



A major industry presence

With more than 20,000 employees dedicated to serving the manufacturing sector, EDS is working 24 hours a day, 365 days a year, to serve clients worldwide.

EDS has more than 220 manufacturing clients in over 40 countries.

We serve 75 of the top 100 manufacturing companies, in every industry sector - aerospace and defense, automotive, high technology, and industrial (process and discrete).

Delivering measurable results

EDS' proven manufacturing strategies and solutions have helped our clients achieve the following:

- Save 15-30 percent on IT costs
- Reduce product introduction costs by 35-50 percent
- Reduce capital asset requirements by 10 percent
- Save 10-15 percent on procurement
- Increase revenues from new technologies and services by 10-20 percent

DESIGN ANYWHERE, BUILD ANYWHERE AND SERVICE ANYWHERE

EDS GLOBAL MANUFACTURING INDUSTRY

EDS, an HP company, combines deep industry insight and technical innovation to deliver high-value business transformation expertise and IT services for manufacturers. Our global team provides solutions that can help clients turn globalization into a competitive advantage, optimize and manage costs, speed time to market, and increase supply chain visibility and flexibility.

Addressing the industry's key challenges

Increased global competition, a shifting economic climate, realignment of the supply chain and evolving business models are urgent challenges for today's manufacturing companies. As a result, manufacturers worldwide are focusing on increasing shareholder value, growing their businesses and more tightly integrating their operations with those of their suppliers, customers and end markets.

EDS delivers services for collaborative engineering, plant floor automation, digital manufacturing, global aftermarket support and the expanding manufacturing footprint. We also address key IT challenges such as convergence and standardization; legacy systems modernization; business process management and outsourcing; supply chain optimization; and agile manufacturing/Lean Six Sigma.

Effective solutions with scale and scope

We have vast experience in all manufacturing disciplines - from engineering and design to digital manufacturing operations and aftermarket services. EDS can free manufacturers to focus on their key business issues and the products and services that distinguish them in the marketplace. EDS performs the following functions for clients:

- Supports nearly 720,000 desktops
- Manages more than 2 billion customer interactions annually in 41 languages
- Responds to more than 5 million help desk support calls annually in 24 languages
- Manages about 250,000 applications
- Manages 16,250 servers in 240 data centers around the globe
- Manages IT operations for 452 onsite and offsite data center locations and 159 manufacturing plants
- Manages about 5,500 changes (including application updates and plant changeovers) monthly
- Monitors about 4 million plant production points and 2,500 metrics monthly



A FULL RANGE OF SERVICES

EDS founded the IT services industry in 1962. Our portfolio is built around offerings in applications maintenance and development, business process outsourcing, and infrastructure.

SEGMENTS SERVED

- **Aerospace and defense** - commercial and defense
- **Automotive** - OEMs and suppliers; dealer groups; railroad and recreational products
- **High tech** - communications equipment; computer hardware, software and peripherals; medical equipment and supplies; semiconductors; scientific instruments, and more
- **Industrial** - construction; durable goods; industrial products; equipment and machinery; metals; forest products; stone and concrete; plastics and rubber, and more

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Accelerate growth through integrated solutions

EDS' integrated Manufacturing Enterprise (iME) ServicesSM strategy weaves together all business processes, applications, infrastructure and service management components. Unlike traditional application approaches for ERP, SCM, MES, PLM and CRM that look at the solution from an IT perspective, the iME looks at how each of these applications need to integrate seamlessly to deliver business value within the enterprise.

The iME has mapped the "best-in-class" business processes to the applications needed to enable each domain, defined the data exchanges between the applications and linked how each of these affect the major key performance indicators for the business. These are the solutions included in the iME:

- **EDS integrated Sales and ServiceSM** ensures information about existing clients, prospects and customer feedback is incorporated into the product/services strategy. It includes the ability to integrate long-range and product planning, perform market analysis, conduct R&D, manage the portfolio, and formulate product direction and life cycle - through developing operational and implementation plans.
- **EDS integrated Product Development ServicesSM** ties together critical information about the product, manufacturing processes, purchasing specifications and supplier collaboration. This enables product and process design and engineering to be collapsed into the shorter timeframes needed to deliver greater innovation at accelerated paces.
- **EDS integrated Manufacturing Operations ServicesSM** involves taking orders, connecting part data with error-proofing requirements and balancing that with inventory levels. The result is a smoother production cycle that better uses people, parts and equipment, as well as reduced manufacturing cycle times, increased quality and less waste.
- **EDS integrated Supply Chain ServicesSM** is an enterprise's ability to optimize the flow of product (physical material and service) throughout the value chain. Visibility and real-time access to accurate information is central to having an optimized supply chain. How companies link their enterprises will determine their level of performance as they move toward an optimized, demand-driven supply network.
- **EDS integrated Business ServicesSM** aims to maximize the ability to share services across the enterprise so the business can operate in an efficient, standardized manner. Companies today are more focused on smaller, leaner corporate functions designed to effectively serve all lines of business. Having an efficient staff backed up with "best-in-breed" technology is vital to delivering quality service consistently throughout the enterprise.