❖ Olivetti's Customer Support Group has been awarded a further independent maintenance contract from Barclay's Bank, worth $4.7 million. The total value of Barclay's account with Olivetti is now around $27 million a year. This new contract includes responsibility for over 2,000 cash dispensers, installation of more workstations, and provision of a team to address network faults.

❖ Getronic Service, a Dutch independent maintenance company, has a five-year agreement to take on the repairs of the Mita Europe.

❖ Sorbus has beaten IBM to win a contract to maintain Sun Alliances's IBM equipment.

INPUT®

– REPORT –
PRODUCTION QC SCHEDULE

Program: CE-CSP. Program Year: 1990

Report: SERVICE UPDATE - JUNE Project Code: CE-EQSR.

Author: Ken Carter EE# 539 QC Performed By:

		Date Sent	Initial	Date Rcvd	Initial
RESEARCH	1. Author's MSWord Draft to QC				
	2. QC'd Draft to Author				
	3. Revised Draft to QC (If Required)	25/5			
	4. QC'd Revised Draft to Author	25/5			
GRAPHICS/PRODUCTION	5. Final MSWord Draft to Report Production	25/5		5/29	KJ
	☐ Printed Written Draft ☐ MSWord Disk ☐ Exhibits ☐ Abstract ☐ Transmittal Letter ☐ Thank-You Package Transmittal Letter ☐ Interview Respondent Name/Address List ☐ Press Release Draft ☐ INPUT/OUTPUT Article Draft ☐ Questionnaire Blank ☐ Brochure (to sell report) ☐ Reverse Side of Form Completed	Corrections need checked ✓ AB 13 June			
	6. First Draft to Proofreader	5/29	aS	30 May	AB
	7. First MAC MSWord Draft to Author				
	8. First Draft to Production				
	9. Second Draft to Proofreader				
	11. Second Draft to Production				
	12. Final Page Maker Draft to Proofreader				
	13. Final Draft to Author	6/6	LK	6/12	aS
	14. Final Report to Printer				
	15. Report to UK ☐ Client ☐				
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June Service Update

UNISYS LAUNCH CONNECT

NEW NETWORK SERVICES

At the end of April 1990 Unisys launched CONNECT in Western Europe. Unisys describe CONNECT as introducing a new and comprehensive range of network products and services, designed to cover every type of specialist network service the user could require. The CONNECT product is based on Novell Netware TM as a software platform which will be sold by Unisys.

Prior to the launch, network services had been embedded in the Environmental Services operations of Unisys' Customer Services division. As part of Environmental services Unisys claim that their network service activities had been successful to the point of contributing about 50% of the total revenues of Environmental Services. As a result of this success, Unisys decided to establish network services as a separate business unit within Customer Services,hence CONNECT.

The major strategy and product of CONNECT relates to the provision of open systems cabling based on the concept of twisted pairs. The key to CONNECT lies in an alignment between Environmental services, intelligent buildings, cabling and networks within Unisys.

Additionally CONNECT provides bridging between the network products of all major manufacturers and heralds a move by Unisys into the provision of full network services. Exhibit ? provides a model of the CONNECT concept.

" CONNECT - TOTAL SOLUTION NETWORK SERVICE "

Unisys claim that CONNECT provides a single solution service to satisfy user needs ranging from planning to installation including ongoing support, monitoring and upgrading; CONNECT provides everything from single product to high level management and integrated turnkey solutions.

CONNECT is intended to compliment the specialist consultancy skills of the Unisys Professional Services Division and Complex Systems Organisation. The services available are illustrated in Exhibit? These services are summarised by the following descriptions.

1. PHYSICAL DESIGN

This service is intended to assist the user in achieving optimum design of the network by providing consultants to work alongside the user. The concept is to assist the user in the paper planning stage to arrive at a preferred solution which takes account of the latest technology, structure and location of buildings, optimisation of links between computers and future user business plans. A list of the services and technologies involved and the physical design phase are listed in Exhibit ?.

In addition Unisys; can work with the user on a consultancy basis to plan how, Information systems can be designed to support the users business needs and objectives. The aim is to provide a complete networking blueprint for the necessary cabling and building work which can be carried out by the Unisys Network Installation Service.

2. NETWORK INSTALLATION

Unisys will provide full expertise on site, for complete project management and quality control at every stage of installation. Unisys consultants can analyse the correct methods of trunking taking into account the structure of different parts of the user's building. In the case of a WAN being installed, Unisys can provide expertise at each site to effect a smooth and co-ordinated installation across the whole network. This includes monitoring for environmental protection and cosmetically acceptable installation. Exhibit ? lists the services and technologies involved at the installation phase.

3. NETWORK COMMISSIONING

At the commissioning phase Unisys will accept full responsibility for the project management, while the user retains management control. Unisys Consultants will monitor and test each step of the commissioning, and all experienced Unisys Network Engineers are fully trained by Novell TM and certified by them to work with the Netware TM product. Unisys will deal with the sub-contractors on behalf of the user, checking and guaranteeing the work they do stage by stage, testing for faults and overseeing each aspect of the total commissioning phase. This includes the handling of any problems in interfacing with the PTT. The services and technologies involved in the commissioning phase are listed in Exhibit ?

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As part of the strategy to provide total solution networks Unisys offer A La Carte Network Services which they describe as a complete solution to network maintenance and support. A La Carte is designed so that one simple contract can be used to cover the whole system by providing a complete menu of network services. From this menu the user can select the exact level of support required to suit the needs of the user's business. The type of service available under A La Carte ranges from telephone to full on site support tailored to match the criticality of the users system.

5. NETWORK CHANGE

The concept of the Network Change service is to ensure provision of the flexibility needed to adapt the network to keep pace with the changing needs of the user's business and organisation. Unisys personnel will oversee and organise any changes or expansion required by the network. This service ranges from one of projects to constant reviews and from specific redesign to full forward planning. Unisys claim that this service can protect the user from the high cost of uncontrolled proliferation of cabling and equipment by keeping the network under review to ensure optimum efficiency. The services and technologies involved in this service are listed in Exhibit ?.

6. NETWORK ENHANCED MANAGEMENT

The objective of this service, available as part of the Unisys total network solution concept, is to provide a service to the user that enables optimisation of the network and maximisation of the user's computer resources. In the application of this service, Unisys claim that the user can improve the cost effectiveness of the network through: usage monitoring, identification of areas of system redundancy and checking the uncontrolled proliferation of duplicated resources. The elements of this service can be summarised as follows:-

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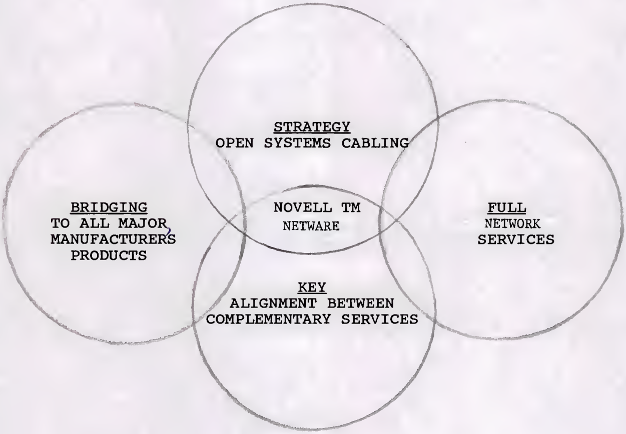
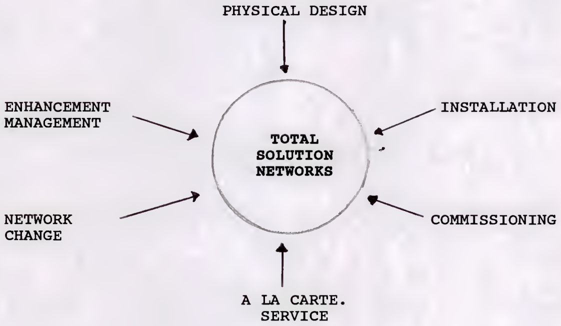
EXHIBIT

UNISYS CONNECT



EXHIBIT

UNISYS CONNECT - SIX KEY SERVICES



EXHIBIT

PHYSICAL DESIGN STAGE

- LAN / WAN / BROADBAND
- DATA / VOICE PABX / ISDN / FDDI
- CONSULTANCY
  - ADVISE ON TOPOLOGY
  - CONNECTION METHODOLOGY
  - TARIFS
  - PROCUREMENT MANAGEMENT

EXHIBIT

INSTALLATION PHASE

- UNISYS OPEN CABLING SYSTEM
- LAN / WAN / BROADBAND
- ISDN / PABX / FDDI
- PROJECT MANAGEMENT

EXHIBIT

COMMISSIONING PHASE

- PROJECT MANAGEMENT
- TESTING UNITS
- STAGE PROVING PRODUCTS
- CERTIFIED NETWORK ENGINEERS
- USER TRAINING

EXHIBIT

NETWORK CHANGE

- MOVING PEOPLE
- MOVING LOCATIONS
- ADDITIONAL PEOPLE
- ADDITIONAL LOCATIONS
- CABLE MANAGEMENT
- STRUCTURED CABLING
- NETWORK IMPLEMENTATION

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NOTE TO GRAPHICS - THE REST OF THE SNIPPETS ARE IN ANOTHER FILE ON THIS DISK CALLED SNIPPETS!

SNIPPETS

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Continued on next page

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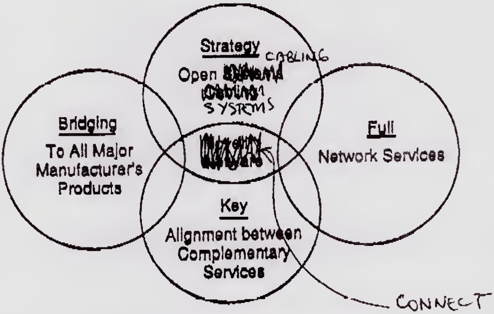
Unisys CONNECT



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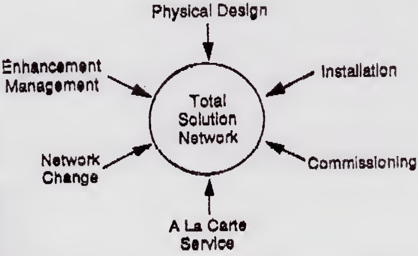

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- LAN/WAN/broadband
- ISDN/PABX/FDDI
- Project management

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Commissioning Phase

- Project management
- Testing units
- Stage proving products
- Certified network engineers
- User training

4. A La Carte Network Service

As part of the strategy to provide total solution networks, Unisys offers A La Carte Network Services, which it describes as a complete solution for network maintenance and support. A La Carte is designed so that one simple contract can be used to cover the whole system by providing a complete menu of network services. From this menu, the user can select the exact level of support required to suit the needs of the user's business. The type of service available under A La Carte ranges from telephone support to full on-site support, tailored to match the criticality of the user's system.

5. Network Change

The concept of the Network Change service is to ensure sufficient flexibility of the network, so as to keep pace with the changing needs of the user's business and organisation. Unisys personnel will oversee and organise any changes or

expansion required by the network. This service ranges from one project to constant reviews, and from specific redesign to full forward planning. Unisys claims that this service can protect the user from the high cost of uncontrolled proliferation of cabling and equipment by keeping the network under review to ensure optimum efficiency. The services and technologies involved in this service are listed in Exhibit F.

Exhibit F

Network Change

- Moving people
- Moving locations
- Additional people
- Additional locations
- Cable management
- ~~Structured cabling~~ Unisys open cabling system
- Network ~~implementation~~ integration

6. Network Enhanced Management

The objective of ~~this~~ these services, available as part of the Unisys total network solution concept, is to enable optimisation of the network and maximisation of the user's computer resources. these In the application of ~~this service~~ these services Unisys claims that the user can improve the cost-effectiveness of the network through: usage monitoring, identification of areas of system redundancy, and checking the uncontrolled proliferation of duplicated resources. The elements of ~~this~~ these services can be summarised as follows:

- Network Audit: regular analysis and review to check the costs of redundancy or proliferation.
- Network Optimisation: measuring and monitoring to identify and improve underperformance or sections under strain.
- Network Streamlining: cutting costs by removing unnecessary equipment or inefficient cabling.
- Network Integration: developing links with other systems.
- Network Software Management: keeping the user's software up to date and in step with other software in the user's organisation.
- Network Security: protecting the user's network from physical damage or unauthorised use through cabling or PTT lines.
- Network Expansion: major review to meet new capacity requirements. ■

Questions from the USA

The following are some of the questions posed to the U.S. hotline over the last month. The questions and their answers may be of general interest to all INPUT Customer Service clients.

Question: Does DEC offer disaster recovery services? If so, what do they cover?

Answer: DEC offers three components to their disaster recovery services. These components are:

Restart: this service provides access to a "hot site" within hours of disaster notification. The site is fully equipped with equipment to resume processing and personnel to assist up to 24 hours per day, seven days per week. Periodic testing of the recovery of critical applications is also available with technical staff to assist.

Recover-All: this supplement to the DEC Field Service agreement guarantees the restoration of computer operations after damages caused by environmental or accidental occurrences. This component takes over where the on-site Field Service agreement leaves off, after mechanical and component failures.

Recovery Planning Services: this set of services offers a comprehensive planning methodology designed to help companies develop a disaster recovery contingency plan. Consultants with recovery planning experience assist the company in planning for the event of the computer facility being inoperative for an extended period of time.

Question: Can a customer purchase DEC Direct Access Advisory Services if they have only DEC personal computers installed, or must it be a multivendor environment?

Answer: The DEC Direct Access Advisory Service does not apply to installations of only personal computers. It does not matter if the installation is DEC only, or multivendor.

Question: Is the Surety program the only program Unisys has that covers software?

Answer: Software Excel Basic does not cover minicomputer software. Coverage is available under the program "System Extra," which is similar to Excel Basic, but not as comprehensive. ■

2nd largest in U.K., in Europe?

Snippets

- It was recently announced that TRW, Inc. has placed its Customer Service Division, headquartered in Fairfield, NJ up for sale. This move is a result of the company's strengthening focus on its main lines of business. TRW is still actively involved in the provision of customer service support and is continuing to increase its business.

- Granada Computer Services International Ltd. has recently acquired a New Jersey company, Essex Computer Service Inc., a specialist in Data General machines. Granada now has 16 sites in the U.S.

- In contrast to the recent spate of mergers and acquisitions, Advance Technology Maintenance has preferred to remain small and stable. ATM has no immediate plans for expansion, preferring instead to direct its efforts towards the changes in the marketplace. ATM has around 100 employees and a turnover of about $11 million. Its size does not mean that it cannot take on corporate clients, however; one of its clients is British Petroleum.

  ATM has also recently been signed up by NEC as its approved maintenance supplier.

- ICL is now in a position to offer disaster recovery services for ICL mainframe users. There are already around 8 companies offering ICL disaster recovery services, such as Sherwood Computers and NMW Computers, but ICL claims to be able to offer the full range of services from consultancy to restart services. ICL is offering two portfolios: contingency management and recovery management. There are plans to extend the service to cover its UNIX machines by the end of the year.

- Tesco Foodstores Ltd, a British supermarket chain, has upgraded its computer to an Amdahl 5990-1400 mainframe. This is to provide additional computing facility and to handle its disaster recovery programme. The machine handles warehousing applications, financial programming and on-line stock control.

- MBS has acquired the Exchange Telegraph Company Ltd., which has contracted annual maintenance revenues of $9.5 million. [redacted] MBS is also merging its engineering operation with that of Extel Information Technology. This will lead to job losses and closure of six Extel and MBS locations. Nearly all the service engineers will be retained, however.

- Synapse Computer Services plc has won a contract to convert Reuters European Data Centre from DOS/VSE to MVS. The contract is worth $480,000 and is due to be completed by September this year.

- AT&T Istel Computer Systems is a new company formed to market UNIX systems, workstations and servers. It will sell through direct and indirect channels.

- Olivetti's Customer Support Group has been awarded a further independent maintenance contract from Barclay's Bank, worth $4.7 million. The total value of Barclay's account with Olivetti is now around $27 million a year. This new contract includes responsibility for over 2,000 cash dispensers, installation of more workstations, and provision of a team to address network faults.

- Getronic Service, a Dutch independent maintenance company, has a five-year agreement to take on the repairs of the Mita Europe.

- Sorbus has beaten IBM to win a contract to maintain Sun Alliances's IBM equipment.