



Submission No 39

Inquiry into Australia's relationship with India as an emerging world power

Organisation: Unisys Australia Pty Ltd



15 August 2008

Senator Michael Forshaw
Chair of the Joint Standing Committee on Foreign Affairs, Defence and Trade
Parliament House
Canberra ACT 2600

Dear Senator Forshaw,

Thank you for inviting Unisys to provide an update to the evidence submitted in 2006 for the Inquiry into Australia's Relations with India.

The Unisys delivery centres in India remain a critical link in the corporation's global delivery capabilities. Due to the ongoing skills shortage in Australia and overseas markets, our reliance on our Indian operations and Indian partners continues to increase as we strive to source the best and most effective skills, expertise and resources to benefit our clients.

As a corporation, Unisys is committed to de-centralising our skills base to create a flexible and efficient labour model. We have been investing heavily in the development of delivery centres around the globe, including India, China and Malaysia in the Asia Pacific region. Since 2006, Unisys has opened a second global delivery centre in Bangalore and earlier this month inaugurated a new centre in Hyderabad to address the growing requirements of our worldwide client base.

Today, 20 per cent of the Unisys labour force servicing Australian clients is based in India, providing software development and testing, ICT helpdesk, security services, and remote infrastructure management services. We expect this percentage to increase in 2009 as our local business expands. Unisys operates a blended delivery model, managing client relationships and delivering some services onshore, and utilising our offshore teams where productivity gains from labour arbitrage and process optimisation can be realised, and where we require access to global best practice and skills.

In addition to client work, Unisys is increasingly utilising our Indian centres to support our own back-office operations, including financial reporting, payroll services, database management, internet and intranet support, and our employee helpdesk and ICT infrastructure management. This is assisting us in reducing operating costs and making our processes more efficient.

The savings we realise through our global delivery efforts are re-invested back into the corporation to bring new products and services to market and create global Centres of Excellence, such as the Unisys Security Innovation Centre opened in 2007 with the Australian Department of Immigration and Citizenship at the University of Canberra.

For further discussion

In addition to the work being delivered by teams in Bangalore and Hyderabad, Unisys also relies on the ability to bring employees into Australia from our Indian centres and our business partners to support client projects, particularly those at Government agencies. In the 2006 submission, I raised the issue of visas for overseas workers. While the Government has made it easier to bring skilled Indian IT workers into Australia temporarily, and recently announced its intention to "speed up" the processing of 457 visas, Unisys feels that for us to best leverage a blended delivery model and deliver quality and efficient services to clients, additional steps are required.

These steps include security pre-clearance at the time a visa is granted for workers entering Australia to service government agency projects, and express visa processing via a facility based in India for use by organisations (such as Unisys) that have a good track record with the Department of Immigration and Citizenship.

Once again, I would like to thank you for the opportunity to provide information for the Inquiry. I welcome the opportunity to discuss these issues with the Committee further if it would assist in your Inquiry.

Yours sincerely,



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