



Proactive Support Services: Moves, Adds, Changes, and Deletes (MACDs)

Minimize business disruption and the impact of change within the Information and Communication Technology (ICT) estate

NTT's Moves, Adds, Changes, and Deletes (MACDs) Service provides coordination and management of standard preapproved changes to your IT assets, delivering accelerated processes, improved operational efficiencies, and reduced administration costs.

Business outcomes

- reduction in downtime of business services from failed changes
- less pressure on internal teams to manage changes
- accurate reporting and assessment of service unit balances for effective cost control

Challenges

Is your organization looking for a way to more closely monitor MACDs to ensure maximum uptime with minimal cost and disruption? Are you looking to manage budgets more tightly within the growing technical demands of the business, while retaining accurate change control? Managing and executing the MACD process for hardware and software configuration items, and configurations, in your ICT environment can be both time consuming and costly.

Our MACDs Service provides you with a flexible model for managing and executing hardware and software configuration changes in your covered estate. We utilize our extensive expertise, skill sets, technology and tools to maximize efficiency, minimize risk, and reduce human error through our automated tools and processes. This is further supported by in-depth reporting and high-level customer service.

You can use our MACD Service for:

- installation of software updates or patches
- configuration of – and configuration changes to – covered assets
- software provisioning of IP phones
- adding or deleting access credentials

Our MACD Service enables rapid execution through the pre-purchase of time blocks. You can manage and predict costs more accurately through standard changes with standard service units and monitor spending in real-time on our Manage Center.

‘Automation helps to lower risk, improve agility, increase cost savings, reduce human error, and, most importantly, it frees expensive resources to focus on more strategic and innovative projects.’

Using Automation to Drive Transformation, IDC Infobrief, sponsored by NTT, August 2016

How the service works

Easily control and manage costs

Our pre-paid time blocks allow you to implement standard changes without lengthy payment processes. The number of service units required, per configuration, is determined by task time, urgency, hours, and engineering skill. We provide you with a comprehensive list of common MACDs and the typical number of service units required to perform each one.

Using your access to our Manage Center, you can raise a request for additional units, monitor use of your time blocks, and view reports. You can view service unit balances in real-time as configuration MACDs are completed. If the balance drops below a designated threshold, we provide notification to your designated representative.

We also provide you with a report via Manage Center that includes the following data:

- opening service unit balance
- number of service units purchased during a specified period
- number of service units used during the period
- closing balance
- usage detail across MACD activity

Additional Proactive Support Services

The Moves, Adds, Changes, and Deletes (MACD) Service is a member of our Proactive Support Services portfolio. Our Proactive Support Services accelerate IT optimization and ensure that your technology is delivering all that it can.

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.

The NTT advantage

Our Moves, Adds, Changes, and Deletes (MACDs) Service assures you of complete control over your change lifecycle. Our skilled engineers and trained resources deliver market-leading expertise, on demand. We understand the MACD process and its business impact. Depend on us to manage your change process effectively. We have the tools you need to monitor and manage your MACD output and cost, with precision, and in line with budget expectations.

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