

Features

- Systems design, implementation, integration, and testing
- Platform-independent infrastructure server solutions, including asset management and procurement options
- Integrated systems, workload, software, and hardware-configuration management
- Advanced security, business continuity, and client service management
- Optional storage area network (SAN) management

Benefits

- Leverage enhanced capabilities for improved globalization
- Improve the capture and management of intellectual capital
- Ensure superior execution on a sustained basis
- Improve speed of adoption for new technologies
- Improve data management and analysis to increase accuracy
- Enable the development of digital assets
- Reduce the risk of adopting new technology and architecture
- Reduce operating costs while improving processes and operational efficiencies
- Access highly skilled professional support resources even during volatile economic times

Advantages

- Technical leverage, knowledge, and experience
- Ability to manage complexity with EDS
- EDS' corporate resources focused on client delivery
- Extensive industry knowledge and focus
- Value-based approach to client engagements
- Consistent global service delivery
- Sophisticated support infrastructure
- ISO 9000 certification

The EDS approach

- Integration expertise enabling fast access to new technologies while leveraging current technology investment
- Industrial-strength infrastructure that is always on and offers a fast, reliable, secure, 24/7/365 backbone for "e"
- Business and industry focus enabling clients to create highly personal solutions



Offering Quick Reference Guide

EDS Midrange Management Services

Delivers scalable, multi-platform compute management services for aligning a flexible infrastructure with targeted business strategy.



More Information

<http://infocentre.eds.com/isolutions/sell>

EDS is a registered mark and the EDS logo is a trademark of Electronic Data Systems Corporation. EDS is an equal opportunity employer and values the diversity of its people. Copyright © 2001 Electronic Data Systems Corporation. All rights reserved. 06/2001 MKSP1458



FOR
INTERNAL
USE ONLY

Tiered service packages

- Premier** → Designed for an enterprise's mission-critical systems which require customized design, build, and operation
- Speed to market
 - Service innovation
 - Strategic value intent
 - Global delivery
 - Increased competitive advantage
- Enhanced** → Designed for dynamic, growing systems that are crucial to the enterprise
- Full range of services
 - Standardized services
 - Flexible
 - Reduced total cost of ownership
 - Freed resources
- Essential** → Designed for stable business applications requiring minimal changes
- Lower cost
 - Stable
 - Tactical
 - Commodity focus
 - Reliable
 - Operational consistency
- Enterprise Foundation** → EDS' leveraged global infrastructure, including compute and recovery site options plus processing and asset options

Service profiles at a glance

	Essential	Enhanced	Premier
Package Profile	Minimum suite of services	Industry-standard suite of services with current-generation technology	Leading-edge suite of services/ exploitation of technology features
Application Profile	Stable, predictable growth systems	Mission-critical, dynamic systems	Vital, core business systems
Support Coverage	Business hours	Continuous support	Continuous support
System Availability	99%	99.5%	99.99%
Service Levels	Minimal	Standard	Customized
Typical Disaster Recovery Options*	Best effort	24-72 hours	Less than 24 hours

*SLA-dependent based on options selected

EDS Midrange Management Services at a glance

Professional Services	Components	Essential	Enhanced	Premier	
Systems Management	Application Level Monitoring			✓	
	ERP Component Monitoring		(+)	✓	
	Capacity Management		(+)	✓	
	Printer Management		✓	✓	
	System DBMS Monitoring		✓	✓	
	Performance Management		✓	✓	
	System Backup and Recovery	✓	✓	✓	
	System Status Monitoring	✓	✓	✓	
Configuration Management	Remote HA Support			(+)	
	Local HA Support		(+)	✓	
	Custom Product Support		(+)	✓	
	System DBMS Support		✓ (-)	✓	
	Software Refresh (frequency)	18-24 mo	12-18 mo	6-12 mo	
	Hardware Refresh (frequency)	10% / yr	33% / yr	33% / yr	
	Hardware Installation Support	✓	✓	✓	
	System Production Installation	✓	✓	✓	
Workload Management	Production Promotion		(+)	✓ (-)	
	Batch Monitoring		✓ (-)	✓	
	Batch Scheduling		✓ (-)	✓	
Security Management	Compliance Reporting			✓	
	External Auditor Support		✓ (-)	✓	
	Application Resource Controls		✓ (-)	✓	
	Internal / External Threat Protection		✓ (-)	✓	
ID and Password Issuance	ID and Password Issuance	✓	✓ (-)	✓	
	Client Service Management	Dedicated Support Staff			(+)
		Technology Advocate		(+)	✓
		Customer Service Level Management	✓	✓	✓
Service Level Reporting			Standard	Custom	
Request Management		✓	✓	✓	
Support Hours		Business hours (+)	24X7 (-)	24X7	
Business Continuity	Electronic Recovery Service			✓ (-)	
	Recovery Action Plan	(+)	✓ (-)	✓ (-)	
	Recovery Testing Service	(+)	✓ (-)	✓ (-)	
	Off-site Tape Storage	✓	✓	✓	
IIT	Implementation Integration & Test	✓	✓	✓	
Enterprise Foundation Options	EDS SMC	o	o	o	
	EDS Data Center / Client Data Center	o	o	o	
	Recovery Site	Shell	Shell / Warm	Shell/Warm/Hot	
	Shared Disk Environment	o	o	o	
	Centralized Backup Environment	o	o	o	
	Shared Platform Environment	o	o	o	
	Asset Management (EDS Assets)	o	o	o	
	Procurement Management (EDS Assets)	o	o	o	
	Technology Certification (EDS Assets)	o	o	o	
	Asset Management (Client Assets)	o	o	o	
	Procurement Management (Client Assets)	o	o	o	

Legend ✓ = included o = selectable (+) = uplift available to package (-) = adjustment available to package