Proactive Support Services:

IT Service Integration

Reduces Mean Time to Repair (MTTR) by up to 27%

NTT's IT Service Integration automates workflows between your service desk application and our IT Service Management System. The service also provides the ability to create a complete integrated ecosystem between your vendors and service providers.

Business outcomes

- delivers faster issue resolution with up to 27% improvement in Mean Time to Repair (MTTR)
- automates secure sharing of processes, data, and workflows in real-time
- integrates multiple parties into a consistent ticketing ecosystem
- delivers complete end-to-end transparency of the support process

Challenges

Have you automated workflows across vendors to improve operational efficiency? Support interactions and information exchanges between enterprise IT and external IT service providers are usually manual – someone sends an email, makes a phone call, or submits a form online to open and resolve a service task. With IT under pressure to reduce day-to-day operational costs and increased user demands, many IT operations leaders are streamlining and simplifying IT workflow and removing manual processes.

Solution

Our IT Service Integration offering provides automatic transmission of new incidents, problems, change, and service requests from your service desk application to our IT Service Management System. The service also allows you to view real-time updates on task status directly from within your service desk application. Our IT Service Integration can also be used to support you in creating a complete ecosystem of integrated vendors and service providers.

The service includes:

- workshop implementation to create workflow and mapping specifications
- configuring and testing secure connectivity
- user and functional acceptance testing
- a dedicated project manager throughout the implementation of the service

'Networks monitored by NTT: with service desk integration, incident response time is 55% faster. Compared to networks with no service desk integration, incident response time is 36% faster.'

NTT's 2016 Network Barometer Report

Eliminate manual, time-consuming, error-prone processes:

Issue reported to NTT	NTT gathers data from the client on the incident	NTT opens a service request	Client calls to check progress	NTT provides manual status update	NTT ships parts and dispatches a technician

Use IT Systems Integration to automate ticketing workflows:

Incident entered by client into their service desk application	Information transmitted automatically to the NTT service desk. Ticket opened. Updates made continually until issue is resolved.	Parts and engineer dispatched and issue resolved. Incident closed.

How the service works

Our IT Service Integration eliminates manual, time consuming, error prone processes associated with ticketing workflows. With our service you can reduce cost, simplify administration, avoid human error, and speed up issue resolution.

We can also help you use our IT Service Integration to combine your suppliers into a single integrated ticketing ecosystem.

Improve staff productivity and eliminate manual processes

Without service integration, information already resident on your service desk system is rekeyed into our system or delivered by phone to our Service Delivery Centres. Our status updates may also be rekeyed into your system for tracking until the issue is resolved. With service integration, these manual processes can be eliminated. Your own service desk application is used to input new incidents, problems, change and service requests, and view status updates.

Automated work flows enable your service requests and our status updates to flow automatically between our systems. The outcome is faster MTTR and simplified SLA monitoring.

Improve collaboration across multiple parties and add additional productivity benefits

When you integrate your existing service desk with ours to automatically exchange workflow information, you simplify administration and save time. We can also help you integrate our IT Service Integration to connect other technology vendors and service providers to improve collaboration across your supplier ecosystem, to further simplify your administration challenges, and to improve your staff's productivity.

Additional Proactive Support Services

IT Service Integration is a member of our Proactive Support Services portfolio. These Services accelerate IT optimization and ensure that your technology is delivering all that it can. We recommend combining our Third Party Support Services, another Proactive Support Service, with IT Service Integration.

With Third Party Support, we coordinate incident-related activities and provide technical incident management to simplify and improve your overall service management process for assets that are supported by third parties. This relieves your organisation of the need to handle these efforts which are often time consuming and inefficient.

Additional Proactive Support Services you may wish to consider include:

Annual Version Updates helps you standardize on vendor updates for infrastructure under contract with us.

Asset Tracking and Analytics discovers your Cisco asset data and transforms it into actionable information to help you make informed infrastructure decisions.

Availability and Capacity Monitoring provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

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

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

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.

The NTT advantage

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.