



How EDS Solves the International TEM Conundrum

David Cordeiro

Global Network Portfolio

Agenda

- The Problem Global company with global client base
- The Process Broad and rigorous RFI and RFP process
- The Solution ???
- The Future Fundamentally transforming global carrier management

The Problem

Making Telecom Expense
Management Work for the Global
Enterprise

EDS – Ally to our Clients

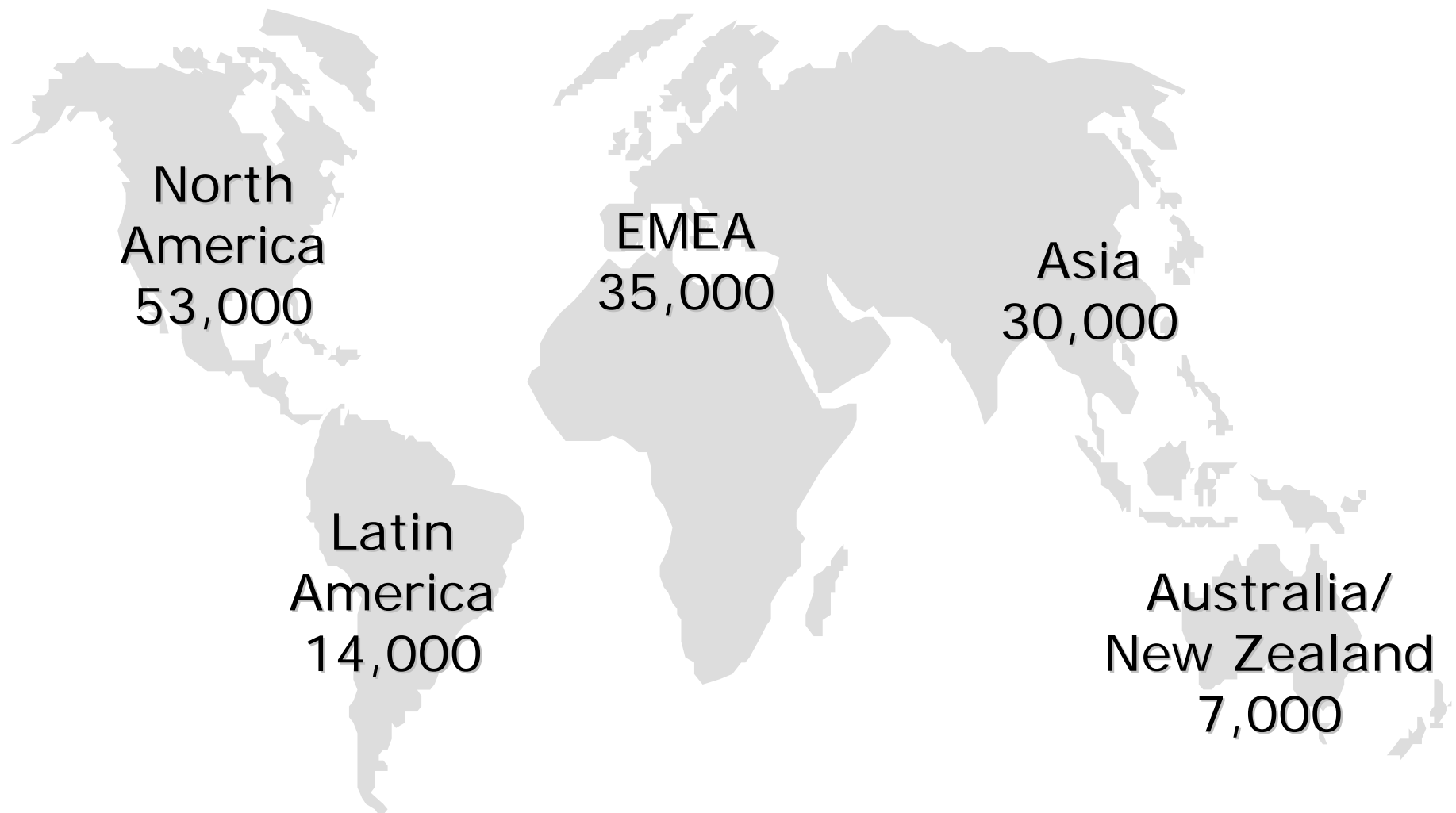


EDS Global Scope and Scale

- **We manage globally:**
 - CRM services from 149 locations in 47 languages
 - 300,000 servers, more than 100 data centers and just over 3 million client desktops
 - 2,500 firewalls and 3,000 systems to detect intrusions, threats and vulnerabilities
- **We process annually:**
 - More than 5 billion credit card transactions
 - 500 million travel reservation transactions
 - \$95 billion in U.S. Medicaid benefits for more than 20 million recipients
- **We prevent monthly:**
 - 550 million junk e-mails from reaching our employees and clients
- **We serve clients in every major industry and geography, including:**
 - 75 of the top 100 manufacturing companies
 - 250 health care clients in 21 countries
 - 109 domestic and international air carriers – more than any other IT services provider
 - 346 government clients in 25 countries
 - More than 200 clients in 21 countries worldwide through our BPO Administrative and Transaction business units.

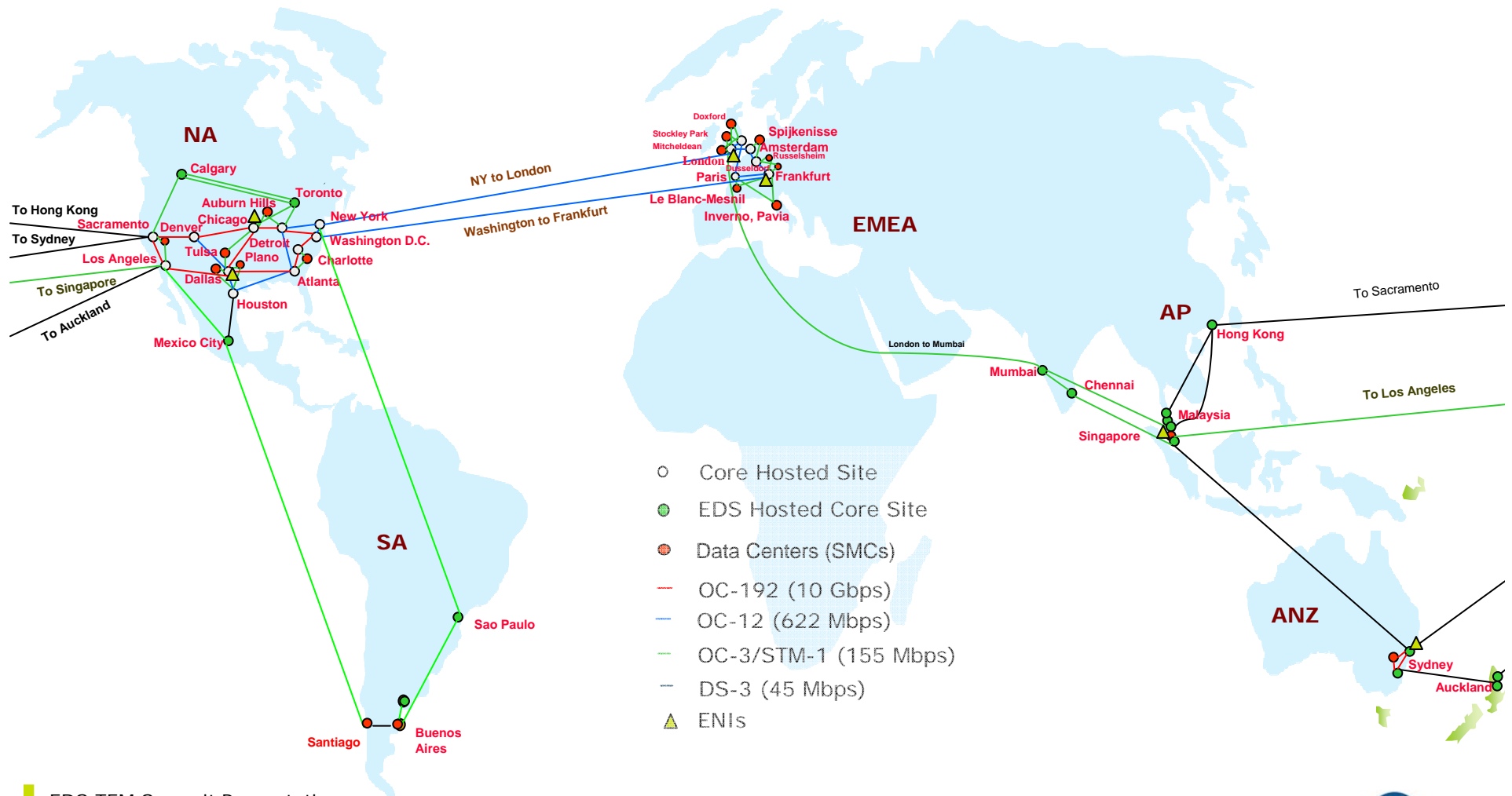
Global Strength and Perspective

EDS has approximately 139,000 employees in more than 65 countries



Global Services Network (GSN)

- Global MPLS Core backbone network with QoS, security and failover capability
- 50 nodes globally in 19 countries, linking 33 co-location sites and 18 data centers



Global Challenge : Languages

Language	# of Countries		
Bulgarian	1	Member countries in the EU	27
Czech	1	Member Languages	21
Danish	1		
Dutch	1		
English	3	Plus Switzerland (German, French, Italian) Norway (Norwegian)	
Estonian	1		
Finnish	1		
French	3	Total Countries	29
German	2	➔ <u>Different languages</u>	<u>22</u>
Greek	2	Major languages spoken in	10
Hungarian	1		
Italian	1		
Latvian	1		
Lithuanian	1		
Polish	1		
Portugese	1		
Romanian	1		
Slovakian	1		
Slovenian	1		
Spanish	1		
Swedish	1		

Global Challenge: Carriers

Sample of 120+ EU Carriers used by 24 MNCs, inc. 5 U.S. globals

Row Labels	Data	Fixed	Fixed & Data	Fixed & Mobile	Mobile	Grand Total
BeNeLux	6	15	1	1	6	29
Belgium	3	7	1	1	1	13
Luxemburg	1	2			1	4
Netherlands	2	6			4	12
DACH/Central	5	19			4	28
Austria		3			1	4
Croatia		1				1
Czech Republic	1	1				2
Germany	1	6			2	9
Hungary		1				1
Poland		1				1
Romania		1				1
Russia		1			1	2
Slovenia		1				1
Switzerland	3	3				6
Nordic	5	9		1	3	18
Denmark		2		1	1	4
Finland	2	2			1	5
Norway	1	2				3
Sweden	2	3			1	6
Southern Europe	8	9			7	24
France	7	5			3	15
Italy	1	2			2	5
Spain		2			2	4
UK/Ireland	5	11			5	21
Ireland	4	3			1	8
UK	1	8			4	13
Grand Total	29	63	1	2	25	120

Global Challenge: Currencies

€

Support for Multiple Currencies

CHF

¥

- Conversion rate management with history?
- Keeps track of amounts in actual and system-level common currency?
- Supports import of data in different source currencies?
- Ability to extract A/P based on vendor's native currency?
- Allows user to select invoice entry currency on per-invoice basis?

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Global Challenge: Regulation

Outsourcing 2007/08

Cross-border

Data protection issues on an EU outsourcing



Saam Golshani, Alastair Gorrie and Diego Rigatti,
Orrick Herrington & Sutcliffe

www.practicallaw.com/8-380-8496

Outsourcing can mean subcontracting a process to a third-party company in the interest of lowering firm costs, focusing on the core competencies of a particular business, or making more efficient use of labour, capital, technology and resources. It can involve the transfer of the management and day-to-day operation of an entire business function to an external service provider, with the resulting need for a large data exchange.

Cross-border flows of personal data are necessary to the expansion of international trade. In the EU, the economic and social integration that has taken place as a result of the establishment of the internal market has led to an increase in cross-border flows of personal data between those involved in a private, or public, capacity in economic and social activity in the member states.

Directive 95/46/EC on data protection (Directive) aims to protect the rights and freedoms of individuals in the processing of their

Applicable EC law provides that the data controller is responsible for the acts and omissions of the data processor, and so it is advisable that the data controller instructs and selects its data processor only after a thorough assessment of the candidates. This is important even if the parties have agreed by contract to allocate their responsibilities so that, for example, all liabilities are transferred to the supplier. While such clauses can be effective between contracting parties, they are not in relation to the data subject, who remains a third party with respect to the contractual relationship.

There are three different legal relationships that arise regarding the treatment of personal data in a contract for outsourcing services:

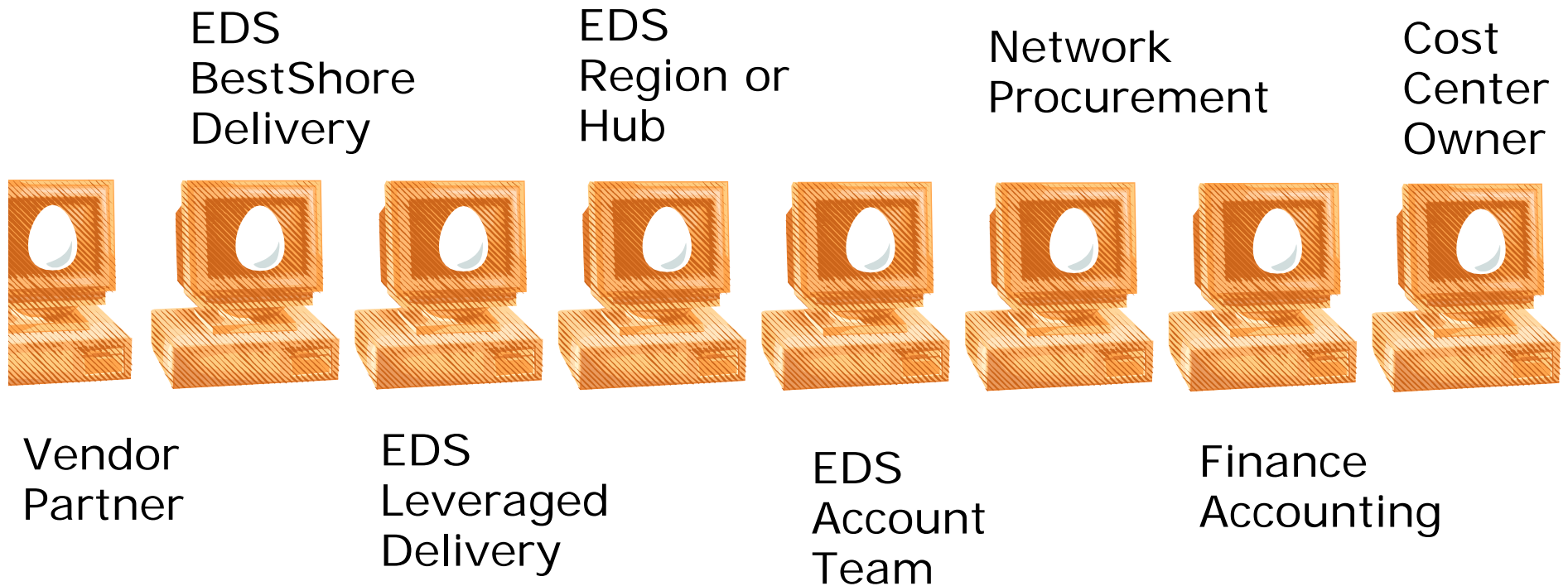
- Contractual (and/or in tort, depending on the jurisdiction), between the data subject and the data controller.

Cross-border

Where is the Egg?



Where is the Egg?



The Process

Finding the Right Partner

Selecting a Global Partner

17 Vendors Invited to Participate in RFI

- 5 months of review
- 100+ questions
- Product demonstrations

5 Vendors in RFP

- 4 months of review
- 100+ questions
- Client site visits
- Solutioning exercises
- Technical deep dives



RFI Results: All Vendors

Company	Score	Rank	Must "haves" Met	Gartner Rank	License S/W?
SYMPHONY SERVICE CORP	88.49	1	Yes	Positive	
XXXXXXXXXXXXXXXXXXXXX	87.66	2	Yes	Positive	
XXXXXXXXXXXXXXXXXXXXX	86.40	3	Yes	Strong Positive	
XXXXXXXXXXXXXXXXXXXXX	83.29	4	Yes	Promising	
XXXXXXXXXXXXXXXXXXXXX	81.79	5	Yes	Positive	N*
XXXXXXXXXXXXXXXXXXXXX	79.82	6	Yes	Positive	
XXXXXXXXXXXXXXXXXXXXX	79.57	7	Yes	Promising	
XXXXXXXXXXXXXXXXXXXXX	78.77	8	Yes	Positive	
XXXXXXXXXXXXXXXXXXXXX	67.34	9	No	Strong Positive	N
XXXXXXXXXXXXXXXXXXXXX	67.18	10	No	Positive	N
XXXXXXXXXXXXXXXXXXXXX	66.78	11	No	Positive	
XXXXXXXXXXXXXXXXXXXXX	58.58	12	No	Promising	N
XXXXXXXXXXXXXXXXXXXXX	53.01	13	No	Promising	N
XXXXXXXXXXXXXXXXXXXXX	46.41	14	No	Promising	N

Global TEM RFP/RFI Results: At A Glance

Company	RFP Score	RFP Rank	RFI Score	RFI Rank	Both Fixed & Mobile	Gartner Rank ¹	RFI License S/W?
Symphony Service	88.93	1	88.49	1	Y	Positive	Y
XXXXXXXXXXXXXXXXXX	88.89	2	86.40	3	Y	Strong Positive	Y
XXXXXXXXXXXXXXXXXX	80.36	3	87.66	2	Y	Positive	Y
XXXXXXXXXXXXXXXXXX	67.75	4	67.34	9	Y	Strong Positive	N
XXXXXXXXXXXXXXXXXX	65.33	5	83.29	4	Y	Promising	Y

Symphony Showed Compatible Global Vision

EMS 11 - Microsoft Internet Explorer provided by Symphony Services

http://10.66.28.111:8080/monies/SessionController?requestType=login&action_event=do_login

File Edit View Favorites Tools Help Links CVS Team Track EMS (TCS) Dictionary Sun J2SE EMS (Local)

EMS 11

用户: ch [Log Out]

系统管理 审查 帐单 电话费用 仪表盘 ETL IDC 详细目录 发货票 报告 请求 表格

家庭 >> 发货票管理 >> 发货票控制

发货票控制 争执原因 决议原因 Cust 决议原因 负责责任的个体 之外

默认发货票类型: 00000000

默认费率: 00000000

发货票批格式: 0000000000GL

默认总结Org: [Text Field]

默认总结GL: [Text Field]

默认类别:

MRC 借款起始日期: [Text Field]

MRC Savings Months: [Text Field]

USOC 在 Inv:

USOC 价格核实:

缺货Xfer:

贩卖者核实:

发货票率期间核实:

Inv 总成本核实:

过期证明:

充电在 90 天之外:

巩固的发货票天: [Text Field]

例外充电下垂:

功能失效共同的用户为批认同:

不要设置新发货票单子:

核实存货 - 例外名单为DNP

Symphony – Global Footprint by Location

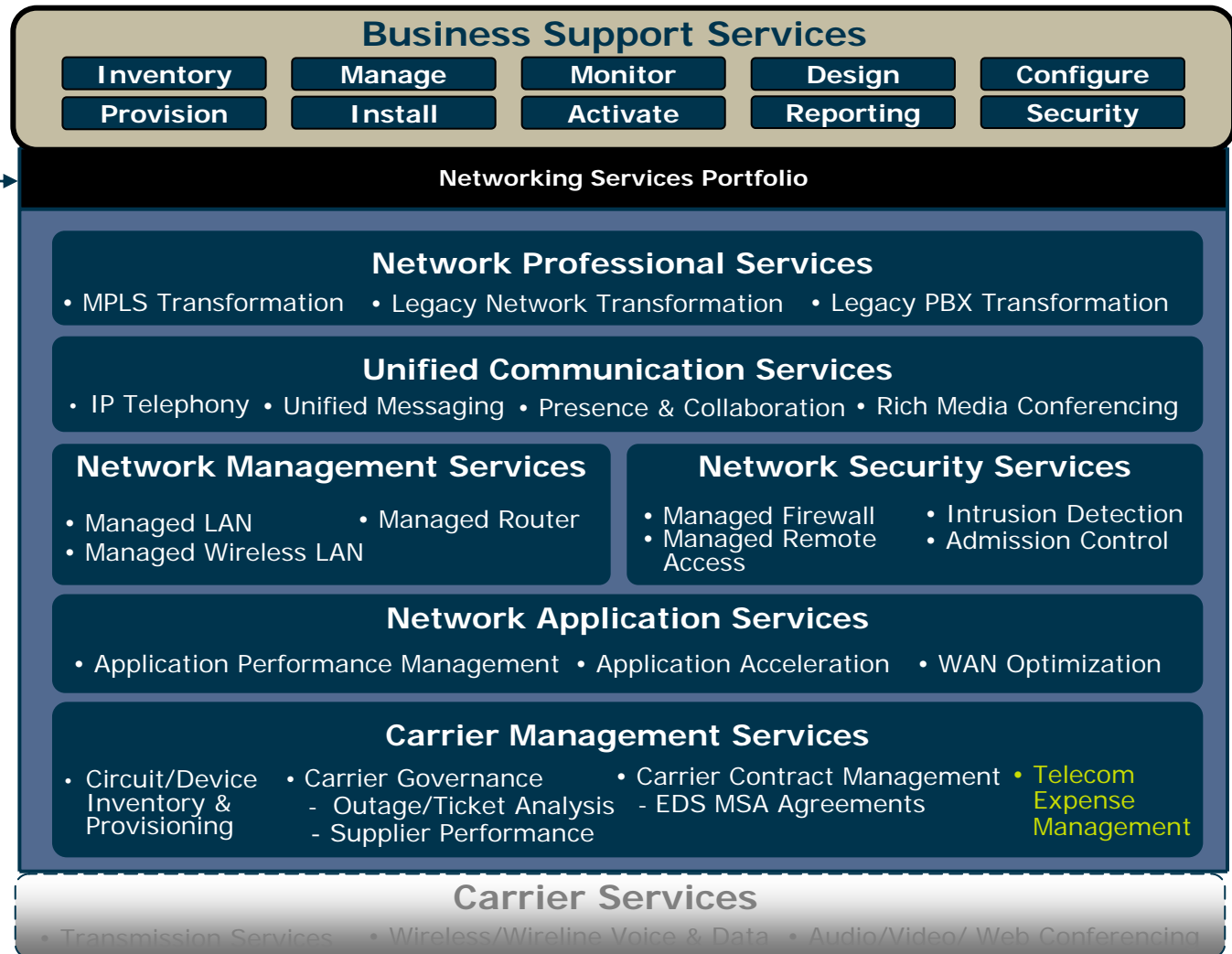
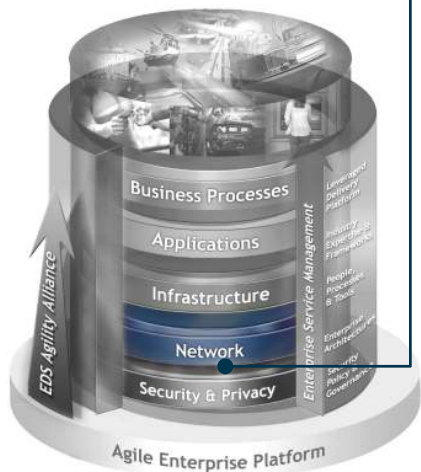


- **US:**
 - Waltham, MA
 - Dallas, TX
 - Palo Alto, CA
 - Nashville, TN
 - Boston, MA
 - Ft. Myers, FL
- **UK:**
 - London, UK
- **India** – Symphony Service Corp PVT LTD
 - Bangalore
 - Pune
 - Mumbai
- **China** – Symphony Service Corp PVT LTD
 - Beijing
- **Symphony Technology Group**
 - CAPCO, Lawson (Intentia), SSC, IRI – 2007 Revenue \$2 Billion, 15K Employees

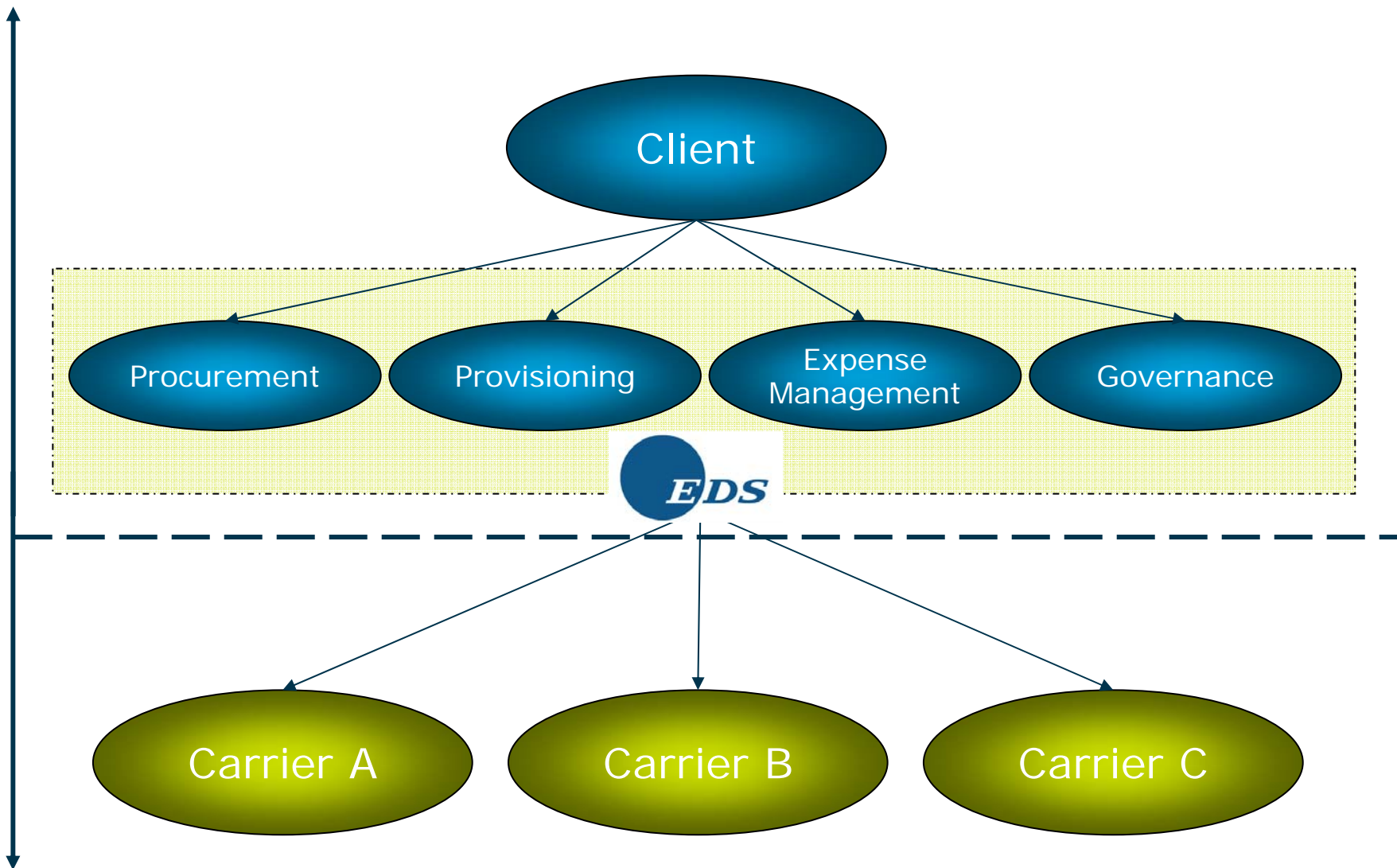
The Future

Invoice Reconciliation and Inventory
as a Component of Global Carrier
Management

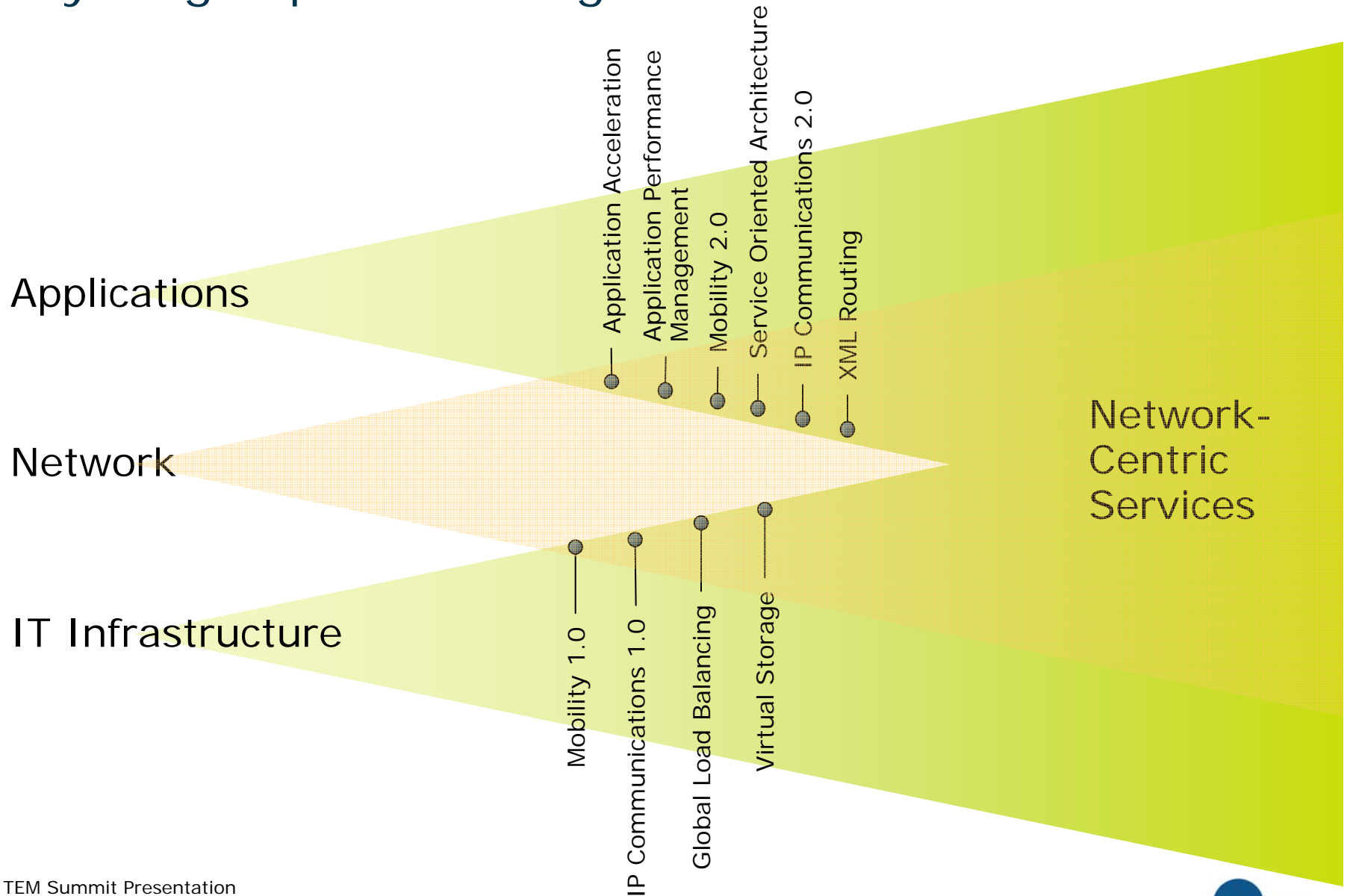
EDS Networking Services



EDS Carrier Management



The Future: Everything Expense Management



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