



ENSURE YOUR VITAL SERVERS STAY UP AND RUNNING

EDS WORKPLACE SERVER MANAGEMENT SERVICES

An effective workplace is dependent on its servers - to print documents, share files, connect to the Internet and even start your PCs. EDS, an HP company, keeps your servers up and running - improving operations, consolidating servers and simplifying your infrastructure - through our Workplace Server Management Services.

MAXIMIZE PERFORMANCE

Infrastructure Reliability

- Operating System Mgmt.
- Server Configuration Mgmt.
- Server Fault Monitoring
- Server Fault Mgmt.
- Server Performance Mgmt.*
- Cluster Mgmt.*
- Active Directory Services*
- Networking Services*
- File and Print Services*
- Asset Mgmt.*
- Citrix Application Support*
- Facilities Mgmt.*
- Networking Services (DNS, WINS, DHCP)*

Optimized Environment

- Remote Server Support*
- Server Deployment Services
- Capacity Planning*

Business Continuity and Disaster Recovery

- Server-based Disaster Recovery*
- Managed Backup*

Information Security

- Security Compliance Mgmt.
- Server Anti-Virus Protection
- Intrusion Detection Systems*
- Security Incident Response*

*Optional services

Transform your complex server environment

Many organizations are dealing with the effects of "server sprawl" - a growing issue as IT departments virtualize their servers - resulting in a proliferation of server types and operating systems. The increasing number and locations of servers often results in spiraling costs and an inability to deal with poor performance and unplanned downtime. EDS' Workplace Server Management Services helps clients solve these problems by deploying a standard server environment to increase capacity and decrease costs.

Manage all your servers the same way

EDS' Workplace Server Management Services enables you to consolidate and unify server administration under one framework and one upgrade cycle through our Workplace Management Framework. Our disciplined approach manages all your servers in the same way, while providing a comprehensive solution:

- Ensures reliable and scalable services
- Provides configuration options to meet customer requirements
- Offers around-the-clock support for the operating system and hardware
- Integrates remote management and monitoring services

Eco-friendly outcomes

- Reduces the number of physical servers through consolidation and virtualization, thus limiting energy consumption for power and cooling
- Better utilizes existing hardware to reduce the manufacturing and transportation of new servers and the disposal and landfill waste from old servers



BUSINESS-PROVEN RESULTS

- Safeguard data - EDS' fully integrated, robust security framework provides comprehensive safeguards for your corporate and customer data.
- Remote services - Our world-class remote management and monitoring services deliver secure, flexible and reliable server hosting and management.
- Ensure compliance - EDS creates control standards that comply with key industry regulations and best practices and provides reports for timely monitoring.
- Business continuity - EDS ensures successful disaster recovery by creating a best-in-class business continuity plan tailored to your organization.
- Lower TCO - EDS reduces the total cost of ownership for your data center by 15-20 percent through global resources and facilities.

Industry-leading server environments delivered worldwide

Optimize your Microsoft-based server environment with flexible management solutions from EDS. You will not only cut costs but also improve and expand your resources by using standard tools and repeatable processes for consistent, high-quality delivery.

- Reliable, flexible solutions are easy to deploy based on 86 pre-integrated, market-leading solution components from over 20 companies.
- EDS brings the experience of managing the world's largest infrastructures with our strategic partners, including Computer Associates, EMC and Microsoft.
- EDS Best Shore® offers a mix of onshore, near shore and offshore resources, providing high-quality, cost-competitive services for the best overall value.

Why EDS

- EDS manages more than 300,000 servers from more than 180 global data centers.
- We're recognized as a Leader in both Gartner Magic Quadrants for North American Help Desk and Desktop Outsourcing Services, 2008.
- EDS' security framework is fully integrated into all our offerings to meet the increasingly complex security and privacy requirements of our clients.
- Market-leading technology: #1 in technology hardware, #1 in distributed management
- EDS employs standardization, automation, ITIL/ITSM-based best practices and more than 8,700 certified employees to support our goal of zero outages.
- EDS is ranked number one in Global IT Infrastructure Outsourcing by Forrester Research (2007).
- EDS was awarded Partner of the Year from Microsoft for advanced infrastructure and systems management solutions (2007).

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