Proactive Support Services:
Technical Account Management

Receive the support you need to improve your operational efficiency

NTT's Technical Account Management Service provides a dedicated or assigned senior engineer who understands your operational environment and the technology being supported.

Business outcomes

- prevention of issues with proactive planning and remediation
- improved operational efficiency
- improved asset planning process
- enhanced overall service performance

Challenges

There is a big difference between knowledge around a specific technology and associated assets, and an understanding of how that technology is implemented in your unique operational environment. Having an NTT technical account manager, with an in-depth understanding of your business, can make a big difference — in uptime and productivity.

Solution

The technical account manager understands your operations, tracks your support needs, monitors your service requests, troubleshoots issues, and identifies opportunities that improve infrastructure availability.

How the service works

The remote technical account manager assigned to your account, will have advanced skills in the technologies associated with your assets and understands how they are deployed. This will allow for in-scope activities to be completed quickly, while providing you with exceptional technical value. It provides a level of intimacy which can improve mean time to repair, reduce downtime, and provide the support you need to extract maximum value from your covered assets. An on-site technical account manager, if needed, is also available in some geographies.

Deep knowledge of your technology and operational environment

Your technical account manager is your primary technical contact for service incidents and escalations. The technical resource assigned to you will work with your team to gather the required information to better understand your operational environment and how the assets being supported are deployed. This knowledge enables us to deliver better business outcomes for you.

Monthly technical reviews

Your assigned or dedicated technical account manager will conduct monthly service reviews which include:

- incident reviews
- problem and root cause reviews
- recommendations around configurations, software patches, and architecture

Change impact analysis

Your technical account manager will evaluate normal, urgent, and emergency changes for their impact on covered assets and make a recommendation regarding the approval of those changes. Recommendations include:

- impacts on existing infrastructure
- impacts on services that run on the network
- effects of not implementing the change

Availability and Capacity Monitoring

To achieve the greatest value from Technical Account Management, we recommend combining this service offer with Availability and Capacity Monitoring. Availability and Capacity Monitoring actively monitors assets for swift issue resolution and delivers the advanced notification needed to prevent availability and performance degradation. The Service provides insight to support 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
- access to Manage Center for near real-time reporting and data analysis
- notification within 15 minutes of events that could affect performance and availability

Additional Proactive Support Services

We offer additional Proactive Support Services to accelerate your 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.

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.

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

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.

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

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

'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

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 (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

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