



Software-defined Infrastructure Services (Base)

Data-driven services for transforming technology infrastructures

Our Software-defined Infrastructure Services **provide the insight and expertise needed to accelerate business success and return on investment**, delivering optimal lifecycle value from software-defined technologies and hardware assets.

Service overview

Our trusted Uptime Services for hardware support are enhanced with lifecycle support capabilities to optimize the value of your subscriptions and traditional license estate.

By providing integrated support, the operational management of transforming infrastructures is simplified. A single Services Portal presents actionable, data-driven insights. Providing the visibility and control needed to enable cost and operational efficiencies across software-defined and legacy investments. API-level integration with vendor technologies, automated processes and expertise supports the mitigation of potentially business impacting incidents ensuring 24/7 asset availability.

Regular expert recommendations will identify best practices for software compliance, usage and vulnerability risk mitigation, optimizing the value of Enterprise Agreements and a la carte license investments.

Business outcomes

Business outcome	How we deliver
Accelerate the shift to subscription software	A single sign-on Services Portal provides simplified access to data-driven insights, providing enhanced visibility and control. Analytics driven recommendations support best practice for lifecycle value realization.
Ensuring business continuity	Data-driven insights supporting hardware and software asset availability to keep your infrastructure up and running.
Optimized value realization from Enterprise Agreements	Insights and recommendations to maximize the value of Enterprise Agreements are integral to our service.
Increased operational and cost efficiencies	Proactive lifecycle utilization, vulnerability and contract status.
Agility to respond to changing business demands	Flexible access to specialist expertise for guided remediation.

How we deliver

Services Portal

Our Services Portal aggregates multiple technology data sources into a single source of insight. A Digital Wallet provides a unified digital experience to simplify and support the optimized management of hardware and associated software licenses. It provides full visibility and insight into multiple license types: perpetual licenses and subscription software, Smart Accounts and Enterprise Agreements.

Global delivery

Omnichannel self-service capabilities – including live chat – enable you to interact with our Global Delivery Center experts in the media of your choice. You can raise tickets and track their status, view contract information, and run service reports ensuring enhanced visibility and control.



To enable the realization of the maximum value from your investment, monthly and quarterly expert recommendations will support optimized utilization and ensure on-time subscription renewals.

Support for Asset Availability

Support Service Plans	Basic	Advanced	Global	Managed
Basic	24x7x365	24x7x365	24x7x365	24x7x365
Advanced	24x7x365	24x7x365	24x7x365	24x7x365
Global	24x7x365	24x7x365	24x7x365	24x7x365
Managed	24x7x365	24x7x365	24x7x365	24x7x365

- Technical Incident Management for Subscription Software and EAs

License Management

- License insights through Digital Wallet (total licenses, license types, usage, status)
- License optimization recommendations provided by our licensing experts

Hardware Asset Management Insights

- Asset and Entitlements
- Lifecycle status
- Vulnerability notification
- NTT Contract Coverage

Adding data-driven insights to our trusted support service for legacy infrastructure

- Risk mitigation by identification of trends - incident/service requests and recurring issues needing proactive remediation.
- Personalized exposure checks providing visibility of relevant bugs, security advisories, field notices and EoX status through our automated discovery and analytics capabilities.
- Visibility of infrastructure health through insights on SLA performance across incident and service requests.

‘Organizations need access to expertise and insights at the right time to accelerate business success, simplify IT operations and ensure lifecycle value across transforming infrastructures.’

Dilip Kumar, Chief Digital Officer, NTT

Add-on services

1 Move Add Change Delete (MACD)

To be assured of the agility to meet changing business needs you can purchase skilled engineering MACD service units up front and deploy whenever needed. If you require guided remediation, we will fulfil, coordinate and manage standard preapproved changes for your hardware and software configuration items (CIs).

2 Service Delivery Assurance

Service Delivery Assurance provides governance and control across the service entitlements, processes and systems under contract.

3 Technical Account Management

A skilled engineering resource with understanding of your operational environment and supported technologies.

Why NTT



Global experience

Over 9,900 organizations depend on Uptime and SDI Services to ensure infrastructure availability and health.



Tried and trusted services

Over 9.6 million configuration items (Cis) are supported across all continents and industry sectors.



Commitment to innovation

API level integration with strategic vendor software is intrinsic to our service offer development. We hold the highest number of Cisco DevNet partner certifications globally.



Global reach

Client service delivery management in 58 countries, field engineering in 148 countries and 14 languages.



Multivendor expertise

11,000 vendor certifications across 50 vendors and multiple technologies.



Get in touch