News Digest Spring 2021

Photo: UNICC/Cadinu

Partnerships is the art of understanding shared value. Ingredients in the secret sauce of a successful partnership are to build trust and partner with organizations that have the same ethos but who are not there just for the spotlight.

Enrica Porcari, CIO and Director of Technology, WPF and previous Chair, UNICC Management Committee

New Clients and Partner Organizations

Photo: African Development Bank

UNICC welcomes the following new Clients and Partner Organizations.

African Development Bank

The African Development Bank (AfDB), with headquarters in Abidjan, Côte d'Ivoire, works to spur sustainable economic development and social progress in its regional member countries, contributing to poverty reduction.

Commonwealth Secretariat

The Commonwealth Secretariat is an intergovernmental organization that supports member countries to achieve the Commonwealth's aims of development, democracy and peace. It is a voluntary association of 54 independent and equal countries and has its headquarters in London, UK.

Inter-American Development Bank

The Inter-American Development Bank (IDB), located in Washington, D.C., works to improve lives in Latin America and the Caribbean, through financial and technical support for countries working to reduce poverty and inequality.

RPCOAS

The Retirement and Pension Fund Committee of the Organization of American States (RPCOAS) protects staff members of the OAS after retirement.

The Organization of American States (OAS) brings together 35 independent states of the Americas and constitutes the main political, juridical and social governmental forum in the continent. The OAS is also a UNICC Client.

I-DAIR

International Digital Health and AI Research (I-DAIR) is a global platform to enable inclusive, impactful and responsible research into digital health and Artificial Intelligence for health.

I-DAIR is co-created with a diverse range of stakeholders from the public, private and academic sectors. It was first convened in September 2019 and is located in Geneva, Switzerland.

New Strategic Partnerships

FICSA

The Federation of International Civil Servants' Associations ([FICSA](#)), located in Geneva, Switzerland, recently signed an agreement with UNICC. FICSA represents the views of over 40,000 International Civil Servants through their member staff associations and unions. FICSA has identified UNICC, with its expertise in digital transformation journeys, as a crucial partner to address FICSA's work on digitalisation and the digital divide with its mandate to ensure staff engagement.

> *To support building a sustainable framework for the future technology roadmap of the UN system means not only to put staff members at the centre of the process, but to make sure that experts are right at the centre with us.*

> Tanya Quinn-Maguire, President, FICSA

Digitalisation has already begun, and FICSA members need to understand where these developments are heading. This exciting partnership allows for more extensive and better-informed staff consultation processes.

Universitat Politècnica de Valencia

The Universitat Politècnica de Valencia ([UPV](#)) and UNICC have signed an agreement that allows wide collaboration including joint seminars, research projects and internships, strengthening both organizations' commitments to the Sustainable Development Goals.

> *UPV shares with UNICC an interest in technology transfer, training and talent attraction, as well as a commitment with the SDGs.*

> Francisco Mora, Rector, UPV

> *We can buy the equipment, but without the intelligence and talent of the people we won't be able to achieve our goals.*

> Sameer Chauhan, Director, UNICC

Through this agreement, UNICC is already hosting three interns in Service Desk, Network Automation and Data and Analytics teams. UPV and UNICC are working on other joint activities, including Master classes, a capstone programme and other research opportunities.

Photos: UNICEF

UNICC Supports Clients with State-of-the-Art Voice Solutions

Many United Nations Agencies are transitioning from conventional enterprise telephony systems to cloud-based solutions that allow users to make mobile, landline and international phone calls through Voice over Internet Protocol (VoIP) connections, unifying a whole set of communications and collaboration tools across the enterprise.

> UNICC has been acting as a key enabler for Partner Organizations who wanted to adopt and modernise their enterprise voice solutions during the challenging times brought by the COVID-19 pandemic.

Gabriel Galati, Head Digital Workplace Services, UNICC

UNICC has been involved in multiple migrations, implementing customised solutions that take into account each organization's legacy telephony equipment and infrastructure, current phone carrier, location and local calling plans, organizational cloud strategy, functionality and interoperability requirements as well as current and evolving business needs.

> Our mission is to provide our Clients with the unique experience of making professional phone calls from anywhere at any time. And to do it in a "UN style," achieving more with less.

Ricardo Pardal, Project Lead, Unified Communicaitons, UNICC

UNICC is currently supporting nine UN entities and related organizations in their transitions to cloud telephony, including ADB, ICJ, IFAD, ITC, ITU, OPCW, UN Women, WTO and WFP HQ, with other UNICC Clients in the pipeline.

One of the key benefits of cloud telephony is that it allows least-cost routing on calls. With voice gateways anywhere in the world, Clients can pay local instead of international fares while calling anywhere, anytime. Moreover, an Agency can unify its communications and collaboration tools, minimizing the number of applications their users need for calling, video meetings, instant messaging, Business Relationship Management and other business processes.

Photo: UNRWA España

Achieving Human Potential for Refugees through Digital Transformation

UNRWA, the United Nations Relief and Works Agency for Palestine Refugees in the Near East, has recently embarked on a mutually beneficial journey with UNICC. UNRWA, with its mission to help Palestinian refugees achieve their full potential across the spectrum of human development initiatives, needed to optimise its IT business processes and consolidate and simplify its enterprise application stack.

Digital transformation means a significant shift in how an organization builds and uses digital tools and platforms, how it uses technologies to improve internal operations and help people to be more focused on the organization's business, mission and values.

After a number of projects including information security assessments, a connectivity consultancy and Forrester IT advisory services support, in 2020 UNRWA subscribed to Infotech Advisory Services through UNICC, and through workshops and consultations, the organizations plotted a strategic path for digitising the UNRWA enterprise application stack.

As an outcome of this strategy and roadmap, UNICC supports UNRWA with a host of services and projects, from meeting management support, remote conference hosting services, security enhancements for infrastructure and applications, electronic signature services, Microsoft Azure hosting for a number of applications as well as support for UNRWA's International Aid Transparency Initiative (IATI).

> *I am so pleased with UNICC because they are not only offering application hosting, but management and consolidation services, and they were really looking for ways to optimise our architecture and reduce our costs.*
>
> Kaan Cetinturk, CIO and Director of Information Management and Technology, UNRWA

The new partnership clearly supports SDG 9: Industry, Innovation and Infrastructure as well as SDG 17: Partnerships for the Goals - for a successful partnership that is growing day by day.

UNICC and Group-IB Take Down Scam Campaign

Photo: WHO

Scammers Created a Distributed Network of 134 Websites Impersonating WHO

UNICC, together with Group-IB, a global threat hunting and adversary-centric cyber intelligence company that specialises in investigating hi-tech cybercrimes, detected and took down a massive multistage scam campaign circulating online on 7 April, World Health Day.

Scammers created a distributed network of 134 rogue websites impersonating the World Health Organization (WHO) on its health awareness day, encouraging users to take a fake survey with a promise of funds in return. The scheme targeted millions of users around the world with the goal of tricking them into visiting fraudulent third-party websites.

Group-IB Digital Risk Protection Team detected the campaign and reached out UNICC's Common Secure team as a trusted contact for cyber threat intelligence matters within the UN in order to assure that competent contacts with WHO are aware of its existence.

The team performed the takedown of all the scam domains and established that one collective, codenamed DarkPath Scammers, is likely to be behind the campaign. The investigation is underway.

We are excited to cooperate with UNICC in the detection and elimination of scams deceiving people into thinking they are dealing with legitimate websites.

Dmitry Tyunkin, Head, Digital Risk Protection Team, Group-IB

After warning us, we knew Group-IB was the team to deal with this World Health Day scam. They have the expertise and tools to get the job of takedown done, in short order.

Bojan Simetic, Information Security Specialist, UNICC

Most of the scam websites controlled by DarkPath Scammers remain active at the moment and keep targeting millions of users around the world. To avoid falling prey to this scheme, users should carefully check the website they are interacting with.

Stay suspicious of any website on which you plan to enter your data and check if the link you're going to click on is identical to the domain of the organization's official website since fraudsters often mimic official names.

GGGI Country Offices Embrace Cloud-based Connectivity

Photo: GGGI

Robust Network Infrastructure Management for Last-mile Business Continuity

The Global Green Growth Institute (GGGI), in over 30 country offices spanning six continents, many in challenging locales, faced the need to ensure its 'last-mile' business continuity. The organization was set to upgrade its local office networks with a centralised, secure and reliable connectivity solution.

Local office infrastructure was often outdated and unreachable, particularly with the constraints of the pandemic. The bottom line was a state-of-the-art technology refresh to ensure that local network appliances could be managed remotely at any time, from anywhere, by any number of GGGI ICT specialists.

To meet this need, GGGI approached UNICC in late 2017, looking for solutions to these challenges, as stable connectivity is key to all business in their country offices. UNICC would provide, implement and deploy Meraki cloud managed appliances for up to 30 GGGI country offices. The key solution was the Cisco Meraki appliance with cloud-based remote management capabilities; specifically, the MR42 model that opened a world of optimisations for GGGI's country offices.

Apart from the latest hardware features, presence location analytics and extensive options for network infrastructure, all deployed MR42 Meraki Appliances, with the help of UNICC staff, are managed entirely remotely, successfully eliminating the need for on-premise ICT staff support.

UNICC helped with design, implementation, procurement and follow-up to ensure that the appliances made it to the ground and were properly installed.

Despite delays and external impediments, UNICC successfully closed the project with two batches of devices delivery totalling 16 Meraki MR42 cloud appliances installed and functioning.

In the GGGI office locations with network and connectivity challenges - with critical projects to deliver - UNICC's services made all the difference. With reliable connectivity and robust network infrastructure management in place, GGGI's country offices can continue to fulfil their missions and their mandate.

Photo: UNFCCC

UNICC Will Provide Conference Management Modernisation Project and Support

The United Nations Framework Convention on Climate Change (UNFCCC) and UNICC have announced a partnership to develop and deliver a state-of-the-art digital platform for climate change events. The solution will support pre-COP events, COP26 in Glasgow, Scotland (1-12 November 2021) and strategic long-term requirements for UNFCCC.

As the climate emergency continues unabated, the need to facilitate global participation and engagement in the multilateral process on climate change remains as vital and urgent as ever. The constraints the COVID-19 pandemic is posing on large-scale physical conferences, as well as the need to reduce emissions associated with conferences, make it imperative to implement a high-quality, integrated virtual and hybrid meeting solution in order to maximise participation and engagement.

UNFCCC's digital platforms will be strategically enhanced and matured to ensure an optimal experience for users.

This includes a seamless conference management solution with full security and trust, sophisticated data and analytics insights, premium support and sustained adoption and usability for conference and meeting participants. The new platforms will be complementary to the physical events of the UNFCCC process.

UNFCCC is the UN entity tasked with supporting the global response to the threat of climate change. UNFCCC stands for United Nations Framework Convention on Climate Change. The Convention has near universal membership (197 Parties) and is the parent treaty of the 2015 Paris Agreement and the 1997 Kyoto Protocol.

The ultimate objective of the agreements under the UNFCCC is to stabilise greenhouse gas concentrations in the atmosphere at a level that will prevent dangerous human interference with the climate system, in a time frame which allows ecosystems to adapt naturally and enables sustainable development.

Photo: UNICC/Team Bitsbitsbits<3

University Students from Around the World Join UNICC's First Data Hackathon

Good data collection and analysis can help UN Agencies make smart decisions and determine where to direct resources. Hackathons can solve challenges by bringing young talent together for designing solutions.

UNICC's first ever Global Hackathon brought together over 140 students from around the world to explore issues around the Covid-19 pandemic, refugee crisis and the UN's accomplishments during its 75 years of history.

The competition, organized by UNICC's growing Data and Analytics programme, in alignment with the UN Secretary General's Data Strategy, took place between Tuesday 16 February and Friday 19 February. The response was overwhelming, with teams from 54 universities in 13 countries registered.

The students were invited to interact with data experts from UNHCR, the Refugee Agency, the UN Development Programme (UNDP) as well as data scientists and engineers from Amazon Web Services (AWS), Microsoft, Google, Smarsh and other private sector companies.

UNICC leadership and members of the Data and Analytics team were also present during the mentor sessions to offer guidance and advice to the students.

After two days of hard work, the teams submitted a video and their artifacts to be evaluated by UNICC's Data and Analytics team members.

> *Wonderful and engaging presentations and insights from all the teams, very impressive with only 28 hours! Students, please keep working, the tough challenges we face and the future is in data to inform policy at all levels. Data science is the future!*
>
> Kelly Mannix, Chief of the Information Management Services Section, ICC-CPO and Global Hackathon: Data for Good Judge

Six finalists went on through to the final and presented their solutions in front of a global audience and a panel of preeminent UN judges, who were impressed and inspired by the work of the finalists.

UNICC Celebrates 107th Management Committee Meeting

Photo: UNOG

UNICC Shares Efforts on Sustainability and Diversity with Partner Organizations

UNICC's Management Committee (MC), the organization's governance body, met virtually on Wednesday 21 and Thursday 22 April for the 107th session. The MC is comprised of representatives from over 40 Partner Organizations and meets twice every year. This body shares responsibility with UNICC's Director for key decisions, providing guidance for the organization's strategic direction and approving the Centre's budget, financial reports and service rates.

On Wednesday, the session covered statutory business, highlighting some of the key developments in the organization over the past six months, since the [106th MC Meeting](#). UNICC's Director Sameer Chauhan informed attendees about the progress of several workstreams of the organization's ongoing digital transformation and provided updates in the areas of operations, cyber security, finance, business and audits.

On the second day, UNICC shared near-term initiatives and discussed with its Partners forward-looking digital trends where UNICC can add value.

Coinciding with ITU's International Girls in ICT Day, one of the sessions revolved around how to ensure UNICC has a diverse workforce. Partners were briefed on current initiatives for gender, diversity and inclusiveness, including HR gender balance efforts targeted at achieving complete gender parity by 2028.

Thursday was Earth Day and UNICC celebrated this international milestone by sharing ongoing efforts to make UNICC a more sustainable organization.

> *Thank you UNICC for the work you do to be a true technology partner to all UN Agencies. It has been an honour to serve as Chair of the MC.*
>
> Enrica Porcari, CIO and Director of Technology, WFP and outgoing Chair of the UNICC MC

The MC members appointed a new Chair to serve during the next year. Fabrice Boudou, Director of IT Solutions Division at WTO, will steer the committee with continuing Vice Chair Anthony O'Mullane, Director of Operations Support Division at UN OICT.
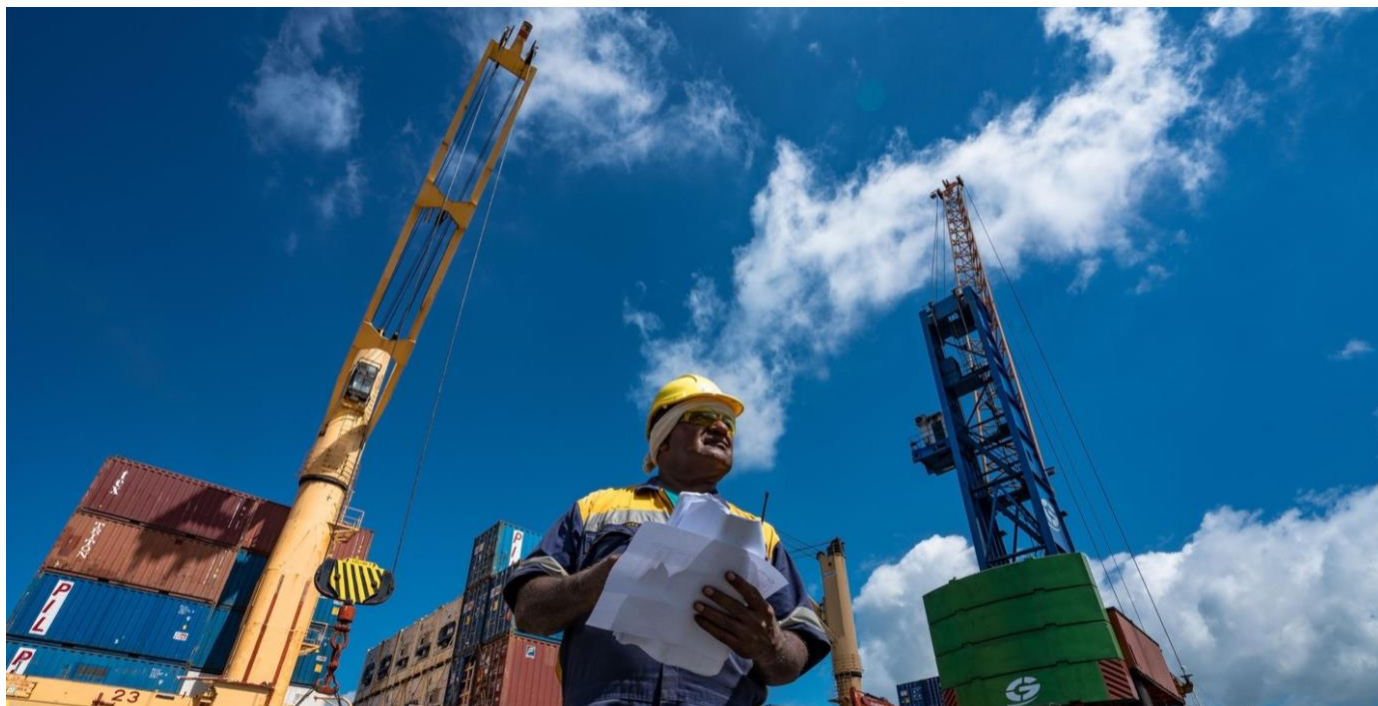
Photo: ADB

IFIs Contribute to a Shifting Business Model while Amplifying UNICC's Data Capabilities

UNICC, as a trusted shared service provider for the UN family and its related organizations, has a growing impact on the mission to address humanitarian crises on a global scale. With an increase in influential partnerships and a 50-year record of effective digital business solutions delivery, UNICC is redefining how it delivers its services in a changing digital international development landscape.

Notably, opportunities lie ahead in UNICC's growing number of partnerships with a particular group of institutions named International Financial Institutions (IFIs). IFIs are multilateral, regional and national development banks that fund UN-centric operations on an unparalleled scale around the globe.

The UNICC Business Relationship Management is pleased to see agreement with almost a dozen IFIs: ADB, AfDB, CEB, IDB, IFAD, IMF, OECD, OPEC Fund and World Bank.

Critical to the mission to propel international cooperation towards achieving the 2030 SDGs, IFIs are a key component in the funding, implementation and delivery of UN family development projects and programs.

It's a welcome shift in UNICC's business model to work with IFIs, who enter the funding process at early stages of humanitarian programme delivery. In working with IFIs, UNICC can identify and develop opportunities beyond its traditional partnerships with the IT or business units of UN Agencies.

> *IFIs are involved in funding projects from the beginning, with a wide and deep perspective on programming, with substantial funds and advanced technology at their fingertips, to make the world a better place.*
>
> Prado Nieto Barrantes, Chief, Business Relationship Management, UNICC

IFIs can help UNICC envision a future of growth and change, whether it's volume discounts for shared services or an increase in onboarding skilled experts to support new challenges and projects. The partnership with IFIs carries the potential to improve UNICC's financial health and enhance its digital transformation capabilities to support the missions of its Clients.

Photo: UNICC

UNICC Brings Partners Together to Celebrate its 50th Anniversary

UNICC is commemorating its 50th anniversary and as part of the celebration the organization brought together preeminent partners to discuss the topic of Trusted Partnerships: Catalysts for Creative Digital Public Solutions in a public roundtable.

In this 23 March event, prominent thought leaders from the UN family and beyond discussed the power of partnerships, guided by questions from moderator Prado Nieto Barrantes, Chief, Business Relationship Management, UNICC. The panellists included:

> › Enrica Porcari, CIO and Director of Technology, WFP and Chair of the UNICC Management Committee
> › Hans Baritt, Controller and Director, Division of Financial and Administrative Management, UNHCR
> › Dianne Dain, WHO Innovation, Digital Health and Innovation, WHO
> › Jean-Louis Ecochard, Chief Innovation Officer, NetHope
> › Sameer Chauhan, Director, UNICC

Participants defined what successful partnerships look like and discussed the evolution of technology partnerships over the last years. One of the great values of trusted partnerships is that it allows for more resource efficiency.

Partnerships is the art of understanding shared value. In WFP we have a number of partnerships, not many, but the ones that we have are deep, sustained, long-term. And definitely UNICC is one of them.

Enrica Porcari, CIO and Director of Technology, WFP

Technology and partnerships play a large part in making the dollars go further. We have to partner across Agencies, leveraging and building on institutions like UNICC.

Hans Baritt, Controller and Director, Division of Financial and Administrative Management, UNHCR

UNICC depends on its partners, and appreciates organizations working together for social good, often counting on UNICC, to make the world a better place.

Photo: UNDP

Common Secure Subscribers Meet in February and April for Conference Follow-Up Sessions

The successful Common Secure Conference of November 2020 resulted in a number of action points and areas of interest that led to follow-up sessions held virtually 2 and 3 February and 26 and 27 April, with wide participation from Common Secure service subscribers as well as some esteemed United Nations and external guests.

The first day of the February sessions began with a welcome by Tima Soni, Chief, Cyber Security Section, UNICC, a presentation session from UNDP and two roundtable discussions, including Jorge Flores Callejas, Inspector, UN Joint Inspection Unit and UNODC as guests.

The following day began with UNICC presentations from Monica Price, UNICC Cyber Security Awareness Consultant and Tom Buelens, Information Security Specialist, ending in a round table discussion focused on "responsible vulnerability disclosure," with the active participation of attendees from Agencies subscribing to Common Secure Threat Intel Network services.

In the April meeting, Common Secure Technical Lead Bojan Simetic introduced guest speaker Dmitry Tunkin, Head of Digital Risk Protection, Group-IB, who provided insight on the black traffickers group DarkPath scammers. UNICC's Chief Technology Officer Shashank Rai also shared information on opportunities for a Secure Collaboration Platform.

Steven Adair, founder of security firm Volexity and guest speaker, opened the second day of the April session with the presentation 'Unauthorised Exchange - From targeted espionage to the global cyber pandemic'. Nitesh Kudva, Lead Cyber Security Architecture and Projects at UNICC, closed the meeting with a presentation on challenges and approach to Identity and Access Management.

Common Secure members found follow-up virtual sessions valuable and testament to a growing network of collaborators to keep the entire UN family safe.

UNJSPF Digital Certificate of Entitlement App Goes Live

Photo: UNJSPF

UNICC Presents Solution at UN Innovation Network and Hyperledger Webinars

UNICC is proud to have partnered with the UN Joint Staff Pension Fund (UNJSPF) to deliver the Digital Certificate of Entitlement app, which allows the Fund's retirees and beneficiaries to complete the annual Certificate of Entitlement (CE) exercise by providing their annual proof of life in a biometric format.

The Digital Certificate of Entitlement app was built in partnership with UNICC to automate and make immutable the Certificate of Entitlement (CE) process with blockchain, biometrics and a mobile app.

After a Proof of Concept prototype, the World Food Programme piloted the solution with their pensioners as a first step to a full rollout, attesting to the incredible cost savings and streamlining of processes with these innovative technology solutions.

With the assistance of UNICC, the UNJSPF has taken the solution live as an option for retirees and beneficiaries, offering in place of the paper-based CE

On Thursday 15 April, the UN Innovation Network (UNIN) hosted a webinar as part of its Blockchain Learning series on DCS solution. Dino Cataldo Dell'Accio, CIO, UNJSPF presented alongside Shashank Rai, CTO, UNICC.

> *The blockchain technology applied in this Digital Certificate of Entitlement brings about endless possibilities to automate other aspects of the pension distribution process and beyond.*
>
> Dino Cataldo Dell'Accio, CIO, UNJSPF

On Tuesday April 27, Shashank Rai was invited to present the UN Digital ID solution at the Hyperledger Social Impact Special Interest Group, a platform for exchanging ideas of ways to use blockchain technology in the context of social good. Hyperledger is a multi-project open source collaborative effort hosted by The Linux Foundation created to advance cross-industry blockchain technology.

Photo: UN Women

ICT Career Days in University of Salento and Swiss International Career Day

UNICC strives to build a dynamic pipeline for its talented workforce, with commitments to gender parity, diversity and inclusiveness. With this goal in mind UNICC regularly shares its profile and job opportunities with career fairs in countries where it has offices (Italy, Spain, Switzerland and the United States).

With the goal to build visibility and partnerships with academic institutions, UNICC offers internship opportunities for college students in a variety of fields, in all areas of digital business and technology, to enhance their educational experience with professional training and exposure to the organization's work. Through internships, students can learn from the UNICC community, while UNICC benefits by creating a diverse workforce, expanding the organization's expertise and reach to the latest theoretical and technical knowledge and staff resources.

In March, Geneva and Brindisi colleagues met students and graduates interested to learn more about joining the UNICC family.

In Italy, UNICC virtually attended the ICT Career Days organized by the University of Salento on 29 and 30 March. Service Management Assistant Luca Contursi delivered a presentation and together with Service Management Coordinator Angelo De Angelis and HR Assistant Julia Cassista, interviewed students in 15-minute, one-to-one meetings. The team's goal was to share current and potential internship opportunities.

Also on 29 March, UNICC attended for the fifth time the International Career Day event organized by the Swiss Federal Department of Foreign Affairs. This fair offers young professionals and students a platform to meet with representatives of international organizations and find out about jobs and career opportunities in the multilateral environment.

UNICC promotes and facilitates cooperation with academic institutions in many ways. In addition to internships, UNICC collaborates with researchers, benefiting from high and deep level of skills in specific areas, co-sponsoring events, and much more.

Break Through Tech Students Join UNICC for Winternship

Photo: Break Through Tech

UNICC Hosts Its Third Gathering of Interns from City University of New York

UNICC, working with Break Through Tech in New York City, hosted its third annual gathering of 'Winterns' (winter interns) for the month of January 2021. The Communications team welcomed City University of New York (CUNY) students Aaliyah John (John Jay College of Criminal Justice), Adriana Sanmartin (Brooklyn College) and Chloé Zambrano (Hunter College).

> *As a result of this experience we are more excited than ever to pursue a career in tech and we feel well-equipped to take on future endeavours.*

> Chloé Zambrano, Wintern 2021, UNICC

During their internship, Aaliyah, Adriana and Chloé worked on two projects. The first, "It Takes a Team," consisted of writing articles on recognition for UNICC technical teams, learning about delivered services and projects and the results of good teamwork.

> *Gathering accurate and complete information was a challenge. With the help of our team, we were able to overcome these obstacles by opening channels of communication.*

> Aaliyah John, Wintern 2021, UNICC

The second project they worked on, in partnership with ITU, was Girls and Women Talking Tech, an inter-generational interview series. Each intern interviewed two thought leaders.

> *A common takeaway from our interviews was not to "let the fear of striking out keep you from playing the game."*

> Adriana Sanmartin, Wintern 2021, UNICC

Break Through Tech (formerly WiTNY) works to expand representation and diversity across all genders and racial backgrounds providing network and opportunities.

Photo: UNODC

UNICC and OICT Work Together to Ensure M365 Migration Stability

UNICC's Messaging Engineering Group (MEG), a part of the UNICC Digital Workplace Services unit, joins the UN Office of Information and Communications Technology (OICT) as a winner in the category 'Facilitating delivery in the time of Covid-19' out of 99 nominees for the 2020 the UN Secretary-General Awards.

The Secretary-General Awards honour and recognise significant performance of UN Secretariat staff members who transcend in their duties or initiate and implement projects with great impact and innovative potential. Staff members across the global Secretariat nominated almost 200 remarkable projects from 52 Secretariat entities for the 2020 UN Secretary-General Awards.

UNICC's Messaging Engineering Group (MEG) provides dedicated messaging and M365 collaboration services to the UN Secretariat – 58 000 users at the UN headquarters in New York, peacekeeping and political field missions around the world and UN offices.

Together with other OICT teams and as part of the UN Global Support Centre (UNGSC), the MEG team participated in project implementation as technical leads and M365 tenant administrators.

> *The teleworking requirement impacted our Clients around the world, which significantly increased the demand for the service that MEG team provides. For example, the use of MS Teams increased 5 times in just the first 3 months of the pandemic and it continues to grow – when the daily work of our 58000+ users depends on MEG services.*
>
> Lejla Salihagic-Celjo, Messaging Systems Administrator, OPDM, UNICC

UN Secretary-General António Guterres congratulated all the winners and highlighted the importance of the OICT-led project with participation from UNICC in enabling the UN to communicate globally through virtual events, a "vital tool to carry forward the mission of the UN."

About UNICC

UNICC is a specialised UN entity providing digital business solutions to the UN family. UNICC is committed to delivering reliable digital services driven by best practices, offering world class technology, state-of-the-art infrastructure and a system-wide cross domain experience of knowledge and data, enabling Clients to achieve their SDG mandates through accelerated digital delivery.

Over the past 50 years, UNICC has acquired a strategic view of the technology needs of its more than 70 Clients and developed relevant expertise and a nuanced understanding of the complexities of their digital environments. As a United Nations entity, UNICC operates with UN privileges and immunities. Its cost-recovery business model uniquely positions it to meet the needs of its Clients. UNICC offers cost savings, business efficiencies and volume discounts based on the scale of its engagements.

Photo: UNICC/Cataleta

UNICC Clients can focus on their substantive business while leveraging the organization's nearly 50 trusted services and digital business solutions in five strategic operation locations around the world. For more information, please visit our website at www.unicc.org or contact business@unicc.org.

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