

# Managed Mainframe Services

RUNNING BUSINESS CRITICAL SYSTEMS IN A RAPIDLY CHANGING WORLD

A WORLD-CLASS SERVICE OFFERING FROM CSC



## BENEFITS

Part of an integrated full service offering

End-to-end continuity of service and accountability

Predictable monthly expenditure

Clients can tune the supply of computing power to demand

Enhanced systems availability for critical systems

High levels of systems availability

Leveraged global agreements and alliances

Committed service levels at a lower cost

Total security of data

Supports integrated global solutions

**Contrary to popular opinion, enterprises everywhere are becoming greater, not lesser, users of mainframe computing power. As this momentum increases and the demand for services shifts, organisations are finding it increasingly difficult to manage, develop and operate their mainframe systems effectively. Addressing these challenges internally has proved to be complex, resource intensive and costly, hence organisations are turning to outsourcing specialists to deliver the scalability, technical expertise and costs savings demanded.**

With over 40 years of experience, CSC delivers proven and cost effective outsourcing solutions that directly meet the operational challenges faced by organisations globally. By migrating mainframe processing to a CSC strategic 'Tier One' Data Centre, organisations can tap into world class expertise that will enable significant cost savings and provide the flexibility and scalability required to accommodate change.

Change has become key to organisations due to the ongoing migration of services from mainframe to midrange, and the expansion of merger, acquisition and divestiture activity. CSC's experience and size enables its clients to leverage the required technical, hardware and specialist resources in order to manage change effectively and efficiently.

## CSC'S COLLABORATIVE APPROACH

CSC's Managed Mainframe Services are founded upon four Global Management Centres, based in the UK, mainland Europe, US and Australia. These centres have dual site capability and high

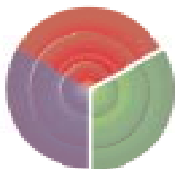
levels of redundancy which enable enhanced availability and production failover for critical systems. Full operations and network monitoring is supplied 24 hours a day everyday, with automated problem determination ensuring early alerts and a rapid response to system issues.

Unlike many of its competitors, CSC's Managed Mainframe Services are based on a standard operating environment which is entirely hardware and software independent. Via global agreements with leading vendors and jointly developed technology, CSC therefore offers its clients: leveraged costs; leading-edge technology; and access to the very best technical expertise available.

Technical support and workflow management is provided by CSC's mainframe 'Centre of Excellence' whose expertise and processes have been developed over many man years based on experience from supporting a host of major clients including Ford, AMP and the Danish Government.

The very highest levels of security are available. CSC already provides Managed Mainframe Services to some of the most security-sensitive clients in the world such as the CIA, NASA and other leading military and naval installations. Quality is guaranteed at each data centre through adherence to ISO 9001 standards or equivalent.

Provision of a flexible offering is however key. CSC's collaborative approach ensures that the service supplied is tailored to fully meet the exact needs of the client. Service Level Agreements are negotiated on a case-by-case basis, and unit-based pricing is provided as part of the standard offering. The overriding objective is client satisfaction.



Part of CSC's global service offerings portfolio

# Managed Mainframe Services



## WHY CHOOSE CSC'S MANAGED MAINFRAME SERVICES?

CSC's Managed Mainframe Services are built on a proven outsourcing philosophy which seeks to provide a partnership approach to all client engagements that maximises value and fully leverages resources. Hence clients will be able to concentrate on their core capabilities without having to worry about the management of their mainframe operation.

Choosing CSC's Managed Mainframe Services will enable clients to partner a global IT company whose capabilities are based on over 40 years of experience and best practice. A company which is renowned for its flexibility and which is already providing a world-class service to a wide variety of prestigious global organisations including JP Morgan, DuPont and BAE SYSTEMS.

## FEATURES AND BENEFITS

CSC's Managed Mainframe Services deliver the following features and benefits.

### Part of an integrated portfolio

- CSC's Managed Mainframe Services are part of a fully integrated end-to-end solution.
- Part of an integrated full service offering
  - End-to-end continuity of service and accountability

### Unit-based costing

- Cost to clients is based upon consumption and not commitment.
- Lower operational costs
  - Predictable monthly expenditure

### Fully scalable operation

- Economies of scale are provided by CSC's Global Management Centres supporting many major clients.
- Clients can tune the supply of computing power to demand
  - Clients can leverage resources – human, economic and infrastructure

### Dual site capability

- CSC facilities can offer mirrored systems at a second site, combined with disaster recovery capabilities.
- Enhanced systems availability for critical systems
  - Reduced downtime
  - Assurance of fully recovered operations in disaster situations

### High level of redundancy

- Duplicate power supplies, networks and other infrastructure components provide contingency capacity to ensure business continuity.
- High levels of systems availability
  - Reduced probability of major failure

### Hardware / software independence

- Clients have complete flexibility on their technology choices.
- Technical solutions that fully meet client requirements
  - Fewer technical constraints
  - Leveraged global agreements and alliances

### Full systems monitoring

- 24 hours by 7 days a week, 365 days a year operational support utilising automated tools.
- Early alerts
  - Rapid response and resolution

### Partnership approach

- Service tailored to meet clients' requirements.
- Heightened levels of customer satisfaction
  - Committed service levels at a lower cost

### Standard operating environment

- Core service offering with standard operating system, console monitors, tools, etc.
- Enhanced technical expertise
  - Improved problem resolution
  - Total security of data

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