



FAST REALIZATION OF BUSINESS BENEFITS

EDS MANAGED SERVICES SUITE

Managed Services allow business to concentrate on business decisions - not IT management. Increased revenue, reduced cost, and improved efficiency drive interest in managed services from firms using it today.

Source: Forrester, Market Overview: The Broad Opportunities in Managed Services, Nov. 7, 2008

EDS **Managed Services** offerings fall into three key offerings:

- **Managed Services for the Data Center** standardizes the administration and operations of your data center and distributed server environment to ensure high quality service delivery. This helps lower overall operating costs through a single point of contact, EDS' economies of scale and standardized operational management. Choose from server, storage, network and applications management.
- **Managed Services for the Workplace** streamlines your user workplace environment. With a Standard Operating Environment implemented, software is deployed to PCs and laptops easily and efficiently, patches are applied in a timely manner, risk of data loss and costly downtime is reduced.
- **Managed Services for SAP Application Management** offers a superior solution to focus customers' internal resources on optimizing their business processes and improving the functionality of their SAP systems by offloading day-to-day operations, maintenance and support tasks to EDS

Overview

Today's business climate, even more than last year's, demands rapid and proactive administration of IT operations - costs down, fast response, quality of service up. **EDS Managed Services** provides a straightforward entry into the world of outsourcing benefits to enable this vision. Companies in the Asia Pacific and Japan region benefit from standardized and high quality services in data center, workplace and SAP application management. Total Cost of Ownership reduction is quickly delivered with signature-to-savings in as little as 10 weeks - enabled by HP and EDS' global economies of scale and unequalled commitment to service quality.

Business Challenge

The risk to business has escalated with the downturn in the global economy. The need to rapidly and cost-effectively adapt is central to success in business today. There is pressure to optimize every aspect of a company's operations including IT. While proactively addressing constant business changes, security requirements and competitive pressures, keeping IT performing is more difficult than ever before - made even more challenging by budgets that are flat or even declining. Keeping up with day to day IT management leaves little left for IT innovation and business leadership.

Offering

Speed is essential. With the potential for signature to savings in just ten weeks, EDS allows your IT and business to align better than ever before. **EDS Managed Services** provides an alternative sourcing model - you pick and choose which services to outsource, at a level that best fits your business needs. Our proven best-practices and standardized services provide the ability to save money quickly without sacrificing service quality or increasing risk. Do a little or do a lot - it's up to you.

Managed Services are offered with pricing that adjusts as your volumes adjust. Your company's IT operational expenditure can rise and fall as you need it to - whether due to organic growth or in merger & acquisition, whether in selling business assets or right-sizing your workforce.

Managed Services can help you get there faster

Across the entire Asia Pacific and Japan region, companies can rapidly address IT challenges - cost reduction, improvement of business-to-IT alignment, skills availability, access innovation in IT management, risk reduction - through an integrated IT service partnership with EDS. A full range of choice in sourcing services is on offer that can match your business strategy, risk tolerance and need for financial flexibility.



WHY EDS?

5.4 million Supported desktops

44 Service Desk locations supporting 43 languages across 125 countries

23,000 field services technicians

16,000 certified ITIL professionals

>1.7 million SAP users in 54 countries and nine languages

6,800 SAP professionals in 27 global SAP competency centers

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

For companies that are re-evaluating new or existing IT projects, or are looking for new ways to source services, EDS offers a comprehensive suite of **Managed Services** at your workplace, in the data center and for SAP environments. These services are modular and enable companies to source each engagement in a manageable size where they can retain the level of control that they desire. This approach is designed to give you immediate access to tested, reliable, and repeatable services based on industry-leading best practices.

We package these innovative services in flexible, multi-year contracts, using structured service-level obligations and EDS governance. By configuring an agreement from a simple menu of options, customers can gain more flexibility and improved service levels, while reducing operational costs and freeing up internal resources for new projects. You own the assets - we manage them for you.

What you can achieve

Reduce your support and management costs: For the majority of customers throughout the Asia Pacific and Japan region and across all industries, EDS can cut your costs by plugging into the best-in-class operations of a tier 1 outsourcer. The benefits of scale of operation and commitment to quality service underpin your retained strategic control. Fewer vendors and contracts for your staff to manage and administer and eliminated redundancy in support and operational processes across the environment all contribute to a more cost-effective and productive IT service operation.

Incorporate flexibility into your environment fast: Standardized services enable rapid transition so that you can realize the benefits to your business and improve your productivity in the short term. A streamlined, integrated managed infrastructure helps you to be more responsive to changes in your business environment. Predefined operational management services easily fit into any operating environment and can be "turned on" to give immediate benefits.

Improve your business focus: Service levels are designed for your business needs and are implemented consistently across your infrastructure. In addition, by consolidating routine tasks and having them managed by EDS, your internal resources are better able to focus on strategic company initiatives and innovation.

Provide comprehensive IT coverage: With EDS' broad technology expertise, backed by the power of HP, you can cover every aspect of an IT operation—from IT infrastructure management, to end-user workplace support, to SAP application management. It makes sense to link these functions and trust them to a service provider who can help you get the most from their integrated operation. And beyond this opens a door of possibility into a wider scale outsourcing environment where further benefits can be realized.

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