



STANDARDIZED SERVICE BRINGS QUALITY,
TIMELINESS AND PRICE INTO BALANCE

EDS MANAGED SERVICES FOR THE WORKPLACE

Allow EDS, an HP company, to deliver a mix of optimized workplace services that delivers immediate benefit to your organization.

DO A LITTLE OR DO A LOT - IT'S UP TO YOU.

SUPPORT

Service Desk Service

- L1 service desk
- L2 support group

Support Service

- Deskside support
- Desktop break/fix
- Desktop install & connect
- Desktop move
- Desktop add, change
- VIP support

MANAGE

Procurement Service

- Procurement catalog management
- Hardware procurement
- Software procurement
- IT asset management

Deployment Service

- Deployment planning & forecasting
- Deployment integration, staging

Software Management

- Desktop image creation & maintenance

Overview:

EDS **Managed Services for the Workplace** provides comprehensive end-to-end management of a company's workplace environment by delivering an optimum mix of remote, automated and personalized services. 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

Technology is a critical element in today's business environment. The end-user workplace, where real people do real work, has always been a vital component of business productivity. The support, management, and operation of the end-user workplace environment, while utilizing commoditized hardware, influences information technology (IT) costs and end-user satisfaction. Many companies find this a major challenge - particularly in a business climate that is placing downward pressure on IT budgets.

Offering

Quality, Timeliness, Price: Many companies find these three factors difficult to balance.

Managed Services for the Workplace is composed of standardized modules to support, manage and operate your workplace environment to bring these three into balance.

EDS' commitment to service quality is not just a commitment to you as our customer - we take pride in the quality outcomes we achieve. We package our innovative services in flexible, multi-year contracts, using structured service-level obligations and EDS governance to meet your business objectives.

Timeliness. We will quote on your specific requirements within three business days, and transition services within 10 weeks of signature to give real benefits, fast - just what is needed in today's rapidly changing business situation.



OPERATE

Software Management

- Desktop image deployment
- Software distribution infrastructure management
- Software application packaging
- Desktop OS patch deployment

Desktop security

- Desktop anti-virus
- Desktop personal firewall
- Desktop device intrusion detection
- Security, group policy, threat response
- Desktop local data backup

WHY EDS?

- 5.4 million Supported desktops
- 44 Service Desk locations
- 43 million Service Desk calls per annum
- 43 languages supported
- 125 supported countries
- 23,000 field services technicians
- 16,000 certified ITIL professionals

Our services to you are delivered through a combination of automation and leveraged teams, supplemented as needed by onsite support. This allows EDS to deliver the quality services you expect at the right price. In some cases this will lead to cost reductions of up to 40%. And services are offered with pricing that adjusts as your volumes adjust. Pay for what you use.

Rather than a whole-of-enterprise approach to outsourcing, with EDS' **Managed Services for the Workplace** you can quickly pick and choose which services to contract to EDS. Do a little or do a lot - it's up to you.

What you can achieve

Reduce your support and management costs: Utilizing the benefits of EDS' scale of operation and commitment to quality service, you are able to retain strategic control of your IT environment. 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. You own the assets - we help you use them better. And of course, for most customers throughout the Asia Pacific and Japan region, EDS, an HP company, can cut your costs by plugging into the best-in-class operations of a tier 1 outsourcer.

Incorporate flexibility into your environment fast: Standardized services enable rapid transition and realization of benefits to your business. A streamlined, workplace environment helps you to be more responsive to changes in your business environment. Patches are delivered, security maintained, desktops deployed, software available - all in a timely manner.

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.

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