

RÜSSELSHEIM, GERMANY
SERVICE MANAGEMENT CENTER
VIDEO TOUR
"STANDARDS & PROCESSES"

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Abstract: View how the Rüsselsheim, Germany Service Management Center standards and processes reinforce a zero outage approach in delivering technology services for clients and customers.

Michael Schaab: EDS, together with HP, provides timely backup monitoring in all of the data centers around the globe. EDS provides our clients with peace of mind. (*Super: Service Management Center Manager, EDS, an HP company*) We are running all our programs with a zero-outage mentality, (*Graphic: Zero-outage mentality*) which means that we keep the systems up, running and protected, with every single program running on zero outages. EDS has invented the information technology services over 40 years ago, and in the meantime we are providing our services to over 3,000 clients all around the globe.

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Michael Schaab: We are deploying unrivaled technologies of our business alliance partners. We are using ISO 9001 processes (*Graphic: ISO 9001 processes*) and ITIL guidelines (*Graphic: ITIL guidelines*) to help ourselves and our customers to provide a perfect service. EDS is also using lean Six Sigma techniques (*Graphic: Lean Six Sigma techniques*) to help us successfully run our processes. The compliancy of our processes and standards are validated through internal and external audits which are run nearly every quarter of the year. Our proven infrastructure services (*Graphic: Proven infrastructure services to help our clients grow*) have helped some of the world's leading financial services, government or manufacturing entities, and with that, helped them be more productive, innovative, and grow. EDS, together with HP, is number one in technology hardware services, (*Graphic: Leader in technology hardware services*) and brings the power of \$3.6 billion of HP investment and the innovations of 23 HP labs in several global locations.

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