



EDS*SEND Conference Opening Remarks

Charles Ansley: Welcome

Good morning and welcome to EDS. We're delighted to have you with us. Over the next few days, we'll share how we're working to continue to give you the most value from EDS*SEND, your electronic notification solution.

Our company has a rich history of strong client relationships. That's because we approach those relationships with mutual trust and a collaborative style that enables us to offer tailored solutions with a win-win result.

As we approach the anniversary of September 11, we recognize our nation has undergone tremendous challenges over these past 12 months. Yet, in the midst of our economic slow down we have successfully banded together with you – our valued partners – to weather the storm and rise above the challenges.

The insurance industry has not been immune to the repercussions of our fluctuating economy. In addition to financial challenges, you've met regulation changes along with increased pressure to perform your service better, faster and cheaper.

At EDS, we continue to work side by side with you to face tomorrow's business decisions with proven technology, maximized resources and the confidence that we can deliver.

In business, we cannot escape difficult challenges. Today, business disruptions plague more than 90 percent of all businesses. In our modern marketplace, it is foolish to think any of us will be exempt from challenges -- whether they result from economic impact, process-oriented shortfalls or even unforeseen disasters.

But each of you has made a smart decision. You've chosen EDS as a partner for your business, to lead you through difficult times and help you wade through unexpected challenges with ease.

With four decades of experience in delivering service excellence to our clients, EDS is known for being a reliable provider that offers world-class solutions.

We protect knowledge and information – today’s most valuable currency – with proven systems and a focus on security. EDS also ensures minimal downtime for mission-critical business functions.

Helping our clients respond to challenges in a timely manner enables us to add value and minimize disruption. When tragedy struck in New York last September, EDS has there to help. American Express Bank operations at 7 World Trade Center housed a farm of 100 servers that handled front-end systems for high-profile international customers who deal in multi-million dollar transactions. Those systems tied into mainframes housed in centers around the world.

With billions of dollars at risk and the threat of hefty fines if any data was lost, American Express Bank needed to keep operations going – even in a time of disaster.

Within minutes after the first plane hit the Trade Center tower, the EDS crew located the backup tapes via a cell phone. The tapes were quickly ferried to an emergency operations center in New Jersey where they were downloaded. By the next afternoon, American Express Bank had processed 19,000 transfers for a total of \$14.3 billion, a good 70 percent of the transactions customers had entered.

Until the bank could relocate offices, about 300 employees worked out of the emergency operations center. Although the center was originally meant as only a two-week backup site, EDS rapidly ramped it up to accommodate several times the number of people it was originally designed to handle and make the necessary provisions for the extended stay.

EDS takes your business seriously. We respect the confidence you have placed in us and our efforts focus on meeting and exceeding those expectations. Whatever challenges you face – great or small – know that we are here to help.

This year’s conference is centered around managing complexity. Every day EDS helps clients across the globe manage costs, reduce risk and improve efficiency. Like many other EDS solutions, EDS*SEND enables you, our valued clients, to streamline processes and effectively compete in the rapidly changing marketplace.

As you learn more about the upcoming enhancements we will offer for your EDS*SEND solution, we encourage you to provide your input on what features will best meet your needs. Your feedback plays an important role in our continued collaboration.

On behalf of EDS, thank you for your commitment to us. We hope you’ll find this year’s conference informative, inspiring and of course fun.