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BUSINESS UNIT PROFILE FOR CANADA

EDS, an HP company, is a leading global technology services provider, delivering business solutions to its customers in Canada. EDS founded the information technology outsourcing industry more than 46 years ago. Today, within the Technology Solutions Group (TSG), EDS delivers one of the industry's broadest portfolios of information technology and business process outsourcing services to customers in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries, and to governments across Canada and around the world.

We differentiate ourselves in the IT marketplace by focusing on service excellence, innovation and industry thought leadership. To monitor our progress and encourage candid collaboration with our clients, we established the Service Excellence program. It is instrumental to our success in cultivating and maintaining long-term business relationships.

What we do

As our clients' trusted business ally, EDS, an HP company, provides the best solutions for executives to maximize return on their IT investments. Our deep industry knowledge enables us to provide clients with innovative ideas that help them improve productivity and security. We deliver on our commitments, so clients can build strong relationships with their customers, achieve profitable growth and win in the marketplace.

How we do it

Our portfolio is built around innovative offerings in applications services, business process outsourcing and infrastructure technology outsourcing. We use our next-generation global delivery system and EDS Best Shore® strategy to ensure high-quality, cost-competitive services are provided from the optimal mix of onshore, nearshore and offshore locations. This enables our clients to respond quickly to changing market dynamics and increase their competitiveness.

Did you know? EDS ...

- Is recognized as a leader in global IT infrastructure outsourcing by independent analyst firm Forrester Research.
- Ranked number one on the 2007 and 2008 VARBusiness 500 list of top IT solution providers.
- Globally, manages more than 1 million software applications and 2.6 billion lines of code.
- Manages more than 300,000 servers globally for all operating systems, hardware and workload functions, and supports more than 3 million desktops around the world.
- Processes more than 200 million multichannel customer contacts annually in 48 languages.
- Provides HR services to more than 400 organizations in the United States, Canada, Europe, and Central and South America, and 33 million employees and participants worldwide.
- Has help-desk agents who respond to 25 million support calls annually and serve customers in 32 languages.
- Processes more than 1 billion health claims annually.
- Contributed more than 135,000 volunteer hours in 2007 to support a variety of global community projects.
- Leverages the collective resources of the EDS Agility Alliance companies and, now, HP to bring best-in-class solutions to our customers.
- Benefits from HP's best-in-class products and technologies and \$3.6 billion annual R&D spend to drive enhanced innovation.
- Is a founding board member of the Climate Savers Computing Initiative, a global consortium dedicated to developing and promoting energy efficiency for data centers and information service delivery.



Canada Clients

Some of our clients include:

- Alberta Government Services
- Bank of Canada
- BP Canada Energy Company
- Canadian Imperial Bank of Commerce
- Department of National Defence Canada
- Manitoba Government
- Ontario Tourism
- Ville de Montreal

Canada Offices

- Calgary
- Edmonton
- Montreal
- Ottawa
- Regina
- Toronto
- Oshawa
- Victoria
- Winnipeg

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Did you know? EDS in Canada ...

- Serves more than 100 clients in all key industry sectors across the nation
- Is key hub within the EDS Best Shore® service delivery framework supporting clients globally
- Manages over 55,000 desktop/laptops and handles 1.4 million help desk calls annually
- Manages more than 4,000 servers and over 7,000 network devices
- Processes more than 12,000,000 call centre calls annually
- Has more than 1,000 applications systems experts in multiple delivery centres operating from CMMI maturity level 3 to maturity level 5
- Has centres of expertise (COEs) delivering Microsoft .NET and J2EE solutions coupled with leveraged application services centres delivering testing, data engineering and remedy services

In the community

Our company is known for providing service excellence to thousands of clients in need of information technology to help them succeed. The service EDS is able to provide is tied to the extraordinary employees who make their time and talents available to our organization. EDS' top community priorities are education, innovation and commitment to excellence. In addition to participating in educational initiatives, EDS volunteers worldwide connect with their communities in a variety of other ways.

In Canada, our employees identify local needs and support those in a variety of ways, using our global programs as well as creating their own programs. Employees donate computers, participate on community boards and committees, provide financial and fundraising support, and offer technical assistance, just to name a few. EDS also invests in the community financially, but its greatest asset in making a difference is through the generosity of our employees.

The following programs form the cornerstones of our mission:

- Education Outreach
- Global Volunteer Day
- EDS Technology Grants
- United Way
- Chief of Defence Staff Military Families Fund

To find out more about some of these programs, visit www.eds.com/about/community.