

# Proactive Support Services:

## Proactive Problem Support

Minimize the impact of chronic incidents and future downtime

NTT's Proactive Problem Support Service identifies, analyses, and recommends solutions to improve your operations and infrastructure availability.

### Business outcomes

- root cause analysis and resolution
- reduction of network downtime
- increased focus on core business activities for internal IT teams
- proactive infrastructure changes to prevent incidents from occurring or recurring

### Challenges

Is your organization experiencing unresolved problems, or patterns of problems, that impact your IT infrastructure availability and performance? Are you experiencing an intermittent condition that could be caused by anything, from network congestion to an intermittent hardware fault? Are you concerned about identifying this condition and determining the correct resolution to the problem it presents? This process can be both time consuming and costly.

### Solutions

Our Proactive Problem Support Service provides the identification and root cause analysis you need to stay ahead of these chronic incidents.

We provide you with proactive problem support by regularly reviewing service incidents and identifying the source of potential future downtime.

With Proactive Problem Support, you can minimise the impact of chronic incidents and avoid future downtime. Our Service covers three areas: problem identification, root cause analysis, and solution identification.

When a chronic incident pattern is identified, we create a problem record and work with your team to determine if there is an underlying problem. When we have identified and validated the chronic condition, we perform a root cause analysis and review it with you.

The appropriate actions are then undertaken by our technical and operational teams to prevent incidents from recurring. If these actions require specific project work, then these will be discussed with you in advance.

The core elements of this service, together with our commitment to providing you with proactive and permanent incident solutions, prevent incidents from occurring and recurring, and identify issues before a failure occurs.

'Organizations need to deliver IT more efficiently: Leveraging external partners coupled with new automation technologies can help drive efficiencies in IT operations as well as align IT and business objectives more effectively.'

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

## How the service works

### Problem identification

When it comes to identifying a potential issue, which could affect the future uptime of your business, a proactive approach is essential. We proactively identify and record problems on the configuration items supported by this service. We also perform frequent and regular analysis of the incident and problem data to identify trends - the moment they become apparent.

It isn't enough to simply identify the problem. It is essential that we provide you with a solution. We determine the root cause and we either find a permanent resolution or recommend further investigation. In addition, we notify you when the problem record is updated with the relevant resolution, ensuring it provides you with all the information you need.

### Root cause analysis

The impact of a chronic incident can be significant, so every step we take is designed to enhance uptime and improve your IT operational support. To this end, we conduct a root cause analysis review that may include:

- support process reviews to determine which tasks were executed correctly and which were not
- recommended service or process improvements
- defining the actions required to prevent problem recurrence
- defining third-party responsibilities and the follow-up actions needed, with the third party

The outcome of this review can result in us recommending changes to your covered infrastructure to prevent incidents from recurring or occurring.

The results of these are documented in your problem review report and are provided to you, once the root cause analysis has been completed.

The root cause report includes:

- all the relevant details of all problems logged over the period
- the versions at issue
- the versions replaced
- the vendor document describing the issue
- all other remedial actions taken

### Solution identification

We recommend a permanent resolution, so you can determine the course of action that your business would like to take.

Actions required may be within the scope of your currently contracted services with us. If they are not within the scope of your services, we will propose a fixed price project fee service or work on a time and material basis to implement the solution.

### Availability and Capacity Monitoring

With our Proactive Problem Support Service, you also gain the benefits of our Availability and Capacity Monitoring Service. Availability and Capacity Monitoring provides the underlying monitoring that supports and enables our Proactive Problem Support Service. Availability and Capacity Monitoring actively monitors assets for swift issue resolution, and delivers the advance notification needed to prevent availability and performance degradation. The service provides you with insight to help you make better decisions, tightly manage capacity, and more carefully plan upgrades. We give you access to reports, data, analysis, and metrics to support you in delivering higher availability and performance to your customers, while reducing your support cost.

The service includes:

- active polling and proactive asset monitoring on a real-time basis
- tailored monitoring against defined capacity thresholds
- management and recording of availability and capacity related events
- availability testing of redundancy mechanisms at predetermined intervals
- access to Manage Center for near real-time reporting and data analysis
- notification within 15 minutes of events that could affect performance and availability.

Please review the Availability and Capacity Monitoring data sheet for more information on the value this Service delivers to business.

## Additional Proactive Support Services

Proactive Problem Support and Availability and Capacity Monitoring are members 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.

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

**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.

**MACDs** fulfil standard moves, adds, changes, and delete requests, relieving your team of these routine functions.

**IT Service Integration** integrates your existing service management system with ours to automatically exchange task information.

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

**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.

## The NTT advantage

Our Proactive Problem Support Service provides you with the insight, tools, and reports you need to prevent unnecessary downtime. It is a holistic offering that is committed to proactively informing you of any problems, giving you the information you need to determine your selected plan of action, and providing actionable reports for future-proofing your business. We work closely with you to achieve our mutual goals in cutting costs, reducing downtime, and freeing your IT staff time to support other critical business needs.

With our Availability and Capacity Monitoring Service, we hand you the keys to unlocking comprehensive control over your assets and infrastructure. We can remotely monitor your assets and unified communication application environments to help detect and prevent issues that will impact your business continuity. Leveraging industry-leading Remote Infrastructure Management (RIM) tooling to monitor and report your infrastructure usage, we will help you to:

- minimize the impact of future downtime, by predicting when key operating metrics will progress out of tolerance
- maximize the return from your ICT assets, through targeted upgrades

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