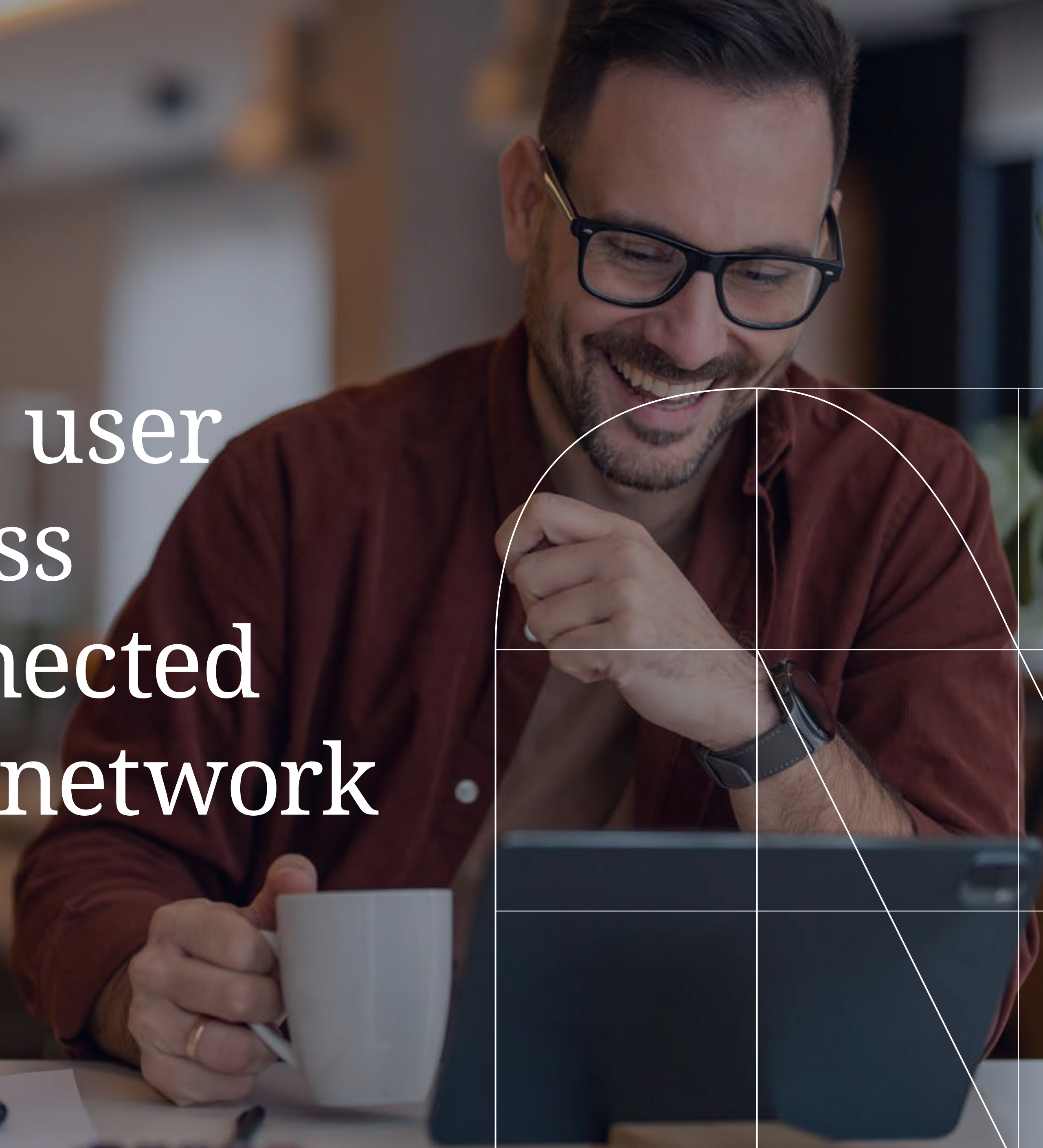


Maximizing the user
experience across
everything connected
to your campus network



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Market trends and business challenges



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Hybrid work models are forcing IT to reimagine their campus environment

The hybrid workplace is one of the top three trends driving network modernization, and close to 9 in 10 organizations expect the campus network to be a critical element in enabling a resilient hybrid workplace.¹

For your organization to support hybrid work models, you need an agile and secure network. But rearchitecting your campus is not an easy task. The reality of doing so is probably quite challenging for IT, especially as they are already burdened with managing remote applications and may not have the resources or skill sets to be well-versed in all these new technologies.

Irrespective of how people connect to and interact with an organization, they expect a consistently high-quality experience – whether they’re customers consuming products or services, or employees accessing the network. IT is tasked with supporting users to connect securely from any location and with any device to provide the best possible experience to customers and employees, but they’re clearly struggling

to make traditional wide-area networks (WANs) meet these new challenges: 76% of IT teams say that remote workers are harder to secure, and 51% of organizations say they’ve had problems connecting workers to company resources over the past 18 months.²

Aging infrastructures, which are typically a combination of wired and wireless systems supporting work-in-the-office and fixed workspaces, lack the flexibility and agility to support the requirements of a hybrid workforce, edge devices, and “connect from anywhere” expectations.



The ongoing transition from a data-center-centric application model to an internet-enabled cloud-centric model has forced IT teams to completely rethink their networking strategy.³ Security remains a huge concern because of the sophistication of targeted attacks and the vulnerabilities introduced by remote workers and edge devices connecting into the organization’s network. 76% of organizations see organized cybercrime increasing and 50% are investing in network security to manage risk.⁴ **The network must evolve and provide secure, consistent connectivity across hybrid solutions to become the key platform for digital transformation, and IT needs to increase their ability to handle unexpected events, reduce risk and drive a sustainable solution.** Having a more agile, digital business will help organizations respond to opportunities in the market and geographically.

1. NTT. 2022–23 [Global Networking Report](#).
2. Cisco. 2022 [Global Networking Trends Report](#).
3. Cisco. 2022 Global Networking Trends Report.
4. [NTT 2021Global Threat Intelligence Report](#).

“As they navigate this new business environment, organizations are also looking for cost efficiencies, more predictable IT costs and ways to avoid disruptions to revenue streams.

Network infrastructure business challenges

An intelligent and secure network fabric is vital in today's hybrid world, so it's important to understand how this will impact your campus.

Organizations looking to modernize their networks and continue to move operations to the cloud are faced with campus network challenges such as security integration, increased network complexity, lack of automation, ensuring proper Wi-Fi coverage, and the need for more AIOps and/or cloud-based managed solutions.

These challenges are exacerbated by the complexity of deploying new technologies, such as AIOps, and a lack of internal skills to deploy and operate them. NTT's [2022-23 Global Network Report](#) shows that, while 90% of CXOs believe they require more investment in AIOps, automation and analytics, finding the right skills to enable and operate these technologies is a challenge.

As they navigate this new business environment, organizations are also looking for cost efficiencies, more predictable IT costs and ways to avoid disruptions to revenue streams. By collaborating with a trusted managed services partner that has the skills and experience to help, your organization can overcome these challenges faster and satisfy the demands of everyone accessing the network campus.

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Maximizing the user experience across everything connected to your campus network

Accelerate transformation with Managed Networks

Moving to a managed campus solution provides significant benefits, including new operational models and predictable pricing options. The “great resignation” as a result of the pandemic has created skill gaps, especially within IT operations, which can be mitigated with a managed services solution.

Given the heightened emphasis on providing a positive user experience, managed service providers have established differentiated SLAs for simplifying and automating their clients’ networks. NTT’s Managed Networks service, supporting Cisco® technology, delivers the best possible digital experience for employees, customers and the things connected to the network.

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About NTT’s Managed Networks

Infrastructure plays a critical role in how well an organization can respond to opportunities and the changing global environment. NTT’s portfolio of managed services and solutions for networks can be customized and optimized to meet the demands of any campus network.

The success of NTT’s Managed Networks solution comes from three key areas:

People and process

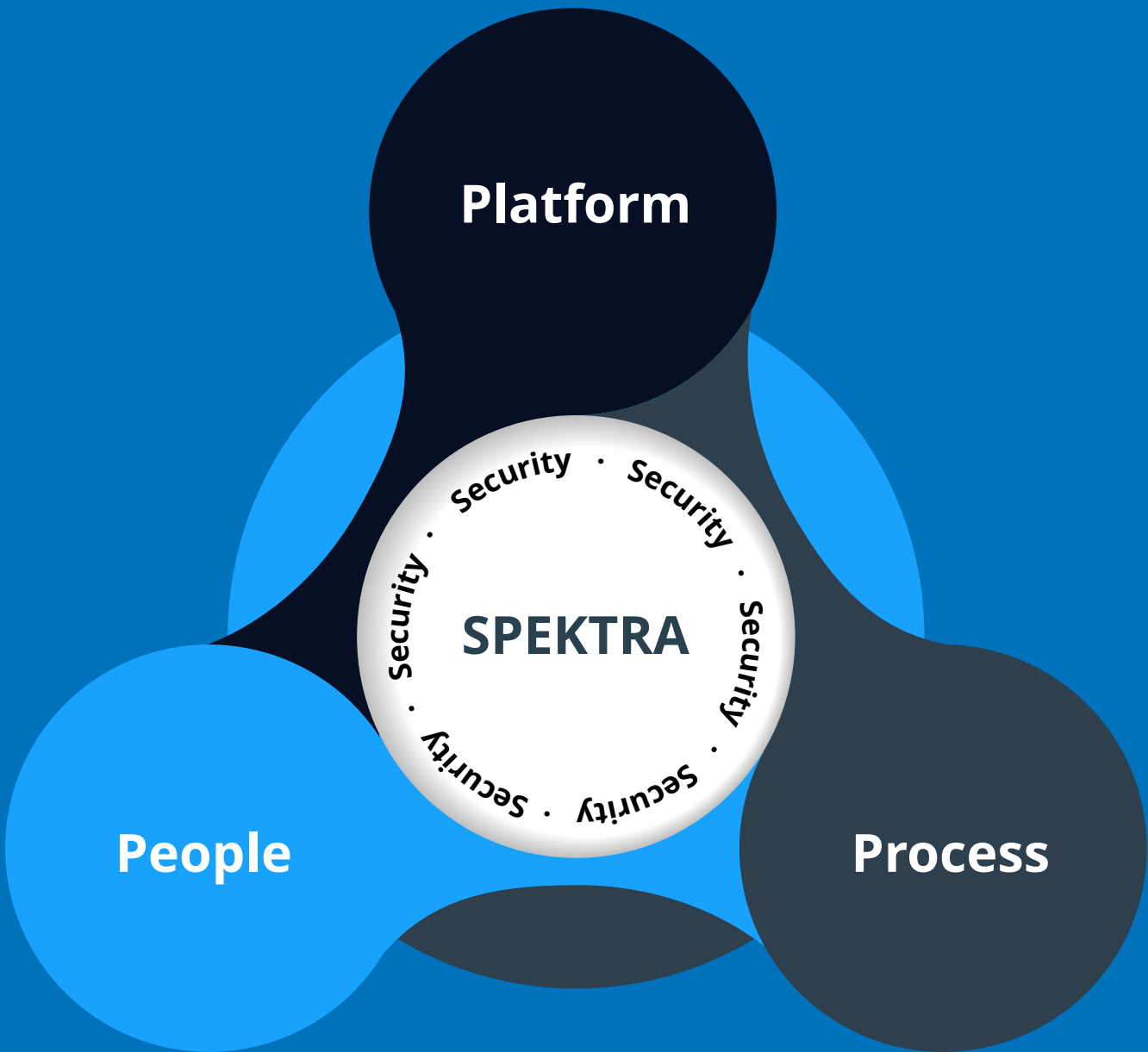
- 1,100 highly skilled people in two global 24x7 operations centers
- ITIL-aligned and ISO-certified operations excellence

SPEKTRA Platform

- Unified portal
- Integrated service center
- AIOps-enabled
- Predictive analytics
- Automation

Security

- Secure connectivity
- Privileged access management
- Multifactor authentication



NTT’s extensive investment in meeting worldwide standards and the inclusion of the latest technologies means their outsourcing clients often realize a significant uplift in their technology maturity. Automation and advanced AIOps capabilities help network operations run more efficiently and support clients’ ability to achieve their technology and business goals.

Solution features and benefits



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Business benefits of Managed Networks

Managed Networks from NTT:

1. Addresses the skills gap in internal IT operations
2. Simplifies the adoption of new technologies
3. Enables organizations to manage their as-is infrastructure while transforming over time
4. Reduces security risks
5. Delivers an exceptional digital experience for people and things connected to the campus network

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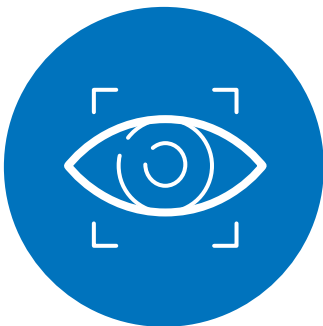
NTT’s Managed Networks powered by the SPEKTRA platform delivers end-to-end capabilities and performance to facilitate reliable communications across your organization’s work environment.

We provide seamless connectivity with a highly available, reliable network that includes the following features:



Real-time campus visibility

A cloud-based monitoring layer provides real-time visibility of campus network locations, aggregates information from multiple data sources, and correlates event and metric data from network devices.



Automation and artificial intelligence operations (AIOps)

Our approach is to automate first, whenever possible. The SPEKTRA platform employs AI for incident management, anomaly detection, incident response, root-cause analysis, and predictions. With our AI-based event enrichment and closed-loop automated response and resolution, we’ve seen a 90% reduction in the number of events that convert to incidents.



Analytics and insights

Drive operational efficiency with Managed Cisco Catalyst Center through the enhanced analytics and insights capabilities of NTT SPEKTRA platform. Enabled through an additional layer of AIOps and automation, clients can achieve improved network and application performance with the support of NTT’s expansive technical resources and deep expertise; while also leveraging the advanced functionality of Cisco’s Catalyst Center.



Security and compliance

Security is built into the network’s design from the start, not bolted on later. To encompass all areas of network operations, our security measures include privilege management, multifactor authentication, data segmentation and encrypted links. In addition, delivery centres are certified against a number of industry leading security and quality standards.

And the NTT team has the right mix and level of skills to bridge any gaps in your own resources.

Why NTT and Cisco

Ultimately, the network is the foundation for everything that happens in the organization. With that much at stake, you want to select the best possible partner to optimize and prioritize your campus network transformation.

NTT's services platform supports a portfolio of capabilities to underpin the execution of their Managed Networks service:

- **Innovation**

NTT goes beyond the basics of networking to deliver an exceptional, outcome-driven service. AI-driven operations and deep insights enable real-time decisions to provide a highly available and efficient network that helps improve business agility. And they continually invest in the latest technologies to improve their service.

- **Skills and expertise**

NTT's highly skilled staff around the world are trained and certified on key partner products and security processes. Global support is available 24x7 from their operations centers, giving clients access to partners and experienced delivery engineers as needed for rapid escalation and response.

- **Industry leader**

NTT's extensive experience, product portfolio, vendor relationships and global footprint contribute to being consistently recognized by industry analysts such as IDC and Gartner.

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- **Cisco technology**

With a broad range of products, Cisco technology allows NTT to meet the needs of any client. From setting up a branch network for a small enterprise that wants to install and manage wireless access points to enabling a global, high performance, low-latency network, we can put together the right solution to support each client’s business goals.

- **Transform over time**

The service does not require a rip-and-replace of existing technology but allows organizations to evolve their network over time by deploying newer technology in phases, and only where required.

- **Analytics and insights**

Improve operational efficiency with Managed Cisco Catalyst Center, benefiting from enhanced analytics and insights from the SPEKTRA platform, enabled through an additional layer of AI and automation.



Use cases



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High-level use cases

The following use cases work across industries.

Use case	Challenges and requirements	Solution benefits
Smart buildings and sustainability	<ul style="list-style-type: none">• Connect all systems and services to create a converged network infrastructure that will yield new value to owners and tenants• Meet carbon-neutral goals to create a more sustainable facility• Reduce and optimize the ongoing cost of building operations	<ul style="list-style-type: none">• Increase efficiencies across building operations• Reduce carbon footprint to help meet sustainability mandates or public goals• Differentiate your employee value proposition• Increase workplace agility and competitive advantage
Return to office	<ul style="list-style-type: none">• Provide a safe and efficient environment to entice workers back to the office• Create a new type of office experience for people who are used to a certain experience after working from home	<ul style="list-style-type: none">• Provide a seamless, consistent, high-quality user experience for employees, no matter where they are located• Support the physical and mental wellbeing of employees returning to the office with enhanced safety features and communications
Modernize operational models	<ul style="list-style-type: none">• Meet the demands of today's hybrid/remote workforces• Improve capabilities and services that cannot be delivered by traditional IT infrastructures	<ul style="list-style-type: none">• Provide a foundation for the modern, agile business• Accelerate your adoption of cloud, IoT and intelligent environments• Access new, advanced services from day one
OT/IT convergence	<ul style="list-style-type: none">• Support the convergence of manufacturing machinery or other OT devices on one network• Manage and reduce the risk introduced by new devices connecting to the network	<ul style="list-style-type: none">• Create one network with consistent security and segmentation to protect sensitive data• Apply consistent policies across your organization's network

Use case	Challenges and requirements	Solution benefits
Security	<ul style="list-style-type: none">• Manage and reduce the security risk introduced by remote work environments and various end points accessing the network• Improve governance to meet compliance requirements and reduce risk	<ul style="list-style-type: none">• Establish built-in, pervasive security• Provide a best-in-class control point to counter cybersecurity threats• Improve your organization’s security posture
Digital transformation	<ul style="list-style-type: none">• Increase digitization in various parts of the organization• Upgrade the network to support new digital demands from the business	<ul style="list-style-type: none">• Provide a network that can deliver services for the organization’s digital future as a vital element of the digital strategy• Deliver exceptional digital experiences that differentiate your organization: to workers, customers, and other stakeholders
360-degree observability	<ul style="list-style-type: none">• Add real-time visibility into network operations• Combine predictive analytics with observability of the network• Develop deep business insights into operations from an analysis of network traffic	<ul style="list-style-type: none">• Provide greater visibility into the user experience from different locations, including the edge• Generate business-relevant reporting from analytics• Get early warnings from locations affecting network issues
Automation and AIOps	<ul style="list-style-type: none">• Work through the complexity of deploying AIOps and automation to achieve the intended results• Establish threshold-based filtering of events to highlight only critical items• Predictively alert and triage potential events before anything affects business activities• Perform root-cause analysis and reduce mean time to repair	<ul style="list-style-type: none">• Group related tickets together so that only one request is sent to the service management team• Reduce ticket volume and noise• Provide early warnings for network performance degradation• Generate alerts when anomalies occur (in real time)



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Commitment to our campus networking solution

When you select a solution from NTT and Cisco, you begin a meaningful relationship with two organizations that will remain dedicated to helping you achieve your business goals.

Campus networking is one of the biggest parts of NTT's and Cisco's networking businesses. As a result, it receives intense focus, continued investment and dedication from both organizations.

You can maintain a high level of confidence in the commitment we will make and maintain throughout our time working together.



Partnership history

NTT and Cisco have worked together for over 30 years, delivering collaboration, innovation and sustainable value to thousands of clients around the world. We use transformational technology and services to help our clients achieve their business goals.

Why NTT and Cisco

- We provide full-stack technology solutions and services, from infrastructure to applications.
- Our combined client base includes 85% of Fortune 100 companies, across 47 countries.
- We deliver outcomes at greater speed via our global coinnovation centers.



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Sustainability statements



In November 2021, NTT announced a series of commitments to reduce its carbon footprint and create a connected, more sustainable future. The business has set the following goals:

- Achieve net-zero emissions across all operations by 2030
- Achieve net-zero emissions across the value chain by 2040
- Power their global data centers (600,000 m2 across 20 countries and regions) with 100% renewable energy by 2030

Read the complete story [here](#).



Cisco has published the following sustainability commitments:

- Reach net-zero emissions across all scopes of the business by 2040
- Decrease greenhouse gas emissions for product use, operations and supply chain
- Reach net-zero for all global Scope 1 and Scope 2 emissions by 2025

Strategies planned to reach net-zero include:

- Increase the energy efficiency of Cisco products through innovative product design
- Accelerate the use of renewable energy
- Embrace hybrid work
- Invest in carbon removal solutions
- Embed sustainability and circular economy principles across the business

Learn more about Cisco's sustainability commitments on their [Corporate Social Responsibility](#) page.



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Start with a Network Assessment

To start exploring how NTT and Cisco can plan and manage your campus network, complete a [Network Assessment](#). One of our network specialists will follow up with you to start your journey.



Links to additional information

Learn more:

[NTT 2022-23 Global Network Report](#)

[The Future of Networking in 2025 and Beyond](#)

[NTT Managed Networks website](#)

[NTT Recognized as Cisco’s Global Managed Services Partner of the Year](#)

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