



# Modular Services

Just the services you want.  
The quality and process you need.

Our Modular Services can reduce the cost of ongoing operations with the quality, security, and integrity you expect from Perot Systems.

You are increasingly required to resolve difficult budget challenges and shift from fixed costs to variable costs that can adapt to changing business demands. Perot Systems® Modular Services extend your team’s capabilities seamlessly, so you can streamline operations by accessing discrete services to address specific functions and tasks. Modular Services help reduce costs, mitigate risks, and improve operations to better meet the needs of the business.

Modular Services provide remote management and monitoring of IT systems and business process operations using our global delivery framework to meet your cost, availability, and proximity requirements. Modular Services are easy-to-engage, transparently priced, and provide the process advantages and best practices of outsourcing without long-term agreements or initial investment.

## At a Glance

### Access our Global Workforce

We provide the right experience and expertise, in the right time zone, at the right cost to fill your skills-gaps and budget-gaps.

### Reduced Resource Cost

Our global delivery platform provides resource cost advantages for IT services by remotely delivering services from our service delivery centers in the U.S., Latin America, Europe, the Middle East, and Asia.

### Industry Best Practices

Our Modular Services use industry best practices, incorporating leading standards and methodologies such as ISO, ITIL, and CMMI to ensure quality and consistency.

### Industry Leading Tools

Our services can include our mature service management with industry-leading tools such as ISO, ITIL, and CMMI to improve ongoing operations.

### Asset-light Delivery Model

Services are structured to allow fast and simple initiation. Cost savings are achieved more quickly with an easier to measure ROI as a result of no associate or asset transitions.



**Modular Services are discrete functional tasks that:**

- Can reduce the cost of on-going operations
- Bridge skill gaps on hard-to-find resources
- Address quality issues with specific functions

Examples of Perot Systems Modular Services

	Function	Task
Infrastructure	Windows Server Administration	Monitoring
Applications	ERP	Management
Business Process Outsourcing	Document Management	Scanning / Processing

Modular Services allow you to address specific functions and tasks within your operations with the benefits and savings of larger outsourcing engagements, while enabling greater operational and budgetary control.

Modular Services are ideally suited to support key initiatives within your IT department.



### Reprioritize Budgets

You need help reducing the cost of ongoing operations so you can invest more where it counts the most. Modular Services provide cost-saving solutions for ongoing operations so that your current team can invest more in innovation and core services.



### Reduce Cost

The fastest way for you to reduce cost of IT. Modular Services can immediately reduce the cost of contractors and operational skill sets by providing service from cost-advantaged locations that meet your nationality, time zone, and proximity requirements.



### Improve Quality

Your fastest path to creating best practice examples within the corporation. Modular Services are a simple solution to make a single functional area within the corporation an example of service efficiency and accuracy.



### Close Skill Gaps

The fastest way to close skill gaps in your organization. Modular Services give you access to the Perot Systems global work force of skilled, trained, and career-path engaged associates to ensure the skills you need are always available.

Modular Services are available for the most common operations and can be purchased as all-inclusive and transparently priced discrete modules, or as full time equivalent resourcing.

## Perot Systems Modular Services Options

Service Category	Service Name	FTE	Monitoring	Management	Business Function	Infrastructure
APPLICATIONS SERVICES	Applications Help Desk	●				
	Testing	●				
	BI Report Writers	●				
	Application Developers	●				
	Web Developers	●				
	BI Developers	●				
	Project Managers	●				
	Customer Service	●			■	
	Outbound Collections	●			■	
	Campaign Management	●			■	
CALL CENTER	Customer Service	●			■	
	Outbound Collections	●			■	
	Campaign Management	●			■	
CLOUD INFRASTRUCTURE	Windows					⚡
	Linux					⚡
	NAS					⚡
DATABASES ADMINISTRATION	SQL Server	●	👁️	⚙️		
	Oracle	●	👁️	⚙️		
	Sybase	●	👁️	⚙️		
	Hosting					⚡
DOCUMENT MANAGEMENT	Document Imaging	●			■	
	Document Management	●			■	
	Mail Room	●			■	
	Print/Fulfillment	●			■	
	Service Desk	●			■	
END-USER SERVICES	Desktop Imaging	●	👁️	⚙️	■	
	Remote Resolution	●			■	
	Exchange	●	👁️	⚙️		⚡
ENTERPRISE APPLICATIONS	SharePoint	●	👁️	⚙️		⚡
	SAP	●	👁️	⚙️		⚡
ERP APPLICATIONS	SAP	●	👁️	⚙️		⚡
	Oracle ERP	●	👁️	⚙️		⚡
JD Edwards	JD Edwards	●	👁️	⚙️		⚡
	PeopleSoft	●	👁️	⚙️		⚡
KNOWLEDGE MANAGEMENT	Training Development	●			■	
	Business Rule Documentation	●				
	Knowledge Management	●				
NETWORK ADMINISTRATION	Router	●	👁️	⚙️		⚡
	Switch	●	👁️	⚙️		⚡
	Firewall	●	👁️	⚙️		⚡
	VPN	●	👁️	⚙️		⚡
SECURITY SERVICES	Security Operations Center	●			■	
	Security Administration	●			■	
SERVER ADMINISTRATION	Windows	●	👁️	⚙️		⚡
	Unix/Linux	●	👁️	⚙️		⚡
	iSeries	●	👁️	⚙️		⚡
	AS400	●	👁️	⚙️		⚡
	Mainframe	●	👁️	⚙️		⚡
STORAGE ADMINISTRATION	SAN	●	👁️	⚙️		⚡
	NAS	●	👁️	⚙️		⚡
	Mainframe Disk	●				
TRANSACTION PROCESSING	iSCSI	●	👁️	⚙️		⚡
	Billing/Payments	●			■	
	Data Entry	●			■	
	Claims Adjudication	●			■	
	Entitlement Changes	●			■	
UTILITY INFRASTRUCTURE	Transaction Processing	●			■	
	1035 Fund Collection	●			■	
	Commissions Processing	●			■	
UTILITY INFRASTRUCTURE	AIX					⚡
	SAN					⚡
	Data Backup					⚡

FTE  
 Monitoring  
 Management  
 Business Function  
 Infrastructure



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Global delivery platforms assure access to the right skills and knowledge when you need them.

Perot Systems serves more than 1,000 clients in 25 countries and has been providing technology and business solutions for more than 20 years. We are an industry leader in meeting the rigorous security and compliance requirements of secure and highly-regulated industries. Modular Services are subsets of our full outsourcing offerings and use the same processes and best practices we use in our end-to-end solutions. Each offering you choose is designed to integrate with and complement adjacent functions in your in-sourced or multi-vendor environments.

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