



CATALYZE YOUR BUSINESS TRANSFORMATION

UNIFIED COMMUNICATIONS SERVICES

Improve collaboration, reduce costs and gain control of enterprise communications now. EDS, an HP company, transforms separate voice and data networks into a converged Internet Protocol (IP) infrastructure - and manages that platform for the long term. Simpler, more agile operations support your overall business transformation goals.

FEATURES

- **HARDENED SECURITY** - Provides O/S hardening and virus protection for IP telephony servers and includes customizable, role-based security and firewall protection, encryption, host-based intrusion detection, and reporting and monitoring options.
- **OPERATIONAL EXCELLENCE** - Reduces financial and operational risks by improving network asset inventory and simplifying multivendor management.
- **VISIBILITY** - Gives clear, complete view of network environment and its performance through proactive monitoring, management and reporting.

Today's business challenges demand converged networks

The network affects every aspect of enterprise operations, from employee productivity to customer relationship management, but business performance can suffer when you're managing separate data and voice networks. Bandwidth-hungry applications, slow response times, costly support and competitive demands compel you to consider an IP-based, converged network infrastructure. IP networking gives you faster, simpler and more flexible communications, yet costs and management challenges can mount when transitioning away from legacy networks. This is especially true when multiple vendors are involved.

EDS offers secure, integrated networks that cost less to operate

EDS transforms networks into secure, integrated data/voice/video networks, improving enterprise communications that are easier and less costly to operate. Our IP Telephony package supports voice communications using IP devices connected to the local area network (LAN). Unified Messaging handles voice, fax, e-mail and text messages in a single mailbox accessible by PC, browser or phone. Available IP video services support videoconferencing, streaming video and video-on-demand.

Customized network, training, monitoring and management

- EDS delivers a solid business case and a customized network architecture and migration strategy by assessing the viability of network IP telephony traffic.
- Site by site, EDS connects IP devices (PCs and/or phones) to an Ethernet LAN platform.
- Our phased deployment approach targets end-of-life and end-of-lease sites over a number of years, helping maximize return on investment and minimize total cost of ownership.
- EDS ensures an easy transition through tightly controlled project management and careful training of employees on how to use Unified Messaging and IP handsets.
- After taking the network live, EDS provides centralized, ongoing monitoring and remote management, fault performance management, problem resolution, and reporting.



SERVICE PACKAGES

IP Telephony

- Sends voice communication over a combined voice and data network using IP
- End-to-end services, including architecture, project management, site assessment/design/deployment, and ongoing monitoring and management
- Hardware (excluding phones) and software available from EDS

Unified Messaging

- Single login access for smart-phone and laptop access to all e-mail, voice mail and instant messages
- All communications available on every device
- Although designed for an IP environment, supports both IP PBX and leading legacy telephone systems (traditional PBX)

Reduce costs and increase employee productivity and satisfaction

- Save on telephony costs by reducing long-distance and conference-calling charges, bypassing the public switched telephone network and using bandwidth more effectively.
- Reduce operating and staffing costs through centralized system administration and application support.
- Increase employee satisfaction and productivity through shared "calendar" and "presence" (ability to access a co-worker's status, be it on a call, in a meeting or in office).
- Achieve new levels of connectivity and collaboration using session initiation protocol (SIP) applications to respond more quickly to market changes, disruptions and business opportunities.
- Give employees, customers and vendors "right-time" access to corporate data and resources using any approved devices.
- Gain a flexible, scalable infrastructure that automates key network management tasks.

Rely on the experienced IP leader

- EDS has managed network transformations for 45 years.
- We recently rolled out the industry's biggest IP network for the world's largest bank, which included 70,000 IP handsets and associated systems.
- We have more than 4,700 highly trained network professionals.
- More than 500 clients around the world trust EDS to manage and monitor their network infrastructure.
- EDS employs consistent, proven methodologies and industry-leading network processes and tools aligned to FCAPs, eTOM and ITIL®.
- We recently transformed our own network infrastructure and global delivery system to be world-class, further deepening our network expertise and resources.

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