



## ACHIEVE POSITIVE BUSINESS OUTCOMES WITH IT INFRASTRUCTURE OPTIMIZATION INFRASTRUCTURE SERVICES

Today's marketplace demands that your information technology (IT) be efficient, flexible, dependable and compliant while optimizing the return on your investment. EDS, an HP company, can help you achieve positive outcomes by making your IT environment safe, secure and agile with EDS Infrastructure Services.

### Aligning IT to expansion goals

Regional expansion of this company required a flexible and scalable IT infrastructure to meet demand. Proven and secure standardized approaches were necessary to operate efficiently and ensure smooth transformation.

EDS migrated the company to standard offerings and implemented central management and an information technology infrastructure library (ITIL) framework. EDS tied performance to key metrics relevant to the business.

The company improved uptime and reliability of the infrastructure and responsiveness to business units, delivered consistently and reduced operating cost.

### Optimize Your Infrastructure

EDS can help optimize your infrastructure with the right foundation and architecture. We use accepted, standardized processes such as ITIL to help deliver a comprehensive set of infrastructure services and support that include the following:

- **Data Center Services** - Provides a reliable infrastructure, offering 24/7 security along with flexible, business-based solutions. EDS services include Adaptive Infrastructure Services, Data Center Modernization Services, Enterprise Application Hosting Services, Managed Mainframe Services, Server Management Services, Storage Services, and Web Hosting Services.
- **Managed Services** - Provides many of the same benefits as Data Center Services and Workplace Services in a packaged, predefined service model that can be implemented quickly for fast realization of bottom line cost savings. These modular, standardized, pre-packaged services offer organizations of all sizes a faster return on investment, along with the flexibility to source services in a way that adapts to your changing business needs.
- **Networking Services** - Helps manage the growing complexities of aligning your communications and network needs with your overall IT blueprints. EDS services include Carrier Management Services, Network Application Services, Network Management Services, Network Security Services, Network Transformation Services, and Unified Communications Services.
- **Security, Compliance & Continuity Services** - Enables you to conduct business within a secure legislative and regulatory complaint virtual enterprise, and protects your business against unplanned downtime caused by site outages, disasters and environmental events. EDS services include Business Continuity & Recovery Services, Governance, Risk & Compliance Management Services, Identity & Access Management Services, Information Security Management Services, and Threat & Vulnerability Management Services.
- **Workplace Services** - Provides management and support for PCs, laptops, handheld computing devices and printers. EDS services include Asset Management Services, Collaboration Services, Managed Messaging Services, Managed Output Services, Managed Print Services, Mobile Workplace Services, Service Desk Services, Site Support Services, Thin Client Management Services, Workplace Server Management Services, and Workplace Software Management Services.

## Using Best-in-Class Technologies

We leverage multiple resources to successfully deliver our IT services including our relationships with our Agility Alliance partners, the EDS Agile Enterprise Platform, our EDS Best Shore® strategy, Global Services Network and robust knowledge of ITIL processes.

## We Are a Recognized Leader

- “Leader” Global IT Outsourcing Forrester Wave (2009)
- “Leader” in the Forrester Global IT Outsourcing Wave which includes help desk services, desk-side/onsite support services and desktop management services, (2009, 2008)
- Leader” in Magic Quadrants for Help Desk Outsourcing, North America and Western Europe by Gartner, (2009)
- “Leader” in Desktop Western Europe, North America Magic Quadrants by Gartner, (2009)
- “Leader” in Disaster Recovery Providers Forrester Wave (2008)

## Our Credentials

### Data Center Services

- Manages over 200 data centers including 33 Uptime Institute (UTI) Tier 3 Data Centers in 26 countries serving more than 1000 clients worldwide
- Supports and manages 380,000 servers globally for all operating systems, hardware and workload functions
- ITIL
  - More than 5,000 professionals, SEI CMM Level 3
  - Certified Application Developers and ITIL Foundation
  - Certified Lotus Notes and Domino Principal Certified Professionals
- 55 petabytes of total storage

### Networking Services

- 5,000 highly trained, globally dispersed network professionals support 1000 clients
- 15 million IP addresses and 47 million user names/passwords for our clients

### Security, Compliance & Continuity Services

- Over 300 petabytes of data protected a year globally
- 60 recovery centers in 40 countries

### Workplace Services

- 43 million service desk support calls in 35 languages
- More than 2 million mobile handheld subscribers supported

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