... Driving Results.

As information technology has become the lifeblood of the corporation, CSC has continued its focus on helping clients achieve strategic business goals and profit from the use of IT. CSC has transformed the IT operations of many global clients, improving their customer relationships through the management, development and implementation of technology services. To drive results and deliver excellent service, CSC has developed a global, integrated set of processes and tools based on its proprietary CSC Catalyst℠ methodology, designed to enable effective and efficient account management for both the client and CSC. Our end-to-end Account Management System (AMS) encompasses:

- Governance Models
- Account Processes
- Performance Management Systems
- Project Integration
- Account Program Management Office
- Client Satisfaction Surveys
- Consistent Communications
- Formal and Informal Collaboration Forums
- Clearly Defined Roles and Responsibilities
- Six Sigma

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About CSC
Computer Sciences Corporation helps clients achieve strategic goals and profit from the use of information technology.

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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Delivering Success ...

Global, Integrated Account Management System for Effective Outsourcing

CSC'S ACCOUNT MANAGEMENT SYSTEM

Trust-Based, Results Driven Relationships

The CSC Account Management System is a set of repeatable frameworks, tools and processes that enable effective management of an outsourcing relationship.

Governance Models

An integral part of enterprise management, governance consists of the organizational structures and processes that CSC and the client leadership need to authorize actions and policy decisions. CSC's governance models clearly assign decision-making authority and accountability, ensuring that IT extends and sustains the business strategies and objectives.

Account Processes

Our global, integrated processes facilitate collaboration, communication and interaction in the delivery of service. The processes provide the foundation for developing a relationship based on trust, openness and honesty.

Performance Management

Measurement, combined with open communication about the results, is key to the success of any outsourcing relationship. Through sustained and diverse measurement, CSC and the client can assess progress against both strategic and tactical goals.

Project Integration

In today's complex business environment, no project stands alone. By taking a holistic and integrated view of proposed and ongoing projects, CSC helps cut down duplication and redundancy to ensure that each project is integrated with all others — whether provided by CSC or by third-party vendors.

CSC uses a range of tools and processes that combine industry best practice with our experience of working with clients for over 45 years. As new experience is gained, CSC's AMS tools are continuously refined, so that improvement can be built into the outsourcing model:

Account Program Management Office

As the organization that executes CSC's AMS tools and processes, the Account Program Management Office (APMO) provides the bridge between CSC and its clients. Each APMO has oversight of the governance execution, account processes, performance management and project integration.

Client Satisfaction Surveys

CSC utilizes four survey tools to assess and measure its performance on outsourcing accounts:

- Annually, CSC employs Gartner to conduct a random, anonymous survey to benchmark CSC against the IT industry.
- Quarterly, CSC performs a Client Performance Appraisal Review (CPAR) targeted at an IT-knowledgeable population to assess service delivery.
- Monthly, CSC randomly surveys users to assess the performance of service delivery. This survey is called the Transactional Performance Assessment Review (TPAR).
- Monthly, CSC surveys executives using the Account Performance Assessment Report (APAR), which ensures that the services being delivered are aligned with the client's business strategy and objectives.

Consistent Communications

From transition through transformation and ongoing operations, CSC actively communicates with the retained IT function and — together with the client — with the user population. Our experience across hundreds of accounts has taught CSC that open communication facilitates an understanding of the value being provided by the outsourcing and enables the retained IT team to become a strategic asset within the client organization.

Formal and Informal Collaboration Forums

Outsourcing changes the role of the retained IT function. Through the creation of both formal and informal collaboration forums, AMS ensures regular meetings to jointly agree upon future actions.

Clearly Defined Roles and Responsibilities

CSC has adopted the best-practice Responsibility/Accountability/Consultative/Informed (RACI) methodology to identify and categorize roles and responsibilities. The AMS uses RACI charts to facilitate the implementation of its processes.

Six Sigma

With 91 Black Belts and over 1,000 Green Belts on staff, CSC is a leading practitioner of the world-renowned Six Sigma continuous improvement methodology. CSC has successfully introduced Six Sigma tools and processes across clients to enable improved efficiencies in the delivery of technology services.

WHY CSC?

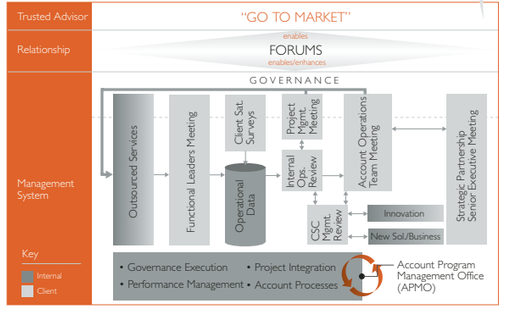
PRACTICAL INNOVATION. PROVEN EXPERTISE.

Standard approaches to outsourcing governance tend to focus on how the parties will control each other without addressing how they will work together effectively. Understanding that good governance is at the foundation of good outsourcing, CSC has taken governance to the next level. Our approach turns the traditional model upside-down, focusing on how to work together effectively rather than on how the parties will control each other. CSC addresses the changes that will be experienced in the client's IT function as a result of outsourcing, and the new responsibilities of the retained IT organization.

The CSC governance model enables the two companies to work as a seamless entity, with shared functions and integrated processes. The shared IT organization's design enables retained IT to run itself as a business, and directly addresses the key areas of change in its role.

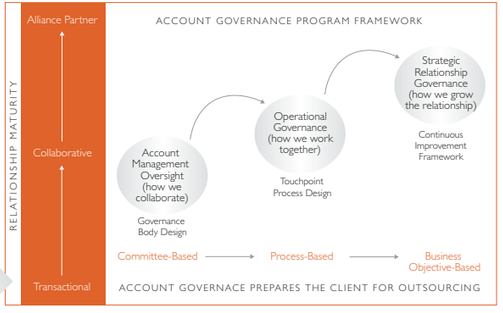
Here are just a few benefits of the integrated CSC Account Management System model:

- A win-win relationship
- Clearly defined roles and responsibilities
- Integration of the outsourcing arrangement into the client's business and IT organizations
- Clearly identified touch points among CSC, the client and other third-party vendors, resulting in seamless hand-offs
- Improved service delivery, resulting in improved client satisfaction



WE'VE DONE IT FOR THEM. WE CAN DO IT FOR YOU.

COLLABORATIVE GOVERNANCE SOLUTION



INCREASING COLLABORATION

In engagement after complex engagement, CSC has supported clients in all industries. We understand that our relationship will be developed at many levels — all of which are necessary for enhancing our joint capability and delivering value. We believe that the foundation for success is trust-based relationships. This is especially important as, by its nature, outsourcing necessitates new responsibilities for both the client and CSC. A few success stories include:

Innovative High-Technology Enterprise

By leveraging the AMS process suite on one of CSC's most complex and aggressive applications outsourcing arrangements, the client and CSC were able to operationalize both the internal and external processes required to support account operations in a manner that reduced deployment cycle time and improved the quality and effectiveness of the processes.

Zurich Financial Services

At Zurich, CSC operationalized key contractually required committees before the commencement date in order to ensure that CSC's activities aligned with the client's objectives from the very first day. As a result, 66 percent of precommencement issues were closed before the Commencement Date. This is unheard of in the outsourcing industry.

DuPont

Through the implementation of AMS, the DuPont retained IT team is able to concentrate on service performance improvement, while CSC focuses on day-to-day operations.

For more information on CSC's Account Management System, e-mail us at tmg_busdev@csc.com, or call +1.888.512.7068.

"I've clearly been on the front end of recommending CSC to other organizations, even where CSC has not asked me to do that. It's a big indication of success if you are willing to recommend your partner's services in an unsolicited way. … We resolve issues by working together — putting the right people in a room and not pointing fingers and, instead, figuring out what's the best solution. And if there are costs to be incurred in resolving the issue, we figure out the fair way to do that. I think it goes to the fact that what we have is truly a strategic partnership."

Saint Vincent Catholic Medical Centers

SHARED

CSC's Account Management System (AMS) creates a shared environment to help clients achieve their strategic goals and optimize their operations through the use of IT.

INNOVATIVE

The AMS model moves governance from control to effective engagement.

REPEATABLE

AMS leverages CSC's broad experience and best-of-breed tools/processes into a single, coherent structure.

RESPONSIVE

AMS tools and processes facilitate quick, responsive changes in the outsourcing relationship as your business changes.

FOCUSED

Every component of AMS is focused on delivering effective technology services to CSC's outsourcing clients and their operating business units.

MEASURABLE

The AMS solution reduces business risk by adopting proven, measurable processes, tools and frameworks.