

What and Why

Operation of all infrastructure services. Why struggle with your own equipment, solutions, maintenance and security problems when CSC can manage and deliver all the services to a specified service level and to an agreed cost.

	Computing Servers, O/S, Databases, Storage & Backup, File & Print Servers
	Network Management Services LAN, WAN, VoIP devices, Remote Access Services
	End User Desktops, Laptops, Messaging, Middle Tier Apps
	Security Operations, Surveillance and Compliance

Business Value

- Access to the, latest and most efficient technology, the latest methods for operation and highly skilled experts when needed.
- Increases the IT-availability to an agreed level.
- Leveraged development. gives reduced costs.
- Known and agreed costs gives easy budgeting and planning.
- Access to a professional service desk gives efficient support.

Customers

CSC has a long experience of developing and installing solutions and works with a number of customers in this area



BOMBARDIER



Process

CSC will examine the present infrastructure and propose a solution in agreement with the customer that will meet the customers requirements. Depending on the agreement hardware will be refreshed and/or moved to CSC:s premises. Software will be updated for proper remote operation and software for surveillance will be installed. CSC will then take over and operate the agreed infrastructure.



Deliverables

- **Efficient operation 24x7**
- An agreement with specified services and service levels (SLA).
- Service level management.
- Patch management.
- Incident process when ever needed.
- Security management and intruder reporting.
- Service Level Reporting
- Refresh and HW/SW updates in accordance with the agreement.