Profiles of Innovation

10 IBMers who contributed to 100 years of success
2011
is a milestone year for IBM and UNICOM Systems

UNICOM Systems, Inc., which this year celebrates its own 30 year anniversary as a provider of innovative IT solutions, congratulates IBM Corporation for their centennial at the forefront of enterprise technology. As the founder, President and CEO of UNICOM Systems, Mr. Corry Hong remarked,

“It is truly inspiring to reflect upon what IBM has achieved and the opportunities it has created in its first 100 years for other solutions providers such as UNICOM. UNICOM’s own success is rooted in the global IT market that IBM pioneered. As a PartnerWorld partner, IBM reseller and an ISV, UNICOM works closely with IBM globally to support and address customer needs.”

AUTOMON®/CICS a systems software product that uses Artificial Intelligence (AI) to automatically prevent CICS system crashes, repair storage violations, correct application loop conditions, relieve systems stress conditions and improve transaction throughputs by adjusting systems parameters dynamically without human interventions.

AUTOMON®/CICS quickly became a market leader and the flagship product of UNICOM.

In the thirty years since, UNICOM has developed and acquired many more mission critical products and service offerings. Today UNICOM consists of eighteen (18) corporate entities, including wholly-owned affiliates Macro 4, SoftLanding, Eden and CICS.com. UNICOM develops and markets suites of software products and attendant services - ranging from IBM mainframe, iSeries, Document Management, Security Management, Domino Notes and Open Systems platforms.

From its corporate headquarters in Los Angeles, and regional offices in New Jersey, New Hampshire, the U.K. and throughout Europe, the UNICOM Group provides outsourcing, software, hardware, corporate financing, M&A and integration services to the Fortune 500 and Global 2000 corporations spread over six continents.

Pioneering CICS Automation

Mr. Hong, who came to the United States from Seoul, South Korea aged 20, founded UNICOM Systems in 1981. Recognizing the need for greater automation within CICS MVS and VSE environments, Mr. Hong developed AUTOMON®/CICS.
Building trusted customer relationships

The cornerstone of UNICOM’s success is a unique personal attention to clients’ needs. Employing an ‘open door’ policy that encourages customers to bring technical and business inquiries directly to Mr Hong, UNICOM always strives to be not only responsive to clients’ concerns, but to go beyond immediate inquiries to address challenges proactively and innovatively.

For example, in response to customer concerns regarding a lack of technicians with mainframe expertise, UNICOM introduced the ITPowerPAC®, a groupware integrated solution incorporating automation and a web-based user interface for mainframe fault analysis, thereby making tools user-friendly for new recruits to ‘Big Iron’. Similarly, UNICOM developed a new pro-active knowledgebase system that captures mainframe degradation and fault analysis insights from experienced mainframe developers, in order that they may be made available automatically to new staff members.

Looking to the future: CICS.com

In response to customers seeking more flexible ways to source IT solutions that reduce software and hardware costs and procurement cycles, UNICOM created CICS.com, an enterprise IT procurement solution division - encompassing everything from software, hardware and assets management to outsourcing and Software as a Service. CICS.com is the newest addition to UNICOM’s enhanced IT solution - a new enterprise utilizing UNICOM’s expertise across multiple platforms and solution areas, and its special relationships with its technology partners, among whom IBM is primary. Mr.Hong explained his thinking in the creation of CICS.com,

“This is a big challenge, but we are confident that the UNICOM Group can deliver and continue to be a key solution to our Global 2000 clients’ IT future,” Mr. Hong looked ahead, “I am confident that the future for IBM and CICS/TS is bright.

Over 90% of Fortune 500 companies presently rely on CICS/TS running on z/OS for their core business functions. CICS/TS is utilized in bank teller applications, ATM, airline reservation systems and thin client applications.” In conclusion Mr. Hong cited some of the facts that support his optimism, “300 billion transactions per day by 30 million users worldwide, 5,000 packages by 2,000 software vendors, 50,000 licenses, 950,000 programmers and $1 trillion CICS applications invested and growing.”

CORPORATE TIMELINE

January 2009
Acquired Macro 4 plc, a global software and services company that helps improve the performance of business critical applications.

February 2008
Acquired Roripaugh Ranch, a 70-acre planned community/technology village green project in wine county Temecula California.

December 2006
Acquired UNICOM Center, a 5-acre research and development facility in New Hampshire.

November 2006
Acquired the assets of Eden Communications Inc., a leader in IT service management software.

September 2006
Acquired SoftLanding Systems Inc. (and its European subsidiary), a company that provides software to help maintain and develop iSeries and AS/400 applications.

April 2005
Acquired PickFair Estate, a corporate event facility in Beverly Hills, California.

October 2000
Acquired Wingsweep, a 50-acre sports complex, training and corporate retreat facility in wine county Temecula, California.

July 2000
Acquired 16 MVS, VM and CICS products from Technologic Software Concepts, Inc., a company that provides mission critical IBM mainframe systems software products.

February 2000
Acquired CICS Resource Definition Online product from SoftTouch Systems.

July 1998
Acquired 14 MVS and VSE products from SoftTouch Systems.

December 1997
Acquired a research and development facility in Los Angeles.

April 1994
AUTOMON/CICS was nominated for the prestigious ICP Million Dollar award which recognizes outstanding sales performance for software products.

April 1988
AUTOMON/CICS was selected to assure systems availability and productivity at the Games of the XXV Olympiad held in 1988 in Seoul, South Korea.

April 1985
Introduced AUTOMON/CICS, one of the first automated action tools for the CICS MVS environment that incorporates Artificial Intelligence (AI).

April 1981
Company was founded in Los Angeles California by Mr. Corry Hong.