

Managed Midrange Services

DELIVERING COMMERCIAL CONTROL TO THE SERVER ENVIRONMENT

A world-class outsourcing offering from CSC



BENEFITS

Part of an integrated global service portfolio

End-to-end service management

Predictable monthly expenditure

Capacity-based pricing

Improved availability at reduced costs

Simple common unit for diverse midrange platforms

Enhanced systems availability for critical systems

Processes that provide future-proofed technology

Leveraged global agreements and collaborations

Committed service levels

As the level of change intensifies through the accelerated migration of services from mainframe, retaining common control of midrange systems is becoming increasingly difficult to manage. Ready access to the appropriate skills to support the levels of innovation now required has also become a challenge. To meet these demands, organisations are increasingly looking to outsourcing specialists to provide the scalability, technical expertise, business process innovation and cost savings required.

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 outsourcing midrange processing to CSC, organisations can tap into world-class expertise that will enable significant cost savings, as well as providing the flexibility and scalability required to accommodate change.

Capacity-based pricing and a common unit for diverse midrange platforms are key to providing commercial control over this rapidly expanding environment. CSC's experience and size enables its clients to leverage the required technical, hardware and specialist resources so that change can be managed effectively, and service can once more become predictable.

CSC's Collaborative Approach

CSC's Managed Midrange Services are centred on four global data 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 produc-

tion fail-over 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 is vendor neutral which differentiates it from other service companies with hardware backgrounds. Via global agreements with leading vendors and jointly developed technology, CSC can therefore offer its clients best-of-breed solutions that enable: leveraged costs; leading-edge technology; and access to the very best technical expertise available.

In order to provide its clients with best practice technical support and expertise, CSC has set up a number of midrange 'Centres of Excellence' whose processes and procedures have been developed over many man years based on experience gained from supporting a host of major clients including Nortel Networks, AMP and British Nuclear Fuels.

The very highest levels of security are available, and these services are already provided to clients such as the CIA, Alenia Marconi Systems and other military and naval installations. Quality is guaranteed at each Data Centre, whether in-house or at a client site, 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 meet the needs of each client. The service offering is based on world-class service levels, and capacity-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 Midrange Services



Why choose CSC's Managed Midrange Services?

It's the way we do it that sets us apart.

CSC's Managed Midrange Services are based 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 business without having to worry about the management of their midrange infrastructure.

Choosing CSC's Managed Midrange Services will enable clients to partner with a global IT company whose capabilities are based on over four decades of experience and best practice. With flexibility becoming a business imperative in a rapidly changing world, organisations need to choose a partner that is renowned for its world-class service and its collaborative and flexible approach. That is why many prestigious organisations including Royal Mail, DuPont and BAE SYSTEMS have chosen CSC to manage, develop and operate their midrange services to achieve business results.

features and benefits

Part of an Integrated Portfolio

Managed Midrange Services are part of a fully integrated end-to-end outsourcing solution:

- End-to-end service management;
- Part of an integrated global service portfolio.

Capacity-based Pricing

The price that clients pay is based on required available capacity:

- Predictable monthly expenditure;
- Known price for management of extra capacity.

Fully Scalable Operation

Economies of scale provided by CSC's Global Management Centres supporting many major clients:

- Extensive and diverse skills base available;
- Allows remote management of systems housed both on client sites and those in CSC data centres;
- Improved availability and reduced cost base;
- Lowers the cost of the operation.

High Availability

Dual site capability with high level of redundancy and disaster recovery services:

- Reduced downtime for critical systems;
- Less chance of major failures.

Simple Commercial Arrangements

Single common unit for diverse midrange platforms:

- Facilitates commercial control;
- Simplified reporting.

Hardware / Software Independence

Vendor neutrality providing complete flexibility on choice of technology used:

- Best-of-breed technical solutions that fully meet customer requirements;
- Leveraged global agreements and collaborations.

Full Network Monitoring

24 hours by 7 days a week, 365 days a year operational support utilising automated tools:

- Proactive service management;
- Rapid response and resolution;
- Improved availability.

Standard Operating Environment

Core service offering with standard operating system, console monitors and tools:

- Enhanced technical expertise;
- Total security of data;
- Facilitates future-proofed technology.

Partnership Approach

Ongoing alignment of service with client, market and technology changes:

- Maximum business flexibility;
- Responsive and committed to service levels.

Computer Sciences Corporation

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