



GIVE MOBILE WORKERS SECURE, RELIABLE DATA ACCESS

EDS MOBILE WORKPLACE SERVICES

EDS, an HP company, brings the consistency, stability and security of a managed desktop environment out to “the edge.” Our services give employees access to voice and enterprise data anywhere - no matter what device, application or network they’re using.

FEATURES

- **MOBILE MESSAGING** - Provides access to corporate mail systems through mobile devices.
- **MOBILE SECURITY** - Provides end-to-end security for mobile devices such as on-device encryption and a secure connection into the enterprise infrastructure.
- **MOBILE SERVICE DESK** - Provides a single point of contact where users can make requests and report incidents.
 - Mobile Break/Restore - Ensures rapid replacement of a broken or lost device; oversees shipping and assists user with device configuration (custom only).
- **MOBILE DEVICE MANAGEMENT** - Provides backup and recovery of data over the air.
- **MOBILE APPLICATIONS SERVICES** - Gives users access to corporate applications and information from anywhere, at any time.

Keeping the communications network running and secure

According to research firm IDC, about 60 percent of employees now work remotely. To stay productive, these at-home workers, road warriors and business travelers need real-time access to corporate information. The challenges? Keeping your communications network up and running without fail. Delivering responsive yet cost-effective support for a growing number of complex devices, including multifunction PDAs and smart phones. Making sure the information on those devices - as well as whatever is sent to and from them - remains secure and easy to access.

Increase productivity, security and reach

EDS Mobile Workplace Services is an end-to-end managed mobility solution that delivers voice and enterprise data to users regardless of the geography, device, network and application. Best-of-breed technology gives users a flexible extension of the desktop with 24/7 synchronization of corporate e-mail, calendar and contacts across multiple devices. Automated data recovery and expert user support increase workplace productivity while reducing costs. State-of-the-art security minimizes the risk of viruses or lost data. Plus, our managed service-level agreements with major wireless carriers reduce the complexity of global coverage.

Eco-friendly outcomes

- Increase use of mobile devices and foster a low-carbon economy.
- Create the “deskless” worker, and increase real-time work flow and the availability of WIFI and wireless Internet service.
- Reduce carbon footprints through the ability to complete over-the-air updates and monitoring.
- Reduce travel costs. Be anywhere and still have access to critical data, e-mail and enterprise applications.



REDUCE COMPLEXITY BY MANAGING THE ENTIRE MOBILE VALUE CHAIN

The cost of acquiring PDAs and smart phones is only 10 percent of the overall total cost of ownership. EDS helps organizations understand the cost implications and policies required to procure and support mobile services.

EDS drives out the infrastructure complexity by providing seamless design, implementation and integration of operations, which decreases the complexity of cost management. We also provide personalized services to match the right services to the individual mobile worker, helping the enterprise get a return on their investment.

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How it works

- EDS implements a comprehensive mobile messaging solution - including hardware, software, standard device builds and application support.
- Through device management, EDS provides backup and recovery of data over the air, software distribution, mobile applications management, and device asset tracking.
- EDS provides security management through central configuration and enforcement of password policy to all mobile users. We are able to complete remote device wipes for lost or stolen equipment, as well as encryption on mobile device and removable memory cards.
- We manage your messaging servers at one of our service management centers - providing comprehensive network and physical security, high-availability access to e-mail and other data, and massive storage capacity.
- EDS' Service Desk - available around the clock via phone, e-mail and other channels - answers questions about mobile applications and resolves problems with devices. We also handle requests for changes in service and dispatch break/fix assistance as needed.

What you can achieve

- Extend employee productivity by an estimated 58 minutes per user per day.
- Make mobile employees more satisfied with their workplace experience.
- Reduce total cost of ownership for mobile communications and support by 20-30 percent.
- Enjoy safe, quick access to personal information management, e-mail and calendar from anywhere globally.

Why EDS

- EDS supports more than 2 million mobile Microsoft, RIM and other platform subscribers.
- We deliver complete mobile messaging solutions in more than 50 countries.
- Laptop/mobile device encryption is deployed in 65 countries with more than 120,000 encrypted devices.
- Each year, we respond to 43 million Service Desk support calls in 35 languages.
- We support a wide range of software, hardware and mobile devices using standardized ITIL-based work processes, including QMS and ISO 9001/2000 certification.
- EDS is a leader in providing seamless design, implementation and operational support in the mobile environment.
- We have proven experience providing mobility solutions and support for clients in every industry and can provide flexible delivery from on-site, off-site or offshore locations.