Proactive Support Services:
Asset Tracking and Analytics

Tighten IT security and maximize the value of your IT assets

NTT's Asset Tracking and Analytics Service improves efficiency in the management of the lifecycle of your IT assets and quickly identifies the areas requiring your immediate attention.

Business outcomes

- enables better asset utilization, higher reliability, and greater return on capital investment
- lowers cost and security risks
- reduces downtime
- optimizes maintenance costs
- reduces contract renewal and contract rationalization efforts
- improves technology refresh planning and configuration standardization

Challenges

As IT estates become more complex and dynamic, keeping track of IT assets has become extremely challenging. But effective IT risk management requires continuously updated and accurate asset information to ensure the health and security of your IT environment. Our research indicates that networks are getting less secure, primarily due to neglected patching. 76% of network devices were found to have at least one known security vulnerability. In addition to security risks, ineffective asset tracking can result in higher levels of unplanned downtime and lost productivity due to failed configuration and release management efforts.

Additional cost implications of poor asset tracking can include not upgrading assets on a timely basis, overpaying for support of assets that are no longer required, or buying spares for assets that are no longer deployed.

Solution

Our Asset Tracking and Analytics Service allows you to manage the lifecycle of your network assets more effectively. The Service discovers your Cisco asset data and transforms it into actionable information to help you make informed infrastructure decisions. You can gain an overview of all your assets and, with pinpoint accuracy, identify the areas requiring your immediate attention. Predefined reports offer information on IT asset vulnerability notifications and lifecycle status received from the vendors.

Use cases for the Asset Tracking and Analytics Service

Improve the accuracy of your configuration management system: Get accurate information on your Cisco assets across your global locations.

Pinpoint vulnerabilities and take prompt actions: Easily identify assets with known or potential vulnerabilities.

Efficiently plan and execute standardization initiatives: Enforce standards for your technology and ensure consistency in the version levels deployed through your organization with rapid identification of assets requiring updates.

Make smarter, more informed decisions in technology planning: Understand the assets that are at, or are approaching, end-of-sale and end-of-support.

'Despite the higher refresh rate, networks are getting less secure, **primarily due to neglected patching.** 76% of network devices have at least one known security vulnerability, the highest figure in five years, and up from 60% last year.'

NTT's 2016 Network Barometer report

How the service works

Automated asset discovery

The automated asset discovery feature discovers the Cisco hardware and embedded software assets in your IT environment. After executing the initial asset discovery, it will be repeated monthly, and will provide you with comparison reporting. Asset discovery captures the following information:

• asset model

• serial number

• manufacturer

• optimizes maintenance costs

• IP address and host name

• location details (if available)

Additional data that's provided through the enrichment applications of NTT and Cisco includes:

• version lifecycle status data (end-of-sale and end-of-support)

• field notifications

• security alerts

Manage Center

Our Manage Center provides you with a view of your IT assets from a single graphical interface. With our intuitive Manage Center Portal, you can determine the critical areas that require your attention, saving valuable management and administrative time.

Manage Center Portal

Our reporting and analytics provides preconfigured reports with easily interpreted graphic displays of your inventory of assets. Reports and analysis options available in the Manage Centre Portal:

• The **summary dashboard** provides a high-level view of the scope and health of your IT estate.

• The **vulnerable items report** identifies assets with a known or potential security vulnerability.

• The **outdated assets report** shows assets that have a known end-of-service status.

• The **items becoming outdated soon report** provides a summary of IT assets that will become outdated in the near future.

• The **comparison report** enables comparison of information between two points in time to view changes from discovery to discovery and to provide information trends.

• The **advanced analysis** report provides you with the capability to run queries using filters and selection criteria on the data to view and export specific asset data.

Additional Proactive Support Services

The Asset Tracking and Analytics Service is a member of our Proactive Support Services portfolio. These services accelerate IT optimisation and ensure that your technology is delivering all that it can. We recommend combining our Configuration Archive and Annual Version Update Service with the Asset Tracking and Analytics Service to further improve your IT efficiency, mean time to repair (MTTR), and security and compliance profile.

Additional Proactive Support Services you may wish to consider include:

Annual Version Updates Services improve your IT infrastructure security, availability, and compliance profiles. We help you standardize on vendor updates and collaborate with you to agree on the version levels best suited to your organization, before implementing the updates needed.

Configuration Archive uses automated mechanisms to backup and store configurations on the assets covered.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

MACDs fulfil standard move, add, change, and delete requests, relieving your team of these routine functions.

Third Party Support coordinates incident related activities and provides technical incident management to simplify and improve your overall service management process for assets that are supported by third parties.

IT Service Integration integrates your existing service management system with ours, to automatically exchange task information.
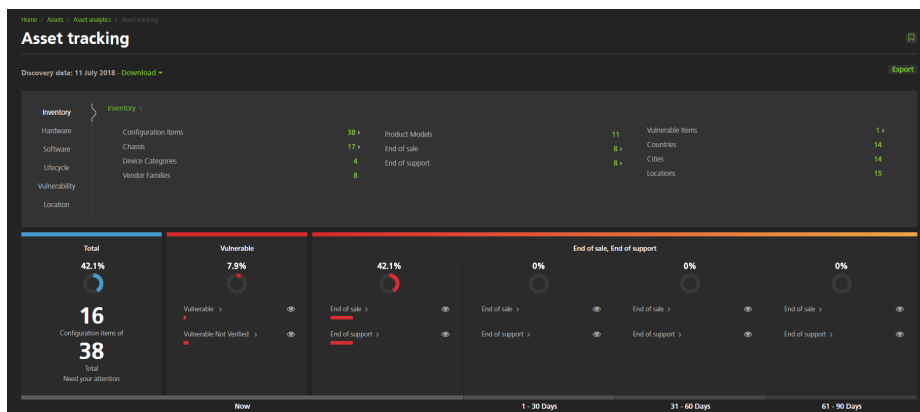
Asset tracking dashboard, NTT Manage Center

The NTT advantage

Our Asset Tracking and Analytics Service allows you to manage the lifecycle of your network assets more effectively. The service discovers your Cisco asset data and transforms it into actionable information to help you make informed infrastructure decisions. You can gain an overview of all your assets and, with pinpoint accuracy, identify the areas requiring your immediate attention.

Predefined reports offer information on IT asset vulnerability notifications and lifecycle status received from the vendors.

With our services, you gain the knowledge you need to efficiently manage the lifecycle of your worldwide network assets through a single, easy to view Manage Center. Dashboards, graphic displays, drill-down capabilities, and self-service query functionality deliver the knowledge IT operations require to more efficiently manage the IT asset lifecycle — taking action when and where needed. Our portfolio of Proactive Support Services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors.

We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.

We won the Technology Services Industry Association (TSIA) STAR award in 2018 for Transformation of Support Services. This is one of the highest honours in the technology service industry. The award recognizes our commitment to outstanding innovation, leadership, and excellence in the transformation and extension of our service delivery capabilities to enhance our clients' experience and help them achieve their goals.

'We are incredibly proud to receive this award from the TSIA. For NTT, this achievement establishes our services as being amongst the best in the industry having been up against the likes of Cisco, SAP and Sum Total, also finalists in this category.'

Bill Padfield, Senior Executive Vice President, Transformation and Platform Services, NTT

Disclaimer: The work described in this data sheet was performed while the company was known as Dimension Data.