

Differentiators

- Nearly 40 years of experience in storage management, currently managing more than 6 petabytes (that's 6,000,000,000,000,000 bytes) of storage
- More than 5,000 trained personnel with expertise managing client storage
- Mature, robust ISO-9001 certified storage processes and methodologies
- EMC-Proven Level 5 certification—the highest level of certification by the leading storage technology company. EDS is the only storage service provider with this certification
- More than 900 terabytes of EMC enterprise storage—nearly a petabyte—in management today
- Global infrastructure and consistent processes that facilitate accelerated deployment of new IT services on demand
- Global, state-of-the-art facilities with predicted 100 percent availability

Target Markets

- Startups and SMBs with electronic businesses, electronic commerce, and volatile or unpredictable storage demands
- Corporations developing or expanding business intelligence, CRM, ERP, and data warehousing applications
- Corporations not protected by business continuance solutions
- Secondary focus as revenue pull for Web Hosting Services, Application Hosting Services, and Midrange Management Services



Competition At A Glance

	Packaging Components	EDS	IBM	SNI
Service Levels	Time to service	24 hour storage; 48 hour server		2-5 days storage; 2-5 days server
	Growth leadtime requirement	24 to < 12 hours		2-30 days
	Availability	99.5% to 99.999%		Matching competitive commitments without delivery capability to meet
	Term length	36 months to 30 days		48 months
Pricing	Storage (per GB/month)	\$24-\$100	\$25-\$75	\$50
	Backup (per GB/month)	\$5.50-\$25		\$8 and up
	Forward Pricing	Annual improvements	Not included	Not included
Scalability	Capacity entry point	36-72 GB/ server		250 GB
	Growth rate	Unrestricted with forecast		Restricted to 25% over forecast
	Unprojected growth rate	300 GB/ server to unrestricted SLA		
Infrastructure Foundation	Data Centers	EDS; client	Co-lo; IBM	Co-lo; client
	Storage infrastructure	EMC	Compaq & others	JBOD & low-end
	Disk redundancy (mirrored)	Included	Not included	Not included

For more information, visit:

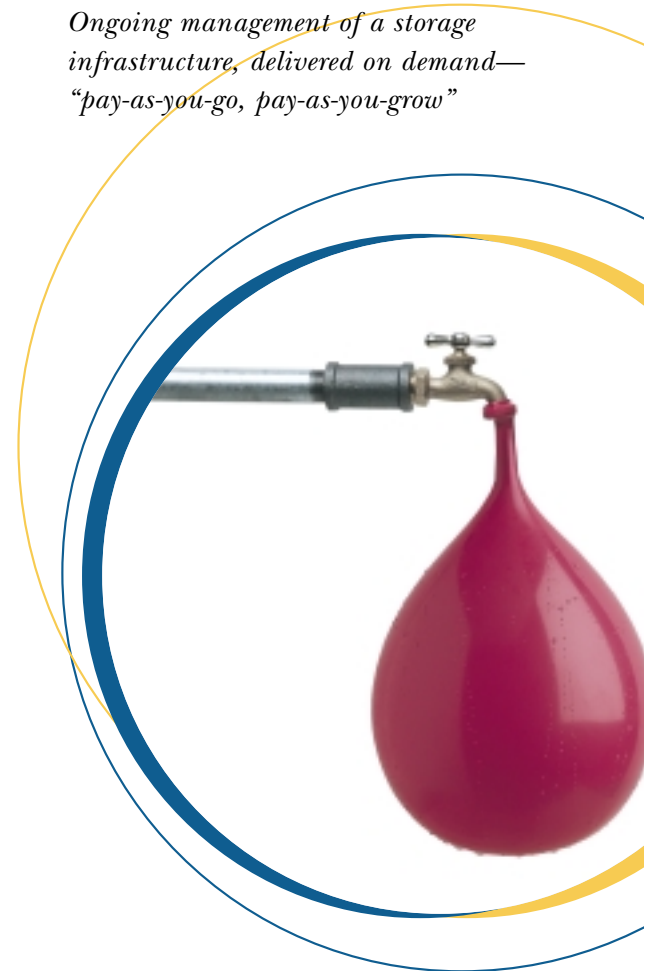
<https://infocentre.eds.com/isolutions/sell/>

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. 05/2001 MKSP1451

Offering Quick Reference Guide

EDS Intelligent Storage Services

*Ongoing management of a storage infrastructure, delivered on demand—
“pay-as-you-go, pay-as-you-grow”*



FOR
INTERNAL
USE ONLY

Value Statement

EDS Intelligent Storage Services provides a full spectrum of managed storage services, allowing complete confidentiality, integrity, protection, and availability of all the client's mission-critical information. Services scale as business demands, so clients get quick response to immediate storage requirements, heighten their ability to back up and recover data, and gain support for explosive capacity needs required to conduct business in the digital economy.

Features

- Storage infrastructure that adapts to dynamic business requirements
- Full range of backup services—including non-disruptive backup
- Liquid StorageSM—instant scalability, burstable in terabytes
- Network-attached storage
- Fibre-attached storage

Benefits

- Predictable monthly costs based on capacity and requiring no capital outlay
- Faster implementation and time-to-market
- Elimination of installation and support hassles
- Single-source provider for storage and other optional digital on demand services
- Leveraged, state-of-the-art infrastructure on demand that results in optimum cost-efficiency, particularly where a client-purchased infrastructure produces over-capacity situations
- Mitigation of financial risk for highly volatile technology and business environments
- Low entry threshold to enable greater flexibility in capacity when demand warrants
- Continuous access to mission-critical information
- Reliable delivery of key services with demonstrated ability to meet industry-leading service levels

Service Options

Professional Services	Service Components	Core	Enhanced	Premier
SERVICE LEVELS	Time to Service Growth Leadtime Requirement Availability Operational and Technical Support Term Length	24 Hours 24 Hours 99.50% Continuous 36 Months	24 Hours 12 Hours 99.9% Continuous 24 Months	As Needed Based on SLA < 12 Hours 99.99+% Continuous 30 Day Minimum
SYSTEMS MANAGEMENT	Storage Administration Services Capacity Management Workload Balancing Performance Management	✓ ✓	✓ ✓ ✓ ✓	✓ ✓ ✓ ✓
CONFIGURATION MANAGEMENT	Asset & Procurement Management Services Hardware Installation Support Storage Infrastructure Disk Redundancy (mirrored) Hardware/Software Maintenance Hardware Refresh	✓ ✓ EMC ✓ Comprehensive ✓	✓ ✓ EMC ✓ Comprehensive ✓	✓ ✓ EMC ✓ Comprehensive ✓
SCALABILITY	Minimum Capacity Entry Point Growth Rate Unprojected Growth Limitation Within Leadtime Commitment	36 GB / Server Unrestricted with Forecast Up to 300 GB	36 GB / Server Unrestricted with Forecast Up to 300 GB	72 GB / Server Unrestricted SLA Dependent
CONNECTIVITY	Network-Attached Storage Fibre-Attached Storage Channel Redundancy/ Failover Support	✓ ▲	■ ✓ Included with Fibre	✓ ✓ Included with Fibre
INFRASTRUCTURE FOUNDATION	EDS SMC EDS SMC Facility Predicted Availability EDS SMC Security Monitoring Client Data Center	✓ 100% Continuous All Services Site Dependent	✓ 100% Continuous All Services Site Dependent	✓ 100% Continuous All Services Site Dependent
OPTIONAL SERVICES	Backup Services Available by Package	▲ Centralized Backup	■ Centralized Backup ▲ Non-intrusive Backup	■ Non-intrusive Backup ▲ Non-disruptive Backup

✓ = Included

▲ = uplift available to package

■ = adjustment available to package