

# ACOL - a Partnership Between the Provinces of Atlantic Canada and Unisys

**Presentation to Association of Municipal  
Administrators, NS**

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- > Systems Integration.
- > Outsourcing.
- > Infrastructure.
- > Server Technology.
- > Consulting.

## Objective

- > Who We Unisys Are
- > What ACOL Is
- > Why and How You Might Use Our Partnership

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## Unisys

- > Services Driven – Technology Enabled
- > Active World Wide in Financial Services, Transportation, Communications, Media, Commercial and Public Sector
- > Providing Solutions and Services to Government and Private Sector Clients in Atlantic Canada for 2 Decades
- > Unisys Atlantic Strategic focus:
  - Electronic Services Delivery (ESD)
  - Outsourcing / Annuity Business
  - Government Transformation

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## Atlantic Canada On-Line (ACOL)

- > Developed and Managed by Unisys Canada Inc. In Partnership With the Four Atlantic Provinces
- > Operating Since November 1997
- > A Proven Supplier of Services for Over 7 Years
- > A Proven Ability to Work in Partnership to Service the Clients of Government



[WWW.ACOL.CA](http://WWW.ACOL.CA)



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## ACOL Highlights

- > **Core Infrastructure in Place Based on \$10 Million Investment by Unisys**
  - Processing Transactions for 4 Provinces and 2 Territories
  
- > **Approximately 2100 Clients; 5600 Users**
  - Financial and Legal Institutions, Business (Automobile Dealers, Insurance Agents, Information Intermediaries), Government Departments
  - Processing Over 1.5 Million Transaction Events Per Year
  - Process Over \$100,000 of Partner Revenue Per Day
  
- > **Continuity of Service and High Level of Client Satisfaction**

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## Experiences doing ACOL

- > Providing an **Infrastructure** for Electronic Service Development and Delivery. Developing and Deploying **Electronic Service Solutions**
- > Supplying **Project Management** and Consultative Services
- > Providing Production Support, Client Support, Financial (Fees and Revenue) Management, Transaction Processing, Development and Process Re-engineering Services in a Variety of Ways Including Outsourced, Fixed Price, and Time and Materials
- > **Working in Partnership With Multiple Jurisdictions of Government** Developing Cross Jurisdiction Solutions and Processes
- > Sharing Our Experience World Wide in Partnership With the Atlantic Provinces

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## Nova Scotia – Partnership with Service Nova Scotia

- > Registry Services
- > Services for Business Community
- > Services for General Public
- > Services for Value Added Providers
- > Services for Government Departments
- > Services That Provide Government to Client Service Functionality
- > Services That Provide Payment Options

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## A Service Deployment Architecture Providing Common “Functionality” in Support of Ongoing Service Provisioning



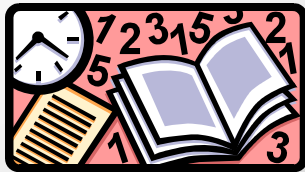
- **Experienced Team of IT Professionals** Ready With the Integrated Skills to Develop, Deploy and Operationally Manage Electronic Access Services

- **Processes and Procedures** for Common Functional Requirements.

For Example:

Revenue Management

Incident and Problem Management



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## Reusable “Functionality”

### Master Contracts in Place at Provincial Level.

- Government Entities can agree Schedules for Specific Service Development, Deployment, and or Operation
- Standing offer vehicles also exist and can be utilized

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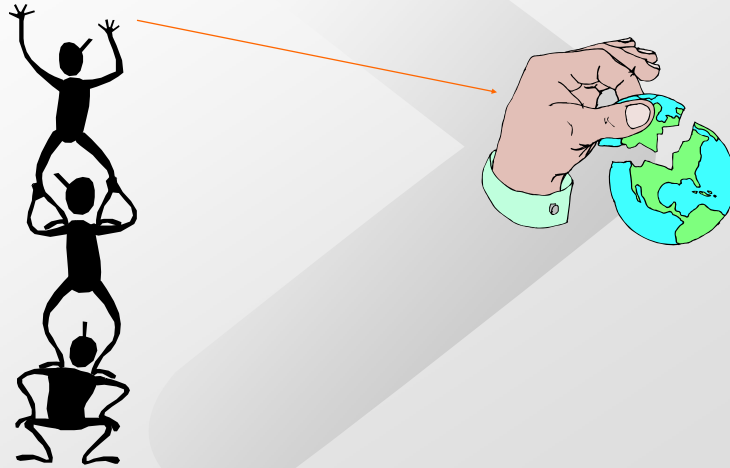
## More Reusability or Sharable Functionality

- **A Business/Financial Office of Common Services.**
  - People, Processes and Tooling to Support a Range of Payment Services, Client and Account Management, Service Access Provisioning, Revenue Management and Reporting
- **Components for**
  - Access Control and Transaction Processing
  - Change of Address Functionality
  - Fee Payments
- **A Service Channel Providing Single Access Point for NS Businesses to Apply for and/or Renew Licenses Permits Renewals and Certificates**
- **Shared People, Software Licenses, Servers and Environments**

## Benefits

- > Access to a **Proven Ready Team** Who Works Successfully in Partnership With Government to Service Their Clients
- > Risk Containment - a **Proven Ability to Deliver** on Time and to Achieve High Levels of Service Availability and Client Satisfaction
- > **Cost Effective Service Provisioning** As a Result of Shared and Reusable Components, Processes and or People
- > **Flexible Payment Terms** As a Result of a Willingness to Share Risk and Future Revenue or to Be Paid As Appropriate to the Service Needs
- > Flexible Options for **Using or Not Using Common Components**

## We've Learned Some Things



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## Lessons Learned

- > **Communication** – Most Important Part of the Partnership and Achieving Client Satisfaction
- > **Partnership** - Service Owner and Service Provider Must Work Together in Client Service Provisioning
- > **Change** – Is Inevitable and Must Be Anticipated and Welcomed
- > **Solution** – Technology Should Be Embraced but Not Chased - Functionality and Performance Are Key – Complexity Should Not Be Underestimated – Sharing and Re-use Save Risk, Time and Cost
- > **Integration** – Access Don't Duplicate Data
- > **Service Provisioning** – Incident, Configuration and Change Management Must Be Process Driven and Responsibilities Assumed Especially for the Integrated Service Solution
- > **Business Model** - Must Be Win/win

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## Questions?

Followup:

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