



Cloud Communications, NTT

Support & Managed Services

Collaboration, Communications & Productivity

NTT Support and Managed Services help accelerate your digital workplace transformation with service models that tailor to meet your business needs, enabling you to focus on your strategic business priorities.

Streamline operational efficiencies and enhance user experience. Our global, industry-leading, certified technology specialists deliver SLA-driven expertise across our collaboration, communications and productivity solutions.

From supporting your IT Team with offloading individual tasks, to providing full estate monitoring and management, we are available globally, around the clock, to ensure that your teams remain connected and productive.

Supplement your internal IT staff capabilities while maintaining operational control of your collaboration and communications estate with our **Support Services** that include:

- Single point of contact across all products and vendors.
- Accelerated incident resolution with carriers and technology partners.
- Service request, administrative configuration changes, and client enablement.

Enhance IT agility and maximize the performance of your existing investments with a tailored approach by our **Managed Services** that include:

- Full proactive management and monitoring of the client estate.
- Multi-vendor operational management across hosted cloud, vendor cloud, hybrid, and on-premises deployments.
- Built-in automation for simplified user management, faster service provisioning, reduced costs, and increased agility.
- Analytics reporting that provide a unified view across your ecosystem.

Outcomes

Business outcomes you get from our Support & Managed Services:

- Service models that tailor to fit your business requirements.
- High-quality, reliable, expertise across your collaboration, communication, and productivity workloads.
- A comprehensive set of services that align to multi-vendor ecosystems.
- Accelerate teamwork and ensure secure and seamless collaboration across distributed teams.
- Create meaningful employee experiences with onboarding, ongoing end-user adoption, and agile change management.
- Ensure security, governance and compliance with automated monitoring, reporting, and insights.
- A global partner ecosystem, connected with the industry's most trusted strategic alliance partners.
- Microsoft and Cisco Gold Certified specialists, deep industry experience, world class delivery processes.

Support Services

Partner with NTT Support Specialists who work alongside your IT Team.

NTT's trusted advisors share their extensive experience, certified expertise, and provide established escalation paths with our technology providers.

Global Expertise Co-Managed Multi-Vendor

Managed Services

Off-load the management and operation of your business-critical workloads or full collaboration estate.

Focus on your company's core competencies while NTT supports you with ours: SLA-driven, certified engineers, monitoring and managing your environment 24 x 7 x 365.

Global Hybrid Environments Fully Managed Analytics & Automation

NTT Collaboration, Communications & Productivity Workloads

<h3 style="text-align: center; margin: 0;">Calling</h3> <p style="text-align: center; margin: 0;">Telephony & Cloud PBX</p>	<h3 style="text-align: center; margin: 0;">Collaboration</h3> <p style="text-align: center; margin: 0;">Meetings & Teamwork</p>	<h3 style="text-align: center; margin: 0;">Integrated CX</h3> <p style="text-align: center; margin: 0;">Contact Center</p>	<h3 style="text-align: center; margin: 0;">Productivity</h3> <p style="text-align: center; margin: 0;">Microsoft Office 365</p>
<div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; margin: 5px 0;">Microsoft Teams Webex</p> <p style="text-align: center; margin: 5px 0;">Hybrid, on-premises & cloud deployments</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; margin: 5px 0;">Skype for Business Unified CM</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; margin: 5px 0;">Microsoft Teams Webex</p> <p style="text-align: center; margin: 5px 0;">Hybrid, on-premises & cloud deployments</p> <div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; margin: 5px 0;">Skype for Business Unified CM</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> </div> <p style="text-align: center; margin: 5px 0;">Genesys Cloud. Cisco Webex Contact Center</p> <p style="text-align: center; margin: 10px 0;">Anywhere365®</p>	<div style="text-align: center; margin: 20px 0;"> </div> <p style="text-align: center; margin: 5px 0;">Microsoft Office 365</p>
<p>Additional Services:</p> <ul style="list-style-type: none"> Compliance recording <p>NTT Cloud Voice Services:</p> <ul style="list-style-type: none"> Universal Call Plans User Numbers Universal Access Cloud Fax 	<p>Additional Services:</p> <ul style="list-style-type: none"> Compliance recording Video Interoperability Digital Event Services <p>NTT Cloud Voice Services:</p> <ul style="list-style-type: none"> Conferencing access numbers Service Numbers 	<p>NTT Cloud Voice Services:</p> <ul style="list-style-type: none"> Contact Center Access Contact Center Service Plans 	<p>Includes:</p> <ul style="list-style-type: none"> Exchange Online SharePoint Online OneDrive for Business Yammer Stream <p style="margin-top: 10px;"><i>Available as an add-on to Microsoft Teams Managed Services accounts.</i></p>

NTT Cloud & Communications - Support & Managed Services

Streamline operational efficiencies and enhance user experience by offloading tasks, or full estate management, to our global, industry-leading, certified technology specialists



Robust Portfolio of Solutions

Our Support & Managed Services provide full-lifecycle support to help clients activate holistic solutions that span across all workloads - **Calling, Collaboration, Integrated Customer Experience, and Productivity**. Our Cloud Voice services and supplemental features including compliance recording, video interoperability, and digital events, complement Microsoft Teams and Cisco deployments to provide robust governance and compliance and to support an array of client use cases.



NTT Universal Calling Plans

NTT Universal Calling Plans are **specifically adapted to enable your entire phone system capabilities**, providing full PSTN replacement in 30+ countries, delivered on our own low-latency global network, with flexible calling plan offers and global support, enabling clients to **use a single Service Provider** for all their telephony needs.



Multi-Vendor, Platform-Agnostic, across all Deployment Models

Integrating Cisco with Microsoft 365 Productivity Suite? Or running Skype for Business on-premises with integrated Contact Center? **Whether you choose to maintain your collaboration on-premises, in a public cloud, private cloud, or a hybrid scenario**, Managed Services can assist in its integration, monitoring, and management across other online workloads. Our technology specialists hold top-level certifications in the industry's most trusted leading OEMs.

Contact us

For full details on NTT Support & Managed Services across our Collaboration, Communications and Productivity workloads, please speak to your Account Manager or contact us today.

Contact us