

UNISYS
imagine it. done.



case study

Breakthrough:

Driving Innovation for the City of Minneapolis

Imagine It

A world-class city with public services available 24x7x365.

Done

Information Technology department transforms itself to Business Information Services to deliver on e-government promise to citizens and city employees.

Results

An aligned organization drives innovation through technology.

The cultural transformation from a 'necessary evil' to a true business enabler and partner took the City's Business Information Services (BIS) organization five years to complete and has resulted in the department becoming a change agent for the City of Minneapolis. By outsourcing the management of its IT infrastructure, the BIS organization was able to focus on setting the City's technology strategy and deploying innovative technology to achieve the City's business goals.

Metrics

- Cost: Estimated savings of \$18.2 million over 7 years
- Satisfied internal customers: Rated 4.5 out of 5, based on independent monthly survey
- Modernization: Pioneer in leading wireless infrastructure across the City
- Safer City: Robberies down by 44% and car thefts down by 17%
- Savings: Avoided \$6 million in court costs

Business Challenge: Evolve to a World-Class Virtual City

The City of Minneapolis is a typical city with regard to goals around keeping the city clean, providing public safety services, and responding to citizen demands. In typical fashion, the City's IT department was distracted by routine infrastructure management, remedial maintenance, network management, and desktop tasks diverting the department from its core mission of providing information services and planning for better use of e-government systems for all users.

In 2002, everything changed. In atypical fashion, the transformation to BIS commenced when the City outsourced the management of its IT infrastructure to Unisys. "Unisys capability to offer comprehensive Information Technology Outsourcing services coupled with their understanding of our vision were determining factors for us," Karl Kaiser, City of Minneapolis CIO, explains.

The initial bold strike in the transformation process was to relinquish control of IT assets – everything from personal digital assistants (PDAs) to laptops, desktops, networks, and the entire server environment is owned by Unisys. "Unisys owns that piece of my business and that has enabled me to redirect my department's energy into really becoming more business needs driven. By ridding the organization of the day-to-day management of our IT infrastructure, I now have much more control of the City's IT strategic direction," says Kaiser.

Solution: Develop New and Innovative Ways to Support Constituents

Unisys offered a seamless, tightly integrated IT solution that transcended business units and offered "one-stop" strategic partnership with a single point-of-accountability. Unisys delivers a full range of services to manage the City's entire IT infrastructure, from the data center to desktops to mobile devices. It also supports multiple agencies, including the Mayor's office, the city council, fire and police departments, and the office of public works. Unisys provides the following services:

- Management and support of 2,700 desktops and more than 100 servers, including service desk, software support, and remedial maintenance for desktop and laptop systems, PDAs, and peripherals.
- Network, systems, database, and data center administration, monitoring, and management.

“Unisys was much more interested in meeting our needs and being a flexible partner than anybody else had ever expressed.”

Karl Kaiser
CIO
City of Minneapolis

At a Glance:
The City
of Minneapolis

- Industry: Public Sector
- Employees:
Approximately 4,000
- Population Served:
383,000 citizens

- Technology refresh of laptops, desktops, PDAs, servers, and storage equipment.
- Disaster recovery services.
- A dedicated project management office with an on-site single point-of-contact responsible for coordinating all service delivery.

By engaging Unisys to manage the day-to-day operations of its IT infrastructure, the City's BIS organization was freed to focus on innovative ways to better service the City's agencies and constituents. One such initiative is the deployment of a wireless network that covers all 59 square miles of Minneapolis, providing residents, businesses, and visitors with wireless broadband access anywhere in the City. The network will also make other City operations run more efficiently. For instance, building inspectors will be able to file reports and access data in the field, and firefighters will be able to view floor plans on the way to a fire.

“On its own, the City could not have advanced to its current IT state within the current timeframe. The City is in a much better place with a more secure IT environment for having outsourced to Unisys,” says Kaiser. “Overall, our IT processes and performance have notably improved.”

Results: Driving Performance

“Unisys truly understands the big-picture issues central to the City of Minneapolis. Over the past four years, Unisys has repeatedly demonstrated their commitment to the City; as such, they have gained the trust of all our major agencies,” says Kaiser.

Most recently, the City awarded Unisys with the management of its infrastructure and service desk support for a new 911 application as well as standardizing the City's 300+ mobile emergency devices. Engaging Unisys to manage the City's

mission-critical 911 applications is a telling report card of how well Unisys is managing the City's current infrastructure requirements.

Unisys also partnered with the City on a new 311 contact center. Previously the City had 240+ separate telephone numbers listed in the blue pages. Now, there is just one number to call for all City-related requests: 311. Unisys assisted with the 311 project by providing new applications, an upgraded HR environment, and the ability to pursue a new financial system. Citizens' satisfaction with the City has greatly increased as a result of this new contact center.

Utilizing the City's wireless network, Unisys partnered with the police and fire departments to deploy its new Mobile Command Center. Three vehicles have been equipped for major incident management. Unisys teamed with City officials and TriTech Software Systems, the City's 911 CAD application supplier, to design a highly secure solution with redundancy and reliability required to support real-time response and delivery of emergency services.

Additionally, Unisys installed 39 security cameras throughout downtown Minneapolis business and entertainment district for the City's police department. The cameras provide live video of populated City streets, enabling authorities to monitor trouble spots continuously, and respond to problems rapidly. Additionally, Unisys managed the installation of the servers to support the live video feeds, facilitating a problem-free operation. The cameras have had a rapid, direct, and positive impact on safety and quality of life in Minneapolis. Since the installation of the cameras, robberies have dropped by 44% and car thefts have declined by 17%. Additionally, the City has saved more than \$6 million in court costs. Perhaps the most important benefit is intangible: citizens simply feel safer.

The Relationship: It's all about People

"I was looking for partnership strength and committed people. How do you get along? How flexible are you?" says Kaiser. "Unisys willingness to be flexible and become an integral partner in the City's business has been key to the ongoing success of our relationship."

"Unisys is helping us achieve our vision
of becoming a world-class virtual city."

Karl Kaiser
CIO
City of Minneapolis

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