

THE PATH TO SUPERIOR CUSTOMER EXPERIENCES

EDS INTEGRATED WORKPLACE SERVICES SOLUTION



/// SOLUTION OVERVIEW



Improve Productivity and End-User Satisfaction

The EDS Integrated Workplace Services Solution is defined around specific Communications industry requirements - reducing costs, supporting work force mobility, and quickly responding to new technologies and deploying new services - all without disrupting the reliable delivery to current service levels. This equates to the superior customer experience critical to sustained customer loyalty and revenue growth.



EDS LEADERSHIP

EDS, an HP company, is a recognized global leader in the delivery of workplace services:

- Industry analyst firm NelsonHall has positioned EDS as the leader in End-User Workplace Services in the U.S. and EMEA for 2008.
- EDS was recognized as one of the leaders in Gartner's 2003, 2004, 2005, 2006, 2007 and 2008 Magic Quadrant for North American Help Desk Outsourcing Services.
- CRM magazine named EDS a leader in Outsourcing Services in its 2008 Service Awards, representing the fourth consecutive year the customer relationship management publication has recognized EDS' leadership.
- In 2008, EDS' GM Service Desk received the Team Excellence Award from the Help Desk Institute (HDI), the world's largest IT service and support association.

Communications environment presents multiple challenges

While addressing the specific needs of an increasingly mobile work force and customer base, communications service providers (CSPs) must contain costs to compete in an increasingly distributed environment. Much of the data and logic that corporations and consumers need now reside on desktops, smartphones and other devices on the network edge.

In addition to voice services, CSPs are now providing access to data and entertainment and selling equipment for the workplace and homes (including smartphones and set-top boxes). This enables CSPs to capitalize on new revenue opportunities through converged information communications technology (ICT) solutions.

To succeed in this new dynamic marketplace, CSPs need a more comprehensive and efficient approach to workplace management - one that takes into account the specific needs of their employees as well as their external and internal customers. In this environment, transformation to a more agile infrastructure that delivers personalized and customer-centric services is critical to setting a CSP apart as a preferred provider and achieving sustained customer loyalty and revenue growth.

Align infrastructure with business goals for increased productivity

EDS Integrated Workplace Services Solution aligns each client's infrastructure with client-specific business goals, increasing employee productivity by addressing end-user and edge-device services - whenever and wherever they are needed - in a reliable, secure and cost-effective manner.

EDS' solution is built on a trusted infrastructure that improves reliability, security and flexibility to best meet our clients' business demands:

- Anticipate faults with automated detection and self-repair.
- Enforce security models across all devices with single-sign-on for end users.
- Extend backup and recovery functionalities to all types of devices.
- Improve flexibility and performance, making best use of under-utilized assets.
- Provide automated configuration management, integrated with asset management.
- Provide selected functionality from this infrastructure to CSP's end-customers.

Achieve more with an integrated, proven solution

Our proven workplace services give our clients tighter control of their assets, seamless connectivity, faster problem resolution and fewer vulnerabilities.

By leveraging EDS professionals and tools, our clients drive end-user satisfaction, minimize costs and gain multiple benefits that include:

- Accelerated systems deployment
- Automated procurement
- End-to-end management of workplace assets, including installation, tracking, repair, software and virus signature updates, redeployment, and retirement
- Responsive technical support, by telephone or on-site

Build toward an agile workplace for enhanced value

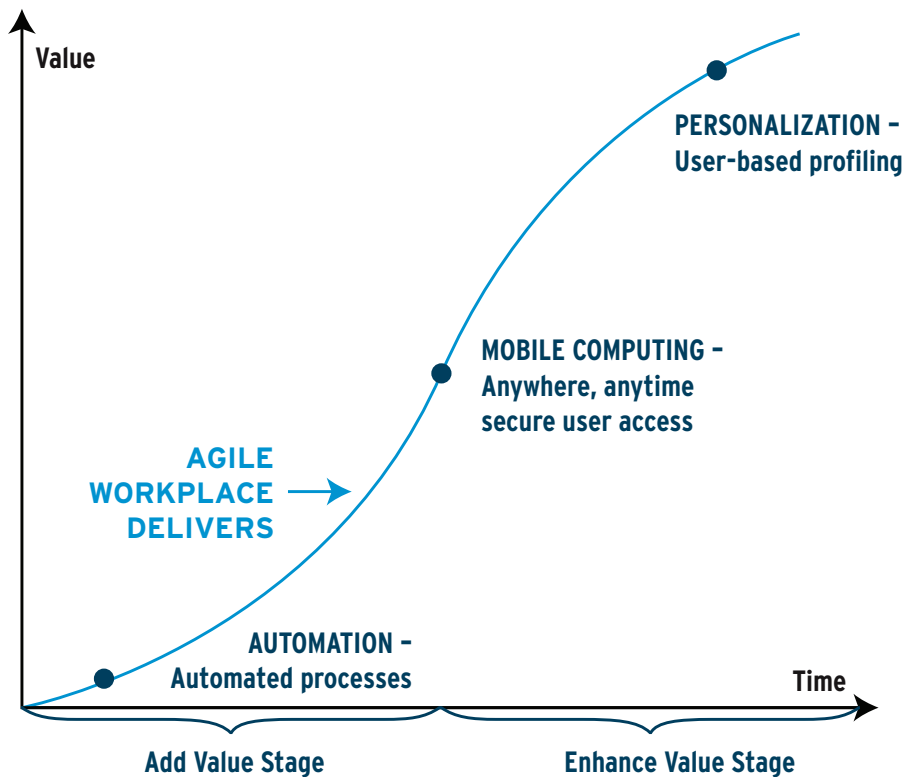
EDS prepares CSPs for a more agile workplace, following proven processes that add and enhance value through automation, mobile computing and personalization.

A HOLISTIC APPROACH

EDS offers an integrated, end-to-end solution that directly addresses our clients' business needs through an individualized "mix" of the following services:

- Asset Management Services
- Collaboration Services
- Managed Messaging Services
- Mobile Workplace Services
- Service Desk Services
- Site Support Services
- Thin Client Management Services
- Workplace Server Management Services
- Workplace Software Management Services

Figure 1 - Benefits of an Agile Workplace





BEHIND END-USER SATISFACTION THERE'S EDS

A U.S. wireless communications service provider required real-time service for over 200,000 mobile PDA subscribers (including BlackBerry, Microsoft Mobile and Palm). This client's subscribers needed end-user support for access to their mail and calendar business information - anytime, anywhere. To help our client improve its competitive advantage and end-user satisfaction, EDS successfully launched the service, on schedule, improving productivity and high satisfaction for its subscriber base:

- Established joint goals with client
- Identified and trained help-desk team
- Proposed mobile solution, which leveraged existing EDS end-user support services
- Provided Tier 1 and Tier 2 help-desk support

EDS takes managed, alliance-based approach

An ever-growing number of new edge devices must fit and function in an increasingly large, dynamic and complex network environment. As these gateways are sold to enterprise, small-business and home subscribers, EDS is helping our CSP clients to best leverage the robust competencies of today's internal workplace.

EDS has the proven expertise to best leverage - and manage - the data-oriented platforms, architectures and tools necessary to serve the broader world of modern communications, freeing our CSP clients to focus on their core missions. This managed, alliance-based approach to workplace services can be used to launch and manage popular new services, improving customer satisfaction and average revenue per user (ARPU), and delivering these high-value services at an optimum cost point.

To deliver these value-added workplace management services, EDS combines automation, mobile computing and personalization to diverse end users. We apply the latest technologies, best-in-class support processes and extensive security measures, managing every detail in the transformation and operation of the workplace environment. Our clients, in turn, gain tighter control of their assets, seamless connectivity and faster problem resolution - all while reducing their vulnerabilities.

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