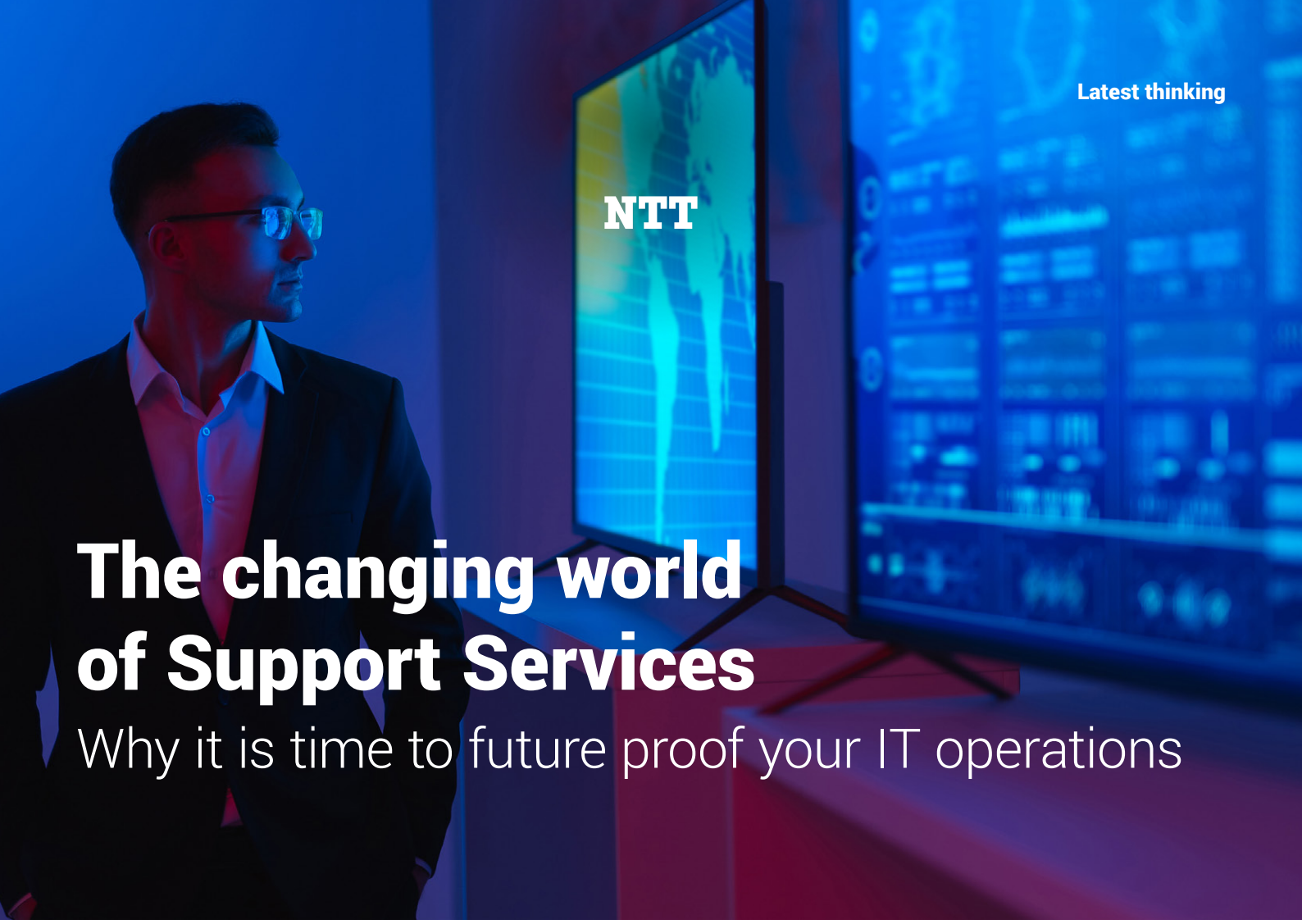


The changing world of Support Services

Why it is time to future proof your IT operations

The world is changing. It's becoming increasingly software-defined, but why? Because it's a proven path to greater agility, scalability and competitive advantage. Software-defined technologies enable enterprises to focus on what's essential – applications and business outcomes.

But, that doesn't mean your existing hardware is being replaced overnight. Whatever the timeline for the introduction of new technologies, your support services still need to ensure maximum uptime across your legacy hardware. The achievement of consistent service levels from the core to the edge of your infrastructure requires an integrated service model – ensuring risk is mitigated and performance optimized, regardless of the type of technology deployed.

The move to software-defined comes with new support challenges

A significant benefit of software-defined infrastructure is that it reduces infrastructure maintenance, enabling enterprises to exploit software components that allow for centralized policy enforcement, for example. But the introduction of software-defined infrastructure presents new operational challenges.

Manual methods to onboard devices, configure ports, set up and implement access control lists are no longer feasible. 70% of policy violations are due to human error. Policy violation introduces security risk and creates service issues.

It has been reported that 80% of all service incidents are caused by planned and unplanned changes. Network management simply can't keep up with the volume of change by continuing to add additional networking staff. Legacy centralized change management processes can't adequately respond to maintain the quality of service and respond to new users and network additions.

Some enterprises are being pushed to software-defined infrastructure due to vendor initiatives and end-of-life assets but haven't the expertise to ensure their operations are ready for an increasingly software-defined environment. Others are finding the necessary automation and orchestration capabilities to be hard to implement and as a result aren't getting the maximum benefits from their software-defined infrastructure investment.

With this in mind, we'll look at key points to consider when building a support strategy designed for transforming infrastructures.

Keep it simple

It's claimed that the move to software-defined enables enterprises to optimize their IT operations, increasing productivity and infrastructure availability while better controlling overall costs. But the move isn't as easy as it sounds and requires a re-think of the operating model for support services.

At a physical level, software-defined infrastructure includes hardware resources such as networking devices, and endpoint terminals. In a hardware support model, it can be essential to get an engineer to site in a 2-hour window and start replacing the broken asset. But, you also need to be able to do that for software now – and ideally from a centralized point. This software centric technology evolution is complex and requires new end-to-end skills and expertise. Attracting and retaining multiskilled employees can be a challenge, as software-defined technologies are increasingly deployed alongside legacy infrastructure.

As a result, many enterprises are looking for an enhanced support model to help them optimize and simplify their IT operations and get to grips with the complexity of a multi-technology infrastructure.

Build flexibility into your support services strategy

A well-thought-out support services strategy should evolve as your infrastructure becomes increasingly software-defined. This strategy would ensure you gain the benefit of your new investments while maximizing the value of your existing assets and ensuring consistency from the core to the edge of your infrastructure regardless of technology.

We are saving clients up **to 34% by increasing the efficiency of software lifecycle management**

Every business is unique and is evolving in its own timescales. We can help you build a dynamic services **strategy designed to mitigate risk, reduce operational complexity and accelerate your journey to a software-defined future.**

Look at your current and future business needs
Identify precisely what you are trying to achieve and what technologies you are going to need. Where do you have software, where do you plan to introduce it and how long will you retain your existing assets.

What will business need mean or your IT operations
At this point, it's key to understand if service levels can meet existing and future business demands. Key to this will be the modernization of your infrastructure. Do you need to speed up deployment of software-defined infrastructure or can you rely on legacy hardware – do you have the skills, tools and processes needed?

Do you have the skills, tools and processes to identify the right technology solutions, activating and optimizing game-changing controller-based technologies to enable business agility and speed.

Also, you need to ensure your IT operations are scalable, not over complex and provide the responsiveness and security you need to control any service impacting incidents.

For software, we believe it's vital to have a blueprint for optimized license lifecycle management if you want to gain the full value of Enterprise Agreements and other software investments.

We offer our clients a Software License Management Assessment designed to provide a clear view of their 'as is' and desired 'to be' state. Milestones to achieving the optimal management model can then be identified from efficient procurement to utilization and the identification of lifecycle cost savings.

Activate the potential of your new investments
Software-defined infrastructure controllers such as Cisco DNA Center® provide detailed, real-time analytics to enhance network agility, speed and performance. Automating the detection and prioritization of issues, along with centralized policy activation reduces risk of human error enabling the full benefits of the Cisco campus network solution to be realized. NTT offers software-defined infrastructure controller activation accelerators designed to support seamless and fast activation of the DNA Center, together with use case accelerators to streamline the initial deployment of your technology.

Increase visibility and control
A service portal providing real time business intelligence is a real advantage and simplifies management operations. The ability to access insight into the health and performance of both hardware and software assets provides the data you need to make informed decisions.

For hardware, you need to keep track of the availability of your assets and have insight into end-of-life and support contract status to ensure you have time to take necessary action. For software-defined technologies, governance is simplified with the ability to ensure software version compliance – and mitigate the risk of potential financial penalties. You can also keep track of license utilization avoiding duplication and waste.

Enable business agility
The recent global health crisis has highlighted the importance of being able to adapt to rapid change and opportunity. The ability to support applications and ensure connectivity to all employees wherever they are and on whatever device is essential to gain and retain competitive edge. With software-defined technology orchestration, standardization and automation need to be leveraged to achieve higher levels of adoption and assurance and benefit from centralized policy deployment.

Ensure business resilience
It's essential to have the ability to maintain service levels when met with unexpected challenges and threats. Again, digital insight and automation is key to ensuring consistent service levels and the identification and resolution of potential vulnerabilities. Prompt identification and remediation of vulnerabilities requires in-depth business intelligence and fast accurate remediation across your entire estate.

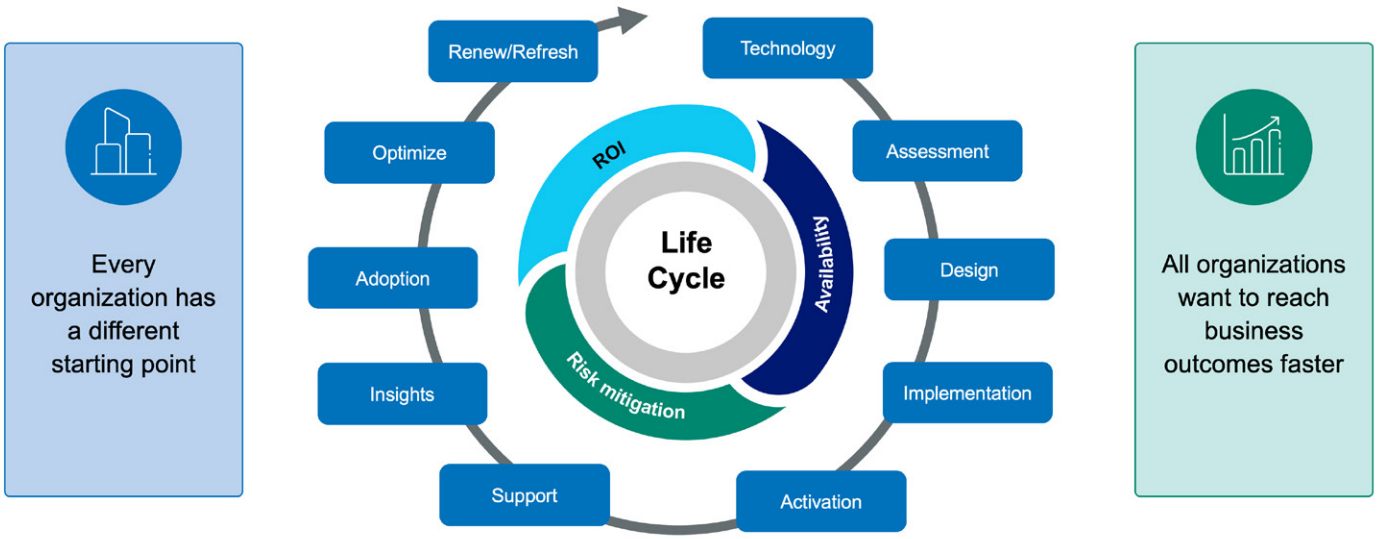
While high levels of automation are essential across all technologies, there's still a need for human expertise. Data-driven recommendations for best practice and optimization throughout the lifecycle of your investments can accelerate time to value and provide 24/7 confidence.

'NTT's innovation and commitment to lifecycle services helps our customers respond to complex **business challenges by delivering even more value on their Cisco software investments.'**
Oliver Tuszik, Senior Vice President, Global Partner Sales

Data-driven infrastructure needs a data driven services model
Deep API-level integration enables the analytical insight for increased visibility and control of legacy hardware and new investments. By simplifying operational management – from the introduction of subscription software to technology activation, provisioning, support, and adoption. We help our clients modernize their infrastructure realizing improved ROI and lasting business value.

We have services designed for the infrastructure you have today and the infrastructure you will need tomorrow. Software-defined Infrastructure Services are the evolution of our tried and trusted support services. Uptime and is enhanced with the addition of Software-defined Infrastructure Services. This new way of thinking leveraging deeper levels of API integration our Service Portal provides visibility into asset availability and management with the predictive insights and adoption analytics to deliver lifecycle value. With regular best practice recommendations you can optimize compliance and utilization while mitigating operational and financial risk. You now have the control you need for a successful shift to subscription software and intent based networking underpinned by the confidence of consistent uptime across all assets under contract.

Transforming infrastructures need a lifecycle strategy to optimize technology and support

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