



NEW COMPANY HITS THE GROUND RUNNING WITH ROBUST IT INFRASTRUCTURE

HANDHELD COMPUTING COMPANY

/// CASE STUDY



When a major converged networking company decided to spin off its handheld computing subsidiary into a separate entity, the new company had to create a new global IT infrastructure from scratch in just a few weeks. Outsourcing with EDS, an HP company, provided the company with instant resources to help it hit the ground running.

CLIENT PROFILE

Industry: Manufacturing

Business Need Addressed:
Productivity

"In our first nine months as a company, we not only built everything new, but we also had to go through the pain of converting systems. We had to bring all that data with us as a foundation. It's a heck of a lot easier to go out as a startup and start from ground zero. Fortunately, we had EDS' help."

IT Director
Handheld Computing Company

Fast-growing subsidiary needed its own IT infrastructure

It took nearly a decade of development before the handheld computing subsidiary was able to launch its first commercially successful handheld devices. Once those products were launched in 1996, however, the subsidiary began growing faster than it ever imagined possible. Hoping to sell 100,000 personal digital assistants (PDAs) in the first year, it ended up selling 350,000 in a few months. Within a few years, it had sold more than 6 million PDAs worldwide, and the handheld computing company, once just a tiny division of a converged networking giant, was bringing in more than 10 percent of that company's total sales.

With a solid lead in the PDA market, it made business sense to spin off the PDA company as its own entity. And the networking company wanted to capitalize on the market demand for technology stocks. But there was one major obstacle. For many years, the handheld computing company had been a small part of a global networking business. As such, it never needed its own IT capabilities. Now the subsidiary needed its own infrastructure, applications and systems. With an IT department of fewer than a dozen people, it also needed a knowledgeable support staff.

Although the company originally considered building its own infrastructure, it became evident that the best solution was to outsource IT functions, but not in the traditional way. So, the company turned to EDS to develop a more customized, collaborative solution.

EDS-DEPLOYED INFRASTRUCTURE

The handheld computing company's new LAN environment includes Windows 2000 on Dell desktops networked with 200 Sun and Dell servers—technology procured and installed by EDS. The WAN utilizes Cisco routers and circuits. In addition, EDS worked with the company to implement SAP R/3 v.4.6, SAP APO v.2 and Siebel Customer Service and Marketing software.

Services featured

- Applications Management Services
- Applications Management Services - Enterprise
- CRM Applications Services
- Network Management Services
- Server Management Services
- Service Desk Services
- Workplace Software Management Services

"The handheld computing company was moving at light speed, and the company needed someone who could move just as quickly. It wasn't easy, but, ultimately, EDS was able to do that."

Bob Hoffman
Client Delivery Executive
EDS

EDS developed and deployed infrastructure and applications

To meet the ambitious launch targets for the new company, the PDA subsidiary and EDS created a single conversion team to develop and deploy all infrastructure and applications. Drawing on EDS' global resources, the team brought in technical talent from around the world for key staff needs. Next, it deployed a new data warehouse system and converted data from the parent company's enterprise resource planning and customer-service management systems. Then, with help from alliance partner SAP, EDS implemented a scalable SAP solution in less than two weeks.

The team upgraded all desktops and local area networks (LANs) and upgraded several key applications to the latest best-in-class solutions. After installing more than 200 servers around the world, EDS set up a help desk to support desktop users and revamped the company's global communications network.

Today, EDS provides ongoing management and support for the infrastructure. All applications and the handheld computing company's Web sites are hosted through a new data and service center in Sacramento, California. To provide the company with an instant, highly qualified IT work force around the world, EDS also established new data centers in Europe and Asia.

Company had a complete, scalable IT solution in just nine months

Within just nine months, the handheld computing company had the flexible, state-of-the-art technology environment it needed. Today, the company counts on EDS for reliable management of its IT resources. An executive dashboard monitors the performance of the company's data center, networks, help desk and enterprise applications in real time so that both company leaders and EDS managers stay on top of technology issues as they arise. The team also meets once a month to review system performance and service levels.

Just as important, outsourcing has allowed the company to keep technology costs closely in line with business levels. When the handheld computing company's sales briefly dipped, EDS' scalable, on-demand hosting and applications offerings let the company scale back its technology investment and avoid paying for capacity it did not need. "Because we had to grow so fast, we didn't really have a choice of growing organically," notes the CIO of the handheld computing company. "Not everything was smooth from day one, but I think we were able to overcome that because both parties were absolutely committed to making the relationship work."

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