



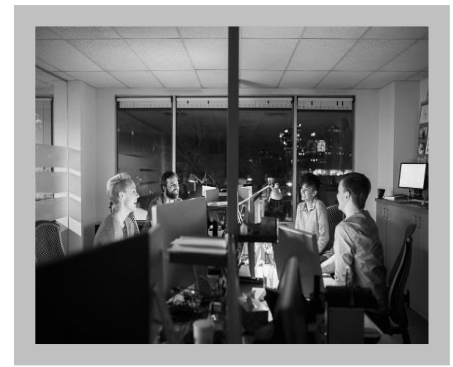
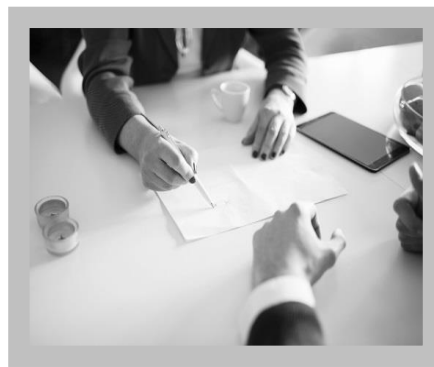
**FDS**

A DXC Technology Company

## Field Delivery Services UK&I (FDS)

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A DXC Technology Company



## Our Vision

Be the preferred provider for the delivery of all field technical services within DXC Technology. Delivered through world-class field delivery centres and measured with value creation, customer intimacy, competitiveness and employee engagement.

## Our Mission

We deliver the difference – the DXC Technology experience at a competitive price.

## Overview

FDS is a wholly owned subsidiary of DXC Technology and although an integral part of delivery operations in EMEA, is a separate legal entity providing true multi-vendor service capability for DXC Technology customers.

FDS was formed in 2017 but has a history spanning over 40 years of delivering multi-vendor services across Europe. The company has a long tradition of delivering highly customised services by providing a broad range of skills and an agile workforce, which creates creating flexibility in service solutions that can be tailored to individual customers' needs.

The service offerings are contained in a single portfolio of DXC Technology branded services, which are delivered by both FDS and DXC Technology service teams. Aligned with DXC Technology FDS is an integral part of delivery specialising in field and onsite delivery for multi-vendor products and services.

## Locations

FDS provides services in over 150 fixed customer sites across all industry sectors in the UK&I. We have five main offices and these are based in Aldershot, Telford, Manchester, Erskine and Dublin.

FDS is also represented in ten European countries.

## Our Workforce

+750 staff in the  
UK&I

Over 95% of staff are  
customer facing

Fixed Site  
Staff 80%

Mobile/Dispatch  
Staff 20%











## Break Fix

**FDS has been providing traditional maintenance services for over 40 years ranging from desktop equipment though to high end mainframes. Covering a variety of original equipment manufacturers, it has the flexibility and adaptability to move with the ever changing and demanding IT market place.**

### Delivery

Services delivered through the resident engineering support model and mobile dispatch team include end user environment support. This encompasses desktop, laptop and printer break fix and deskside support services to end users. We also provide server support from Blade and X86 architecture through to mainframe equipment, including support for the following OEMs: HPE, IBM, Oracle, Dell and Storagetek.

 <b>Server</b>	 <b>Storage</b>	 <b>EUW</b>	 <b>Datacentre Care</b>	 <b>IMAC</b>	 <b>Shared Support</b>
<ul style="list-style-type: none"> <li>• Industry standard x86</li> <li>• Oracle</li> <li>• HPE</li> <li>• IBM</li> <li>• Dell</li> </ul>	<ul style="list-style-type: none"> <li>• IBM</li> <li>• Oracle</li> <li>• HPE</li> <li>• Brocade</li> <li>• Dell</li> </ul>	<ul style="list-style-type: none"> <li>• Desktop</li> <li>• Laptop</li> <li>• Printers</li> <li>• Deskside support</li> </ul>	<ul style="list-style-type: none"> <li>• Onsite resource</li> <li>• Floor Management</li> <li>• Media Management (tapes and disks)</li> <li>• Goods receipt and dispatch</li> <li>• Asset Management</li> <li>• Escorting</li> <li>• Check system status, error lights, cabling issues</li> </ul>	<ul style="list-style-type: none"> <li>• Deployment</li> <li>• Upgrades</li> <li>• Staging/builds</li> <li>• Asset Management</li> <li>• Disposals</li> </ul>	<ul style="list-style-type: none"> <li>• EMC</li> <li>• Net Apps</li> <li>• Storagetek</li> </ul>
<ul style="list-style-type: none"> <li>• Onsite Support</li> <li>• Flexible Service Cover</li> <li>• Account aligned engineers</li> <li>• Distributed support via mobile engineers</li> <li>• 24x7x365 coverage UK based Solution Centre</li> </ul>			<ul style="list-style-type: none"> <li>• Technical hands and eyes</li> <li>• Event Management</li> </ul>		

## Bespoke Services

Additional bespoke services delivered through FDS include Datacentre Care Services. This enables FDS to take responsibility for the day to day running of the datacentre, providing resources at a location and time that the customer requires, to ensure the datacentre is running as efficiently as possible. FDS understands that every customer has different requirements and levels of support needed. The FDS delivery model provides a flexible service that can be tailored to meet the requirements of each customer.

## Spares/Supply Chain

The supply chain managed internally by the FDS supply chain who are supported by a network of multi-vendor supply chain specialists and OEM distribution resellers, from which they purchase additional material to supplement existing stocks. Many of the suppliers are multi-national companies and industry leaders in the support of multi-vendor spares.



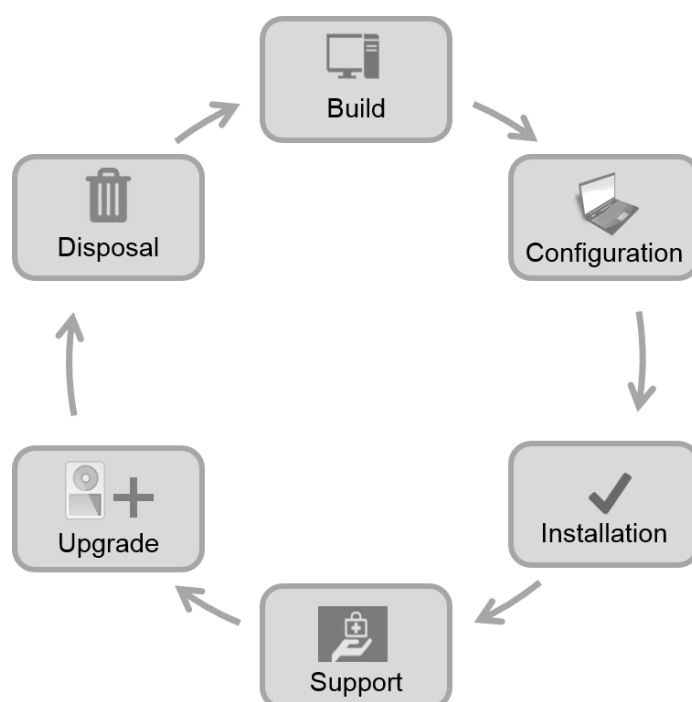


# Deployment

**IT platforms require continuous review to meet the ever increasing advancement in technology and applications. FDS Deployment Services manages the life cycle of equipment and ensures timely interventions, making sure system configurations keep aligned with the customer requirements.**

FDS has a clear understanding of the scale, geographic spread and complexity of the projects in the public and private sector. There are proven and reliable long-term track records that will deliver both strength to the sales positioning and value in delivery of projects for DXC Technology.

FDS is well placed for DXC Technology to win and deliver success, as we are specialists in the provision of customer site device deployment services. FDS specialises in the provision of engineering project services for large-scale customer site device deployments.





## Portare

**Portare is a managed service solution offering fully preconfigured and imaged exchange units. The service is designed to support desktop, laptop, thin client, printer and retail EPOS estates. This service can be delivered to any address in the UK and Ireland using a team of +350 multi-skilled engineers.**

The service is managed by the FDS Technology Centre based in Telford and is an alternative solution for customers, whereby the service solution is to exchange rather than onsite repairs.

The service is suited to:

- Pre-configured desktop or laptop exchange.
- Printer and monitor exchange.
- Electronic Point of Sale (EPOS) exchange.
- Blade server product.
- Pre-configured installation roll-outs.
- Manufacturer's warranty management.



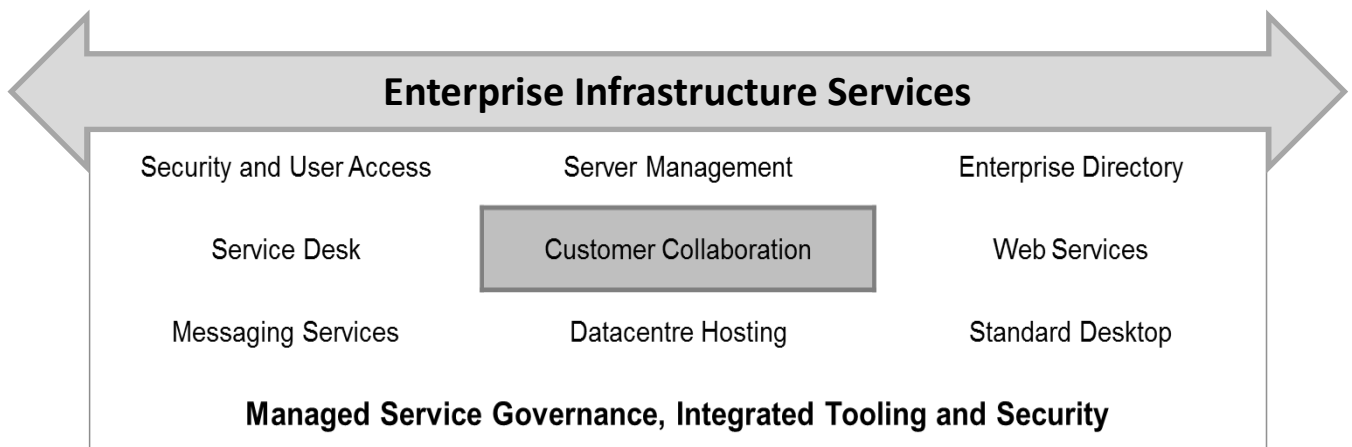


# Enterprise Infrastructure Services

**FDS Enterprise Infrastructure Services is an integrated and flexible set of deliverables that are targeted at medium enterprises (or smaller operational divisions of large companies) who are seeking a standard but tailored solution to their infrastructure and end user workplace services.**

Using a core range of exclusive tools, FDS's standard offering is tailored to meet your specific requirements across a range of services.

FDS Enterprise Infrastructure Services provides a 'fit for purpose' integrated infrastructure that is designed and configured to suit the needs of each individual business, whilst also delivering the cost and complexity savings gained from deploying a standard, 'off the shelf' solution. The integrated solution leverages our expertise, techniques and tooling which have been developed over many years. Each service component is repeatable which enables fast deployment at an attractive price.





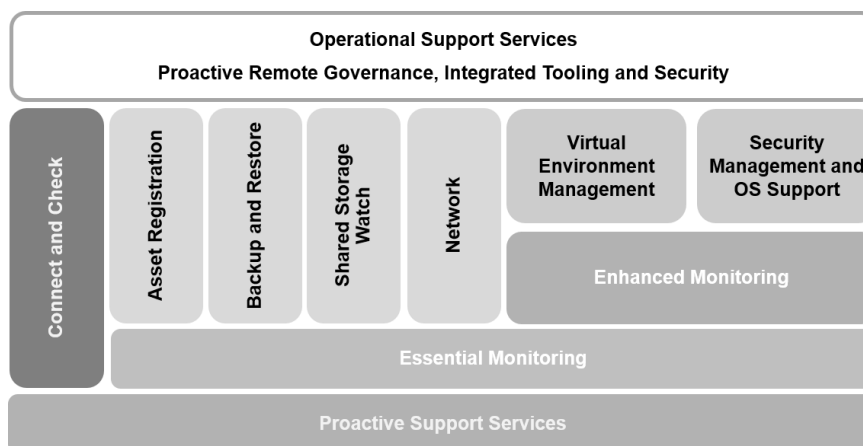
# Operational Support Services

**Operational Support Services (OSS) provides a suite of proactive remote monitoring and management services offering customers the ability to extend or enhance administrative resilience where direct in-house IT resources are unavailable, limited or needing to be focused on other core business activities. By complementing and enhancing IT operations, FDS can help establish and manage a more effective IT infrastructure by driving efficiencies.**

These service components are targeted at the medium enterprise (or smaller operational divisions of large companies) who seek a fully integrated and flexible solution.

Where there is a need to retain asset ownership and control and where a fully outsource IT service is inappropriate, this selective out-tasking model enables a collaborative approach in the design and support of solutions to fully address a client's infrastructure support requirements.






Service customisation is achieved using a core range of exclusive tools; in addition the creation of a tiered delivery model enables the base level services to be enhanced to include additional solution options.



**Designed for Flexibility**  
The tiered/modular approach enables a level of customisation to meet a broad range of customer operational and commercial requirements.

OSS solutions are product agnostic, acknowledging our clients' typically heterogeneous IT infrastructures and leveraging FDS's legacy in the support of multi-vendor products.



	 <b>Server</b>	 <b>Storage</b>	 <b>Network and Firewall</b>	 <b>Operating System</b>	 <b>Virtualisation</b>
<b>Type/models</b>	<ul style="list-style-type: none"> <li>• Industry standard x86 server and Blade</li> </ul>	<ul style="list-style-type: none"> <li>• HP</li> <li>• EMC</li> <li>• Net Apps</li> <li>• Brocade</li> <li>• Cisco</li> </ul>	<ul style="list-style-type: none"> <li>• HP Procurve</li> <li>• Cisco</li> <li>• F5</li> <li>• Checkpoint</li> <li>• Juniper</li> <li>• Microsoft</li> <li>• Symantec</li> </ul>	<ul style="list-style-type: none"> <li>• Microsoft</li> <li>• Unix</li> <li>• Linux</li> <li>• Redhat</li> <li>• Centos</li> <li>• Suse</li> <li>• Solaris</li> </ul>	<ul style="list-style-type: none"> <li>• VMWare</li> <li>• Hyper-V</li> <li>• Vpar/Npar/IVM</li> <li>• Citrix</li> </ul>
<b>Tasks and Activities</b>	<ul style="list-style-type: none"> <li>• Always on proactive monitoring</li> <li>• Alerts managed with FDS or 3rd party resolver groups</li> </ul>	<ul style="list-style-type: none"> <li>• Capacity, utilisation forecast reporting</li> <li>• Configuration</li> <li>• Switch occupancy</li> <li>• Throughput and stress</li> </ul>	<ul style="list-style-type: none"> <li>• Configuration</li> <li>• Switch occupancy</li> <li>• Throughput and stress</li> <li>• In/outbound operational capability</li> <li>• VPN connectivity (Tunnel)</li> <li>• Rule change event</li> <li>• Specific activity detection (not IDS)</li> <li>• IDS management</li> </ul>	<ul style="list-style-type: none"> <li>• Patch management</li> <li>• Virus updates</li> <li>• Image standardisation</li> <li>• Security control</li> <li>• Tuning and performance management</li> <li>• PtoV and VtoP</li> </ul>	<ul style="list-style-type: none"> <li>• PtoV and VtoP</li> <li>• Host configuration and management</li> <li>• Host O/S patching</li> <li>• Guest gold image creation</li> <li>• Resilience and redundancy configuration</li> </ul>

OSS services can also be joined with other FDS offerings, specifically those offered as part of Enterprise Infrastructure Services where customers are looking for a comprehensive end to end solution that encompasses both operational and end user support elements.



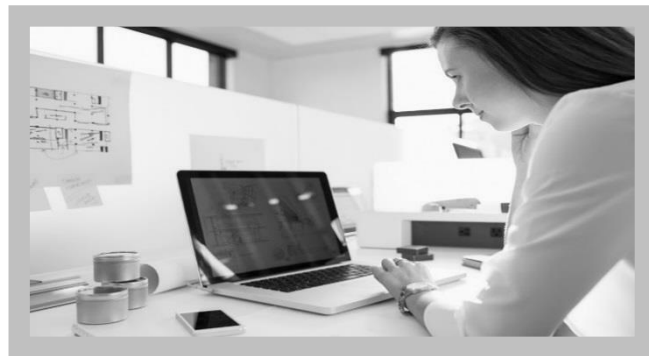
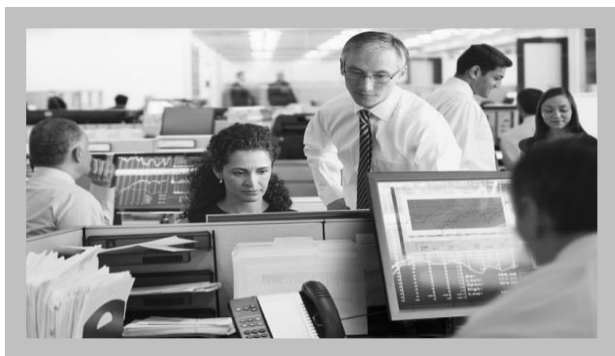
## UK&I Solution Centre

**The UK&I Solution Centre offers DXC Technology customers a single point of contact for end to end case management within multi-vendor break fix services and infrastructure support. We support 24x7x365 and focus on a high customer satisfaction, resolving any issues through a dedicated team of customer service agents and technical remote specialists.**

### Our Services

- Customer entry for customers that have a contractual requirement for UK call logging.
- 'Diagnosis before dispatch' for multi-vendor mobile and support to fixed site engineers.
- Multi-vendor operational escalation/duty management support.
- Event Management support for key UK&I customers.
- 1st and 2nd line service desk for external and internal customers.
- Bespoke customer service desks.
- Proficiency in multiple call handling tools.

Being a UK call centre, with room to grow, the Solution Centre has the competitive edge when it comes to fast start-up of contracts and the ability to offer customers the reassurance of a knowledgeable, professional and helpful team.



## Why FDS?

- ✓ Cost effective solutions and performance analysis.
  - ✓ Innovative approach to maintain competitive edge.
  - ✓ Organisations continue to maximise the use of their IT systems and require support solutions to meet their individual requirements.
  - ✓ Customers processing sensitive and confidential data insist on a high level of security from their suppliers.
  - ✓ Customers may require support in remote locations where resident engineers are not required.
  - ✓ Customers call for a high availability across a range of platforms to meet their ever-changing business and customers' needs.
  - ✓ Multi-vendor support from multi-skilled engineers.
  - ✓ Flexible countrywide coverage.
- 
- ★ FDS designs cost effective, flexible and innovative solutions to meet the needs of the customers.
  - ★ SSG is a specialist team within FDS delivery operations working on contracts that require UK security cleared personnel.
  - ★ These locations are supported by mobile engineers who have a broad skill level and depth of knowledge to maintain a wide range of equipment.
  - ★ FDS designs flexible and customer specific solutions to meet individual requirements. Aligning resources with the correct skills and availability and a single point of contact for all service issues.

## Further Information

For more details please contact [solutiondesign@dxcfds.com](mailto:solutiondesign@dxcfds.com)

# FDS

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The information contained herein is subject to change without notice.

FDS shall not be liable for technical or editorial errors or omissions contained herein. October 2017.