



Abstract: An actor-based video scenario illustrating EDS' networking services expertise in helping financial services clients achieve network reliability.

Managing Director, Bank Network Services: The thing is, if one application goes down, it's an inconvenience but work still gets done. But if the network goes down, well, that's a different issue.

Executive Assistant: I need you to sign this.

Managing Director, Bank Network Services: Everything; the phones, the Internet, all of our enterprise applications, they all run on the network.

Executive Assistant: Can you sign this? Right here. It says "Managing Director of Network Services."

Managing Director, Bank Network Services: We had a Sev 1 outage out of the Milan data center last night that lasted four hours. We were lucky it didn't happen during peak business hours, or it would have been disastrous.

Executive Assistant: Just checked, and we still don't know why it happened, again.

Managing Director, Bank Network Services: We're dealing with this kind of thing every day, all the while trying to improve customer service. We need a network that works and that we can count on.

Executive Assistant: Who are you talking to?


Managing Director, Bank Network Services: I really don't need to be answering e-mail about why customers can't get on our home banking site. What's this?

Executive Assistant: The outages report.

Managing Director, Bank Network Services: And to make it even more complicated, we often don't know if the performance issue is on our network or the carrier's network, and there seems to be a lot of finger-pointing.

Executive Assistant: Ahem.

Managing Director, Bank Network Services: When we have outages, we need a well-rehearsed plan to reroute service and escalate issues quickly, so they get resolved. Who can help me with that?



EDS Representative: At EDS, your pain is our pain. That's why our Service Level Agreements are tied directly to quality of service. (*Super: Quality of Service*) Our Zero Outage Initiative includes proactive network monitoring to identify potential system failures. (*Super: Proactive Network Monitoring*) Our integrated change management process limits service disruption. And our levels of redundancy and automatic rerouting (*Super: Levels of Redundancy*) maintain service levels and ensure disaster recovery. We commit our full complement of highly-trained network resources globally, to keep you in touch with your customers. Because you need a partner that's as reliable as your network. Behind your success, there's EDS.

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