

ZARAGOZA, SPAIN
OPERATIONS & MONITORING
CENTER VIDEO TOUR
"TOP PEOPLE"

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Abstract: View how the employees of the Zaragoza, Spain Operations and Monitoring Center keep our clients systems up and running and more.

Miriam Perez: *(Super: Service Management Group, Operations and Monitoring Center, EDS, an HP Company)* My name is Miriam Perez, and I am here in Zaragoza, Spain, in the Control Center, to keep your systems up and running.

Manuel Lima: *(Super: Manager, Operations and Monitoring Center, EDS, an HP Company)* We have a great team working in our control center in Zaragoza. All of them are really involved in the project, *(Graphic: Highly-trained teams working 24/7 for our clients)* and have peace of mind mentality.

Frank Lara: *(Super: Single Point of Contact Team, Operations and Monitoring Center, EDS, an HP Company)* My name is Frank Lara, and I work to fix your problems.

Alex Teteris: *(Super: Global Network Operations Center, EDS, an HP Company)* I'm Alex Teteris. I'm the manager of the Zaragoza Network Operations Center, and I work to keep our customer satisfaction high, trying to always resolve their Severity 1 issues and keeping close track of all their incidents.

Frank Lara: We have to monitor this 24/7, and it's not very usual to have a Severity 1. But when it happens, we have to be fast and we have to know what we're doing, and we have to solve it as soon as possible.

Barbara Manau: *(Super: Single Point of Contact Team, Operations and Monitoring Center, EDS, an HP Company)* These alerts we receive here are not just a piece of words. It means something for the client, *(Graphic: Experience you can count on)* it's affecting the service of the client, and I really want to have that solved as soon as possible.

Alex Teteris: I love the part of my job when we finally get a big customer issue solved. Having our customer feed back and telling us that they are happy with the way that their incident is solved, and that no further actions are required from our side, makes me really happy.

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