NTT DATA

Software-defined Infrastructure Services (Premium)

Lifecycle services for transforming infrastructures

Our Software-defined Infrastructure Services deliver the insight and expertise needed to turn analytics into action and unlock the full value of your infrastructure investments.

Software-defined Infrastructure Services (Premium) supports lifecycle management of software and hardware assets.

Building on the features of our Software-defined Infrastructure Services (Base), we provide a deeper level of API-driven predictive insights and analysis, enabling enriched software management in addition to hardware asset management.

Enhanced visibility and control throughout the lifecycle of software and associated hardware provides the insight you need to drive adoption and ensure the availability, speed and agility to achieve the outcomes your business demands.

Our services platform leverages advanced automation and AI capabilities to consolidate multiple data sources delivering a simplified digital experience via our Services Portal.

To ensure analytics can be transformed into action, software experts will analyze streaming telemetry providing recommendations for continual improvements in asset health, technology adoption, compliance and risk mitigation.

> NTT's leadership and innovation drives value for our customers and helps them respond to complex business challenges.
>
> **- Oliver Tuszik**, President EMEA, Partner Sales, Cisco

Business outcome	How we deliver
Analytical insights to accelerate the shift to subscription software	A single sign-on Services Portal provides simplified access to data-driven insights and advisories to mitigate risk, ensure compliance, assurance and asset availability.
Optimized value realization from Enterprise Agreements	Insights and recommendations to maximize the value of Enterprise Agreements are integral to our service.
Accelerated return on investment from increased technology adoption	Analytics-driven insights providing visibility of overall and specific technology adoption metrics.
Keeping infrastructure up and running consistently	Predictive insights with access to technical expertise and superior delivery experience.
Continuous ROI improvement	We provide adoption expertise and recommendations.

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. Analytics are presented as graphical reports providing visibility of operational incidents and service requests, configuration items, license management, hardware and software asset management, vulnerabilities and technology adoption.

Infrastructure insights
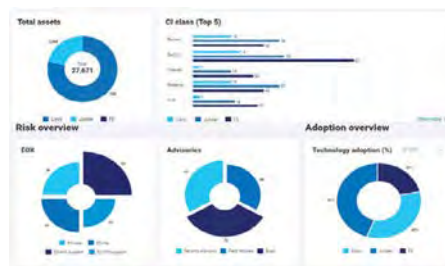
Licenses overview

Predictive insights

Technology adoption journey

Global delivery

Our services are delivered by highly skilled teams in our Global Delivery Centers. Automation, expertise and tried-and-tested processes will maximize the value and assure the availability of your hardware and software assets throughout the lifecycle of your investment. Omnichannel self-service capabilities – including live chat – enable you to interact with our Global Delivery Center experts through the channel of your choice. You can raise support cases and track their status, view contract information and run service reports for enhanced visibility and control all through the NTT Services Portal.

Features

Support for asset availability

- Support services for hardware
- Support services for subscription software

License management

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

Hardware and software asset management

- Critical alerts
- Realtime asset visibility
- Image compliance
- Policy compliance
- Vulnerabilities (enriched advisories)

SDI insights

Predictive insights:
- Crash risks
- Faults
- Cloud connectivity status

Hardware insights:
- Advisories
- Lifecycle status

Use case insights:
- Use case adoption
- Use case lifecycle stages

Recommendations

Our experts will provide you with **recommendations** on the key **insights (monthly/quarterly)**

Maximizing adoption of subscription software and controller-based infrastructure

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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 upfront 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 you have under contract with us.

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services.global.ntt

Experience and innovation are driving the evolution of our services

Global experience
Over 9,900 organizations depend on our support and SDI Services to ensure infrastructure availability and health.

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.

Tried and trusted services
Over 9.6 million configuration items (CIs) are supported across all continents and industry sectors.

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

To learn more about our services, please visit our website.