

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

Maximize Your Business Performance With a Flexible and Always-Available Network Infrastructure

Managed Network Services by NTT DATA

NTT DATA Services
formerly Dell Services

Simplify and transform your network management

Successful organizations need simplicity, agility and focus. But that can be difficult when you're distracted by having to manage a complex network environment, address operational issues and train staff on new technologies while keeping track of business demands — especially if you're dealing with reduced resources or budgets. You need a partner who can manage your data network assets, so you can focus on enabling key business goals.

Managed Network Services by NTT DATA help increase network functionality and reliability, while reducing or even eliminating human intervention for managing hardware, software and the ongoing monitoring of devices. Our services enable always-on connectivity by holistically managing your network routers, switches, load balancers, wide area network (WAN) optimizers and other data network equipment located on your sites or within our highly secure data centers.

With our services, you can:

- Redirect expenditures to strategic initiatives while maintaining and improving the reliability of your data network infrastructure
- Take advantage of our networking experts who support you 24x7x365
- Reduce the level of support provided by Tier 2 and Tier 3 engineers by utilizing an automation-focused delivery model
- Decrease the need for reactive support with increased capability of proactive measures and activities
- Increase uptime, reduce errors and benefit from end-to-end configuration management of your data network environment

Key benefits:

- Reduce capital investments and expand resources without increasing budgets
- Enable a secure and always-available network infrastructure with a 24x7 support model
- Reduce cost of device management while maintaining peak performance
- Utilize our automated network monitoring and management function to proactively identify issues, recognize trends and resolve them quickly
- Take advantage of a continuously evolving, transformation-focused delivery model to support projected business demands

Maximize your network efficiency and economy

Our approach to Managed Network Services revolves around a tiered delivery model, utilizing personnel from around the globe or a single location that follows IT Infrastructure Library (ITIL)-aligned methodologies, processes and procedures. This enables the delivery of our support services to be mapped accurately to your underlying business requirements. The tiered support structure also allows you to:

- Benefit from our expert network engineering services and specialized skills that can support and maintain all major vendor technologies
- Effectively utilize our support staff by matching skill sets to the appropriate task and level of support you need
- Adopt and maximize standardization, automation and orchestration in network infrastructure support
- Utilize a virtual service delivery that is independent of the location, deployment type and environment size
- Establish an architecture function focused on innovation and the introduction of emerging technologies that can meet your future business needs

NTT DATA provides you with the expertise and experience to holistically manage your network and enhance business alignment.

Service component	Features and benefits
Managed data network devices support	Utilizes automated monitoring and management tools, combined with technical expertise to provide end-to-end management of your network infrastructure and network devices, and enable a proactive and reliable approach to meet ongoing management requirements.
Network availability and performance monitoring and management	Automatically detects network faults and generates notifications when abnormal conditions occur. Our delivery model relies on pre-established thresholds, which helps deliver a proactive service — preventing anomalies to convert into incidents that may affect the availability and performance of your network infrastructure.
Configuration management	Utilizes an automated toolset to support the configuration management of your network devices — improving reliability and availability.
Add-on project services	Employs ITIL best practices combined with our patented Project, Program and Portfolio Management (PM3) methodology and our unique transformational framework to continuously roll out new services, capabilities and functionalities and proactively support business demands. We provide support for the entire lifecycle of network services and capabilities — from strategy and inception, to testing, deployment and continuous improvement.

Visit nttdataservices.com/managedservices to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.