

## Enterprise Deployment Agreement (DA)

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Organizations that have signed up for Microsoft's Enterprise Agreement (EA) are able to simplify license tracking and budgeting, but face challenges in standardizing their operating environment based on Microsoft technologies. Given the volume of desktops, servers and the variety of Microsoft technologies, keeping the operating environment updated with the latest product releases and updates is a significant challenge. Organizations face multiple challenges, such as

- Assessing the business value of deploying new product releases
- Deploying latest product releases with minimal operational disruption
- Analyzing their environment for available upgrades, identifying the critical ones and their impact, given the frequency of updates
- Maintaining and applying patches to different versions of applications to support businesses (legacy applications)

Infosys' DA for Microsoft technologies can help you overcome these challenges. The DA offers predictability of deployment and management of Microsoft technologies. It is designed to deploy and effectively manage your software licenses, with minimal operational disruption in complex environments.

### Benefits

**Business value:** The DA provides total visibility on ROI and TCO throughout the deployment lifecycle. This enables organizations to deploy resources more efficiently and shorten the budgeting cycle.

**Predictability of deployment:** The DA helps organizations leverage the technology components of the EA to increase productivity and create a standardized operating environment (SOE). It eliminates the possibility of missing upgrades due to lack of resources / service agreements. It streamlines service management by eliminating the need for ad-hoc service agreements.

**Build a standardized and updated operating environment:** The DA helps organizations to achieve an SOE covering:

- Desktop and Server Operating Systems (OS)
- Packaging and distribution
- Image creation, management and deployment
- OS service packs and patch management

**Enabling license compliance:** The DA, by creating an inventory of applications, simplifies license management and enables compliance. This makes it easier to manage IT assets, which in turn makes it easier to ensure regulatory compliance.

**Minimize support cost and improve the budgeting process:** By entering into a service agreement with defined pricing for a period of 3 years, organizations simplify the budgeting process and achieve predictability in service costs for the duration of the agreement. The DA reduces costs by providing an integrated service model that manages patches and upgrades.

### Benefit from Infosys' Alliance with Microsoft

Infosys' strategic alliance with Microsoft brings together the innovative technologies of Microsoft and the integrated services delivery capabilities of Infosys to deliver tangible business value to you.

*Steve Ballmer commenting on the alliance – "Microsoft and Infosys share a commitment to helping customers use technology to improve every area of their business, from process excellence to connecting with customers to responding effectively to the competitive landscape. Microsoft's long-term focus on delivering an integrated, manageable and reliable platform, combined with Infosys' unique delivery model and deep consulting skills, is designed to help customers succeed and grow through increased efficiency, cost savings and business value."--*

### DA extends the benefits of Accelerated Deployment

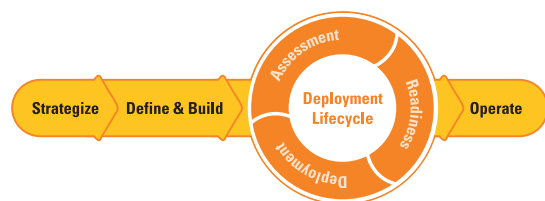
The DA is based on the expertise gained from the implementation of our Accelerated Deployment solution. Our Accelerated deployment solution offers cost effective, predictable and customized transition to new Windows technologies. It helps you go live faster than industry-benchmarks. It seamlessly delivers planning and execution, including remote deployment and rigorous testing, with minimal disruption to end-users and your business. It has been successfully applied to complex deployment programs of 110,000+ desktops and servers across the globe. It is powered by a combination of our mature Global Delivery Model and our extensive experience in deploying Microsoft technologies in complex environments.

## Solution Overview

Organizations that have entered into an EA with Microsoft and require deployment and management services beyond a baseline scope can enter into a DA with Infosys. The DA is for a period of three years. The DA offers:

- Core image build. The image includes Windows Operating System, Microsoft Office versions and standard applications like Internet Explorer that are used across the enterprise.
- Application packaging of commercial off-the shelf applications and custom built applications, including compatibility testing.
- Deployment of the core image and applications using the “Zerotouch” Accelerated Deployment solution
- Active Directory design for new Windows server implementation
- Upgrade to one new Windows desktop and server versions (for e.g. from Windows 2000 to Windows XP / Windows 2003)
- Two major service pack rollouts (for e.g. SP2 release) and implementation of a fixed number of updates (12 hot fixes per year)
- A fixed, annual price per desktop and server for services subject to a minimum number of desktops and servers.
- Annualized payment option for a three-year enrollment term, with a renewal option of two or three years.

The DA follows a logical approach to simplify the management of Microsoft technologies over a fixed time period. Encapsulating the



expertise of our Accelerated Deployment and Infrastructure Operational Efficiency solutions, it brings to bear a structured approach to managing Microsoft technologies. The various phases in the DA are:

**Strategize phase:** We start by defining the objectives of the program. Assessment workshops and interviews are conducted to identify impacted areas and associated risks. Systems and infrastructure are mapped to the business processes they support. A business case and implementation roadmap are prepared.

**Define and Build phase:** Based on the strategy defined in the “Strategize” phase, the specifications for the components of the SOE are defined. The SOE and the necessary technology infrastructure are created, as appropriate.

**Assessment Phase:** The readiness of systems, people and processes is assessed and benchmarked for implementation. An analysis of the impact of the upgrade / patch on hardware and applications is conducted. The scope of the upgrade is defined and our business value justification framework is used to prioritize the requirements to achieve maximum business benefits. The detailed implementation plan is finalized and risks and pain points identified.

**Readiness Phase:** Based on the assessment report, the scripts and the tools required for the actual upgrade are developed. This phase also provides for hardware refreshes, as needed.

**Deployment phase:** This involves the rollout of Operating System / Service Pack (SP) deployments in the production environment, across the enterprise, keeping in mind the benchmarks and guidelines.

The Assessment, Readiness and Deployment phases form an iterative process over the life of the DA.

**Operate phase:** This phase involves patch management and implementation of hot fixes, as and when they become available.

## Allied services

### Infrastructure Consulting

An ever-changing IT environment requires businesses to simplify the process for creating and managing IT infrastructure, while optimizing the cost of operation. Our services include Environment design, capacity planning, consolidation, storage design, performance engineering and business continuity.

### Technology Consulting

We work with you to develop implementable architecture solutions that help you leverage technology to enable business strategy. Our solution helps you achieve a balance between IT Effectiveness and business innovation.

### Security Services

Integrity of information is vital for business. Data and information are key corporate assets. This service helps you to protect assets from theft and loss. It covers the security lifecycle from developing security strategy to managing security.

### Infrastructure Operational Efficiency

We enable you to optimize your enterprise platform and transform it into an environment with a flexible, homogeneous and secure architecture. Our solution ensures that you have the ability to adapt rapidly as your business needs evolve.



Building  
**Tomorrow's** Enterprise

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### About Infosys

Many of the world's most successful organizations rely on Infosys to deliver measurable business value. Infosys provides business consulting, technology, engineering and outsourcing services to help clients in over 30 countries build tomorrow's enterprise.

For more information about Infosys (NASDAQ:INFY), visit [www.infosys.com](http://www.infosys.com).