



SIMPLIFIED DATA CENTER OPERATIONS AT A PREDICTABLE PRICE

EDS MANAGED SERVICES FOR THE DATA CENTER

Make your data center operation less costly to manage and more responsive to changing business requirements. EDS, an HP company, can work for you, transitioning your operations to our standardized services quickly and efficiently, while maintaining our commitment to high quality delivery.

INHERENT FLEXIBILITY

STANDARD SERVER OPERATIONS:

BASELINE

- Hardware Monitoring
- Operating System Monitoring
- Backup & Restore Management
- Disk File & Share Management
- Anti-Virus & Password Quality Evaluation
- Server User Administration
- Server Security Advisory
- Server Security Remote Management
- Server OS Service Pack/Bundle Deployment
- Server Operations Reporting

OPTIONS

- Server Resource Usage Measurement & Reporting
- Print Queue Operations
- Print Spool Service Check
- Server Production Job Scheduling
- Server Login & Script Management

STANDARD STORAGE (SAN & NAS) OPERATIONS:

BASELINE

- Storage (SAN & NAS) Hardware Monitoring
- Backup and Restore Monitoring and Remote Management
- Standard Storage (SAN & NAS) Management Reporting

OPTIONS

- Local Data Replication
- Remote Data Replication

STANDARD NETWORK OPERATIONS

BASELINE

- Network Hardware Monitoring
- LAN Remote Management
- WAN Remote Management

Overview

How quickly you respond to market conditions can determine your success or failure. We help you adapt quickly to change by providing flexible and responsive solutions, quickly deployed. Aligning your data center services needs with your business requirements, our solution provides scalable data center services - underpinned by HP and EDS' global economies of scale and unequalled commitment to service quality - so you can proactively address rapidly changing business conditions and demands.

Business Challenge

To stay competitive, your business must do more with less. EDS, an HP company, helps you maximize your return on investment through our modular services, standard support processes and our management tools. The result: lower operational expenses. Not only that, but we can transition you to our services within 10 weeks of signature so that you see the operational and pricing benefits fast.

Offering

We know that you need reliability built into your data center operations, to keep uptime high and outages low. This is EDS' service quality commitment, safeguarding your critical business data and applications; welcome to **Managed Services for the Data Center**. EDS offers flexible services that scale according to your growth and demand, and introduce new levels of efficiency to improve the return on your hardware and software investments.

Our modular services use pre-integrated, market-leading technologies, and EDS governance that make the changes you face easier to address. And, because we objectively support multiple server systems, our experts can select the best platform(s) to address your specific requirements.

Managed Services for the Data Center is composed of standardized modules to support, manage and operate the client's data center and distributed server environment, provided in a set of core and optional services. The scope of services covers management of multi-vendor Servers and Operating Systems, Storage (SAN & NAS), Network products and Applications - you are able to select which services to source from EDS. Your choice: a little or a lot.



/// EDS MANAGED SERVICES FOR THE DATA CENTER

- Backup of Network Device Configurations
- Firewall Monitoring & Remote Management
- Network Operations Reporting

OPTIONS

- VPN Remote Management
- Wireless LAN (WLAN) Remote Management
- Load Balancer Remote Management
- Network OS & Firmware Patch & Update Deployment

STANDARD APPLICATIONS SERVICES

OPTIONS

STANDARD DATABASE

APPLICATIONS SERVICES BASELINE:

- Database Monitoring
- Database Patch & Support Pack Update Deployment
- Database Operations Reporting

STANDARD MESSAGING

APPLICATION SERVICES BASELINE

- Messaging Monitoring
- Messaging Mailbox Services
- Messaging Virus Scanning and Security
- Messaging Patch & Support Pack Update Deployment
- Messaging Operations Reporting

STANDARD WEB SERVICES

APPLICATIONS SERVICES BASELINE

- Web Services Monitoring
- Web Services Patch & Support Pack Update Deployment
- Web Services Operations Reporting

STANDARD SAP BASIS APPLICATION SERVICES BASELINE

- SAP Basis Monitoring
- SAP Basis Administration
- SAP Basis Security Management
- SAP Basis Database Server 'System Maintenance' Job Management
- SAP Basis Database and Server Patch Deployment
- SAP Basis Operations Reporting

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Using a combination of leveraged team and automation, EDS, an HP company, delivers the quality services you need and expect at a competitive rate. For some companies this can be up to 40% savings.

What you can achieve

Reduce your support and management costs:

Managed Services for the Data Center allows you, the customer, to plug into the best-in-class operations of a Tier 1 Outsourcer. EDS, an HP company, delivers benefits through its scale of operations and commitment to quality service.

In retaining asset and IT policy ownership, you are able to retain strategic control of your IT environment.

Reducing the effort to manage multiple platforms introduces immediate operational savings and a more cost-effective and productive IT service operation.

Incorporate flexibility into your environment fast: Server, Storage and Network outages are minimised, system availability maximised, response times improved, data secure and available - all in a timely manner. Standardized services enable timely transition and provide rapid realization of benefits to your business. A streamlined data center environment helps you to be more responsive to changes in your business environment. You own the environment - we manage it for you.

Why EDS?

180 data centers managed in 26 countries servicing >700 clients world-wide

2,700,000 square feet of raised floor space

1 million application instances managed and 2.6 billion lines of code

380,000 servers managed

For more information

To find out more about how EDS/HP can assist your business with **Managed Services**, please contact your local EDS representative or visit www.eds.com.