

EDS PROVIDES COMPLETE MILITARY ENGINEERING SUPPORT

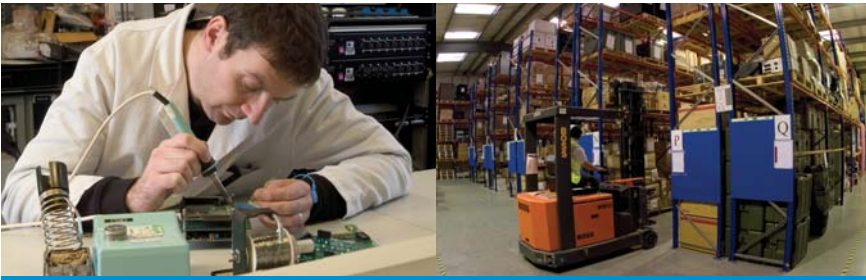
DELIVERING A WORLD OF INFORMATION ADVANTAGE



/// OVERVIEW



The Engineering Services Group (ESG), part of EDS Defence and based in Tewkesbury, provides a complete solution to customer requirements for the design, development, assembly, test and delivery of systems. ESG supports ruggedised military and civil systems for repair, maintenance and documentation. ESG has a proven record in designing equipment to operate in harsh conditions that demand rigorous testing against environmental, EMC and TEMPEST requirements. From its List-X site, ESG provides Production, PC Installation, Repair, Maintenance, Storage and Distribution capabilities in support of customers worldwide. ESG holds BS EN ISO 9001:2000 certification. Our repair and maintenance staff hold Microsoft Certified Systems Engineer (MSCE) qualifications.



A SIGNIFICANT CONTRIBUTION TO HARDWARE SUPPORT

The commitment to project requirements by the skilled staff within ESG has yielded significant cost and timescale benefits. ESG demonstrated this commitment on the ATacCS project (also known as IARRCIS) where a highly cost effective solution - including rugged hardware components based on Commercial off-the-shelf (COTS) packages - is in service with the Allied Rapid Reaction Corps and the British Army. Delivery of ATacCS occurred during a short but vigorous programme characterised by rapid development with reduced cost and risk. This cost/risk reduction was achieved by the production and repair being carried out in-house and in the same premises, thus providing the quality control and management required in the military domain.

Production

ESG specialises in Turnkey design, assembly and test of IT equipment in air-conditioned, static-safe workshops. We have extensive experience in the manufacture of tactical systems housed in ruggedised transit cases, low/medium production volumes of high-complexity equipment and rugged cabling assemblies for EMC/TEMPEST certified systems including vehicle/container body installations and equipment and rack integration. Production incorporates System Design, Drawing Office support, the provision of full documentation, Post Design Services and Quality Assurance.

PC Installation

We provide a Turnkey approach to new installations and installation upgrades, which includes software loading, project management, site surveys, detailed drawing, customer approval and acceptance. ESG has a current capability to rollout new PCs at a rate of 500/month delivered to the final user desk. Using the existing Tewkesbury facility, the throughput will shortly expand to 3,000/month.

Repair and Maintenance

ESG provides on-site and return-to-base support for both military and commercial equipment. Effective support is achieved through a Call Management Centre, a team of workshop technicians and qualified field service personnel. ESG repairs warranty and non-warranty equipment either by operating as a repair depot (for Return-to-base repairs) or by supplying technical support in the field.

Storage and Distribution

The EDS Defence central stores facility, which is co-located with ESG at Tewkesbury, provides a 1200 pallet load space of 'medium' and 'fast-moving' storage space for all types of equipment.

The ESG Repair Unit and Warehousing/Goods-In are collocated - this eliminates transfer delays and results in a faster turn-round and a more efficient service to the customer. ESG can provide guidance to customers on the stock levels necessary to achieve optimal response or repair times and costs. For Return-to-base repairs, ESG offers an equipment collection and return service that includes Europe to meet customer operational needs.

[Note: Stock holdings are subject to predicted failure rates and lead times for repair or replacement.]

/// More than 15,000 EDS employees dedicated to serving the military sector /// Work for both the United States and United Kingdom Armed Forces for over 35 years /// About 50 percent of EDS' military business is generated outside the United States /// Our industry experts average more than 20 years of experience in military services /// The EDS led ATLAS consortium is providing the Defence Integrated Infrastructure for the UK MOD

Solving your needs

EDS offers a fast-track route to highly automated systems and services, time-tested processes and procedures and expanded resources. By leveraging EDS' core capabilities, military organisations can focus on capabilities and services that distinguish them.

Let EDS help you:

Create measurable, sustainable value for your Armed Forces

To succeed, the Armed Forces must reduce costs whilst maintaining operational capability. By improving efficiency and reducing operational costs and capital expenditures through optimized and automated solutions, you will achieve that aim. EDS helps you achieve concrete results that show a measurable return on investment.

Strategically manage your costs

Cutting costs whilst maintaining operational effectiveness is the No. 1 issue you are facing today. EDS can help diagnose your current state and provide the resources and expertise to transform your enterprise into a more efficient and cost-effective operation.

Manage your enterprise risk

With an increase in government compliance regulations and a change in capital adequacy, military organisations must harmonise planning, administration, operations and security functions across the organization to manage and reduce risk. EDS can help integrate and transform your processes, tools, technology and overall risk strategy. We provide strong program management, proven methods and capable, talented people who know the military services business.

Automate your production, installation, maintenance and repair functions

Automate all the functions of production, installation, maintenance and repair of military systems used by your Armed Forces. We can help improve your efficiency by reducing turn-round time and carrying out upgrades and repairs on-site or within our own facilities using fully qualified staff.

Develop applications faster, cheaper and with higher quality

Enhance your IT infrastructure. EDS' component-based tool is used by applications developers to design and create applications relevant to the military personnel lifecycle. Where possible it reuses your existing software components and reuses commercial off-the-shelf business processes, models and components for faster, cheaper, higher-quality application development.

The EDS difference

EDS brings you a complete portfolio of world-leading consulting, business and technology services that deliver value to military organisations across the globe. Our global team tailors these offerings to meet the specific needs of individual clients, allowing you to respond to changes quickly.

SUPPORT FOR MILITARY PROJECTS

- Field service support to six projects (including CSS, TAFMIS, and JOCS) through its fully trained and qualified staff.
- Return-to-base support to six projects (including ATacCS and ASH) where the skilled support staff have received the appropriate product training. (These repairs occur in air-conditioned, static safe handling areas.)
- A dedicated manager co-ordinates the repair stock holding, negotiates back-to-back repair agreements with suppliers, and monitors equipment for its impending obsolescence. (Repair stock is located in the Tewkesbury stores facility.) The Repair Unit also arranges for the safe disposal of redundant equipment in accordance with appropriate EU directives.
- Over 22,000 hardware items supported by the Repair Unit at ESG Tewkesbury.
- The Call Management Centre at Tewkesbury co-ordinates the qualified team of service engineers to provide effective Field Service and Return-to-base support for ten major IT systems within the UK Defence community. In addition, the ESG Repair Unit provides Back office support to the 1700 PCs and 500 printers used within EDS Defence (UK).

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About EDS

EDS (NYSE: EDS) is a leading global technology services company delivering business solutions to its clients. EDS founded the information technology outsourcing industry 45 years ago. Today, EDS delivers a broad portfolio of information technology and business process outsourcing services to clients in the manufacturing, financial services, healthcare, communications, energy, transportation, and consumer and retail industries and to governments around the world. Learn more at eds.com

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