

PRODUCT LIFE CYCLE MANAGEMENT SERVICES

WHAT'S MISSING FROM YOUR PLM PICTURE?

Industry Awareness

Over the last decade, the product innovation landscape has been changing rapidly. New processes and information environments are transforming the way products are developed and managed by the extended enterprise and knowledge community throughout the product life cycle. Product Life Cycle Management (PLM) extends traditional CAD and PDM solutions into a total enterprise solution, spanning product and process definition, product production, and operational support. PLM is key for enterprises who view their product information as a corporate asset. Access to product and process data drives competitive advantage. PLM is especially critical for those companies who are globally dispersed, compete as part of an extended enterprise, compete on time, and embrace a close working relationship with partners, suppliers and customers.

Proven as Partners

Globally, CSC has more than 1,400 solution delivery and support specialists involved in the delivery of PLM services to clients. Our approach to PLM solution delivery integrates change across six business domains: process, organization, location, data, applications and technology. This structured and holistic approach to PLM implementation, in conjunction with our specific PLM business domain knowledge, has positioned us to partner with many Fortune 500 companies to realize large-scale PLM solutions. CSC's key PLM clients include large-scale outsourcing customers — BAE Systems, General Dynamics, United Technologies Corporation and Lockheed Martin — as well as consulting engagements with Ethicon Endo-Surgery, Bose Corporation and Johnson Controls. These corporations have partnered with CSC to achieve significant business value enabled by PLM process and technology change.

A Range of Solutions

CSC has extensive experience implementing PLM solutions across multiple industry verticals and across

multiple solution sets. We understand your industry. We understand your business processes and how to improve them. CSC is active in the aerospace and defense, chemical, energy and gas, consumer products, financial services, government, health care and retail industries. And we have an in-depth command of the enabling technologies — hardware, software and infrastructure. CSC is uniquely positioned as an unbiased, independent solution provider — we are not tied to any specific vendor solutions. Our business and technical knowledge is strengthened by maintaining Alliance partnerships with the major PLM application providers — Dassault Systemes, PTC, Metaphase, SAP and MatrixOne.

Demonstrating How PLM Can Work for You

CSC has created a PLM Competency Center where myriad PLM hardware and software configurations can be replicated and tested in a secure environment. The Center affords companies with an interest in implementing or refining PLM, a facility for examining the impacts of new strategies. Rather than giving advice about what you should buy, Center personnel focus on making PLM work with what you have. This unique facility and its staff are available for product demonstrations, prototypes, research and testing.

Why CSC?

Our proven track record and experience, global organization and solution vendor-independence make CSC unique in the computer services industry. We are broadening our current PLM IT service offerings to provide full implementation and support services. We stand ready to partner with your team to create credible PLM strategies and implementations — flexible, customized solutions to meet your business needs. Let us help you improve your operational efficiency and competitive advantage while adding value to your bottom line.

THE CSC PLM SERVICES PORTFOLIO — ONE-STOP SHOPPING FOR ALL YOUR PLM SERVICES NEEDS

CONSULTING SERVICES

Value Planning

- Identify Areas of Value for PLM Investment
- Develop Business Case
- Develop Implementation Road Map

Architecture and Business Case Development

- Architecture Development — Business, Data, Application, Technical
- Process Reengineering
- Package Evaluation and Selection
- Implementation Planning

Organizational Change Management Program and Project Management

INFRASTRUCTURE SERVICES

Software Installation and Deployment

- Software Procurement, Installation and Administration
- Software Configuration Management

Integration of Heterogeneous Hardware and Software Platforms

- Engineering, Design, Manufacturing

Technical Infrastructure Design and Management

- Networks, servers, clients supporting PLM applications

Information Security and Assurance Help Desk Management

About CSC

The mission of CSC is to be a global leader in providing technology enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients, and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 45 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

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WA08_0126

APPLICATION SERVICES

Application Architecture and Design

- Integration of PLM systems with the total enterprise

Software Customization and Coding

- Customization of COTS PLM applications
- Development of new applications integrated with PLM

Database Architecture and Administration

Enterprise Application Integration

- COTS and Legacy Systems

IMPLEMENTATION AND SUPPORT SERVICES

Training

Design Methodology and Best Practices

User Support and Tutoring

Hot Line Support

Data Migration and Translation

- From legacy systems
- From 2D to 3D
- Between multiple CAD platforms
- CAD version upgrades

Contact Us

For more information on improving your profitability and customer satisfaction with CSC's Warranty Management Services, e-mail us at CSCManufacturingBusinessDevelopment@CSC.com or call +1.513.763.3210.

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