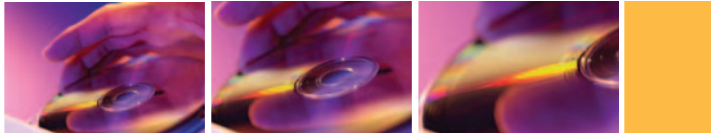


Keeping ahead of the competition in a rapidly changing market

Robust technology solutions give Maxtor flexibility and agility

eds.com/case_studies



MAXTOR

- Maxtor needed a business partner who could deliver the services needed to accomplish its IT strategy, including a reliable communications and computing infrastructure throughout its global operations. During our 10-year relationship, EDS has provided a full spectrum of services - from enterprise resource planning (ERP) support to network management to customer relationship management.

“I have found that EDS has gone the extra mile to listen to what we need in order to bring the right resources to bear.”

Paul Tufano
President & CEO
Maxtor

The business issue

As leaders in an industry that traditionally operates on high volume rather than high margins, Maxtor wanted to maximize its IT investment by streamlining operations and outsourcing. But the company needed a highly flexible relationship that could accommodate changing market conditions.

Our approach

- Provide a range of IT services from network management to applications development
- Worked with Maxtor to design and build an online customer service site
- Provide contact center services to customers across the globe
- Manage and maintain the company’s global communications network
- Host and manage mission-critical applications and systems, including SAP and the corporate data warehouse
- After acquisition of rival Quantum, worked jointly with Maxtor to support its strategy to integrate Quantum’s operations

How it worked

- Helped Maxtor meet the challenges of a changing industry with flexible delivery and pricing
- Rationalized network, installed 38 new circuits and upgraded eight others to accommodate resulting increase in network traffic
- EDS Best ShoreSM Services allow the company to save more than \$1 million annually on applications support
- Completed the consolidation of all of Quantum’s core corporate applications to Maxtor’s systems within just 45 days of completing the acquisition of Quantum



Technology

Windows, Unix, HP platform,
EMC storage

Midrange - HP, Dell

SAP, ACTA, Business Objects,
WebMethods, Datawarehouse

Web and workflow applications

Services featured

- Application Development and Support
- Application Selective Outsourcing
- Contact Center Outsourcing
- Desktop Services
- Enterprise Resource Management Services
- EDS Best ShoreSM Services
- Hosting Services
- Network Management Services
- Web Application Development

Maxtor recently presented EDS with an Award of Appreciation for its work in support of the Quantum merger.

In an industry that requires agility, EDS helps Maxtor move faster

The history of the disk-drive industry is a history of constant innovation, where new technologies that offer smaller size or greatly increased capacity are widely adopted, then widely discarded in favor of the next "latest and greatest" product. To maintain its position as an industry-leading manufacturer of PC and server drives and other storage products, Maxtor needed to remain sharply focused on product development and changing market demands - and be able to move quickly to take advantage of them. Beginning in 1994, the company selected EDS as its IT outsourcing partner. Maxtor was looking for a partner it could collaborate with to ensure reliable IT solutions were implemented quickly. As Maxtor determined its IT strategy, EDS' technological expertise and global reach provided maximum agility - from supporting its desktop environment to increasing back-office efficiency through Enterprise Resource Management.

A range of skilled resources, a proven record of delivery

In a business where customers expect increasing storage capacity at decreasing cost, Maxtor's flexible relationship with EDS lets the company adjust service levels to meet demand, which keeps Maxtor's IT costs in line with revenues. We have helped Maxtor consolidate its IT infrastructure and communications systems while enhancing connectivity between company locations in Asia, Australia, Europe and North America. And over the years, we've worked with them to find new ways to enhance customer service, especially through Web-based customer service functions (including Warranty on the Web and online returned material authorization).

EDS also provides direct customer service to Maxtor's current and prospective customers through a call center operation at Maxtor's facilities. "I would compare the Maxtor customer service center with the best in any industry I've ever seen. The team is competent and is continually focused on driving improvement in the operation," says President and CEO Paul Tufano.

Focused support is a driving force behind Maxtor's growth

Some of the biggest technological challenges the company has faced arose from its 2001 acquisition of hard drive manufacturer Quantum. In order to maintain Maxtor's position as a market leader, it was essential that integration of the two companies' systems and infrastructure be completed as quickly as possible. Maxtor and EDS spent six months planning a thorough integration strategy, and were able to migrate Quantum's global sales, customer service, technical support, fulfillment functions and all other corporate systems into Maxtor's systems within just 45 days after closing the deal. In addition, EDS helped Maxtor upgrade its network environment, adding new circuits to the Maxtor WAN and upgrading nearly all of Maxtor's network management sites to accommodate the expansion in traffic.

As the company continues to grow, so does the number of ways in which EDS is helping Maxtor provide better service at a lower cost. Recently Maxtor began using EDS' Best ShoreSM Services, a range of applications development and delivery and customer service solutions that allow clients to tap into EDS' global infrastructure and expertise from an on-shore/near-shore/off-shore delivery model. Drawing upon these global resources for certain SAP, Web Workflow and electronic data interchange (EDI) development and support functions, Maxtor is on track to save more than \$1 million annually, without sacrificing service or compromising on innovation.

**Contact**

EDS
5400 Legacy Drive
Plano, Texas 75024-3199
toll-free: 1 866 337 2584
phone: 1 972 605 6000
visit: eds.com
e-mail: info@eds.com

