

Managed Services

# Managed Collaboration Services

Maximize your investment in collaboration technologies

Our **Managed Collaboration Services** are designed to simplify the management and operation of your collaboration and productivity applications, enhancing your IT and business functions through improved IT agility and scalability.

## Service overview

Keeping pace with increasing user demand and managing a constant stream of software updates from multiple vendors is an escalating challenge. Your IT Team and budget are under growing pressure to manage change, deliver strategic projects and ensure consistently high availability and performance to each user and device.

Next-generation technologies may hold the key to transforming your workplace. As you transition to a more agile, productive and secure model, you need to manage your existing infrastructure, or support co-existing platforms. This usually requires skilled – and costly – resources, particularly if yours is a complex environment encompassing multiple vendors and deployment models.

Managed Collaboration Services (MCS) are designed to help you meet these challenges. We are focused on delivering the outcomes you need, maximizing the return on your investments and underpinning enhanced user productivity while increasing operational and cost efficiencies.

## Business outcomes and benefits

Business outcome	Benefits
<b>End-to-end management of your collaboration environment</b>	We can manage the as-is all the way through to the to-be state, across industry-leading vendors such as Cisco and Microsoft. Proactive monitoring avoids unnecessary downtime, while SLA-based issue resolution ensures your teams are always connected and able to collaborate, no matter where they are in the world.
<b>Experience a well-planned, smooth transition to an enhanced digital workplace</b>	To complement MCS, we can provide consulting services to help you map – and manage – the transformation of your workplace. We will deliver a blueprint for the optimization of your current collaboration environment and a model to facilitate the seamless transition to new, more agile platforms and deployment models.
<b>Reduced operational complexity and cost</b>	MCS uses analytics and automation to simplify user management, helping your service desk to be more efficient. This makes it easy to manage your applications, reduce operational complexity and keep pace with user demand.
<b>Efficient cost management</b>	Agile and scalable consumption-based pricing models enabling efficient cost management.
<b>Integrated management of productivity applications</b>	Add-on options are available to extend the service to Microsoft 365 workloads including Exchange Online, SharePoint Online, OneDrive for Business, Yammer and Stream.  Support for technologies utilized in a Microsoft 365 Hybrid scenario e.g., Azure Active Directory Connect (AAD) can also be added.

## Key service features

Service features have been designed to support your choice of applications and deployment models. This flexibility enables you to achieve the maximum return on your investment. Your service options start with basic functionality such as IM and Presence and scale up to the management of complex environments incorporating multi-vendor collaboration and productivity workloads.

Consumption-based pricing models enable efficient cost management, with per user, per month and/or per configuration item (CI) per month pricing options.

Service features	Supported applications
<b>Calling</b>	<ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager and UCM Cloud.</li> <li>• Webex Calling.</li> <li>• Microsoft Skype for Business Enterprise Voice.</li> <li>• Microsoft Teams with phone system.</li> <li>• Microsoft Teams Direct Routing.</li> </ul>
<b>Meetings</b>	<ul style="list-style-type: none"> <li>• Webex Meetings.</li> <li>• Cisco collaboration endpoints.</li> <li>• Microsoft Skype for Business Conferencing.</li> <li>• Microsoft Teams Meetings.</li> <li>• Microsoft Team Rooms including: Poly, Logitech and Crestron.</li> </ul>
<b>Chat and productivity</b>	<ul style="list-style-type: none"> <li>• Microsoft Skype for Business and Teams.</li> <li>• Other Microsoft 365 workloads including Exchange Online, OneDrive, SharePoint Online, Yammer and Stream.</li> <li>• Jabber and Webex.</li> </ul>

**'This new contract with NTT offers scope for continuous innovation and the involvement of third parties. Competitors are not always able to offer this facility, as they work with very closed contracts.'**

**Pierre Halin, Network, UC and Security Manager at the Independent Health Insurance Funds**

## How we deliver

### Increased workforce productivity and return on investment

Managed Collaboration Services are designed to help you optimize your investment in collaboration and productivity technology.

We take care of the day-to-day management and monitoring of your collaboration platforms and tools, enabling your resources to focus on more strategic tasks and initiatives.

Our in-depth expertise working with leading global vendors supports your selection of the right applications and deployment models for your individual needs.

We can also help you optimize end-user adoption of applications, increasing workforce productivity and return on investment.

### Analytics-driven management insight

Near real time insight and graphical reporting is available 24x7 through Manage Centre – our self-service unified management portal.

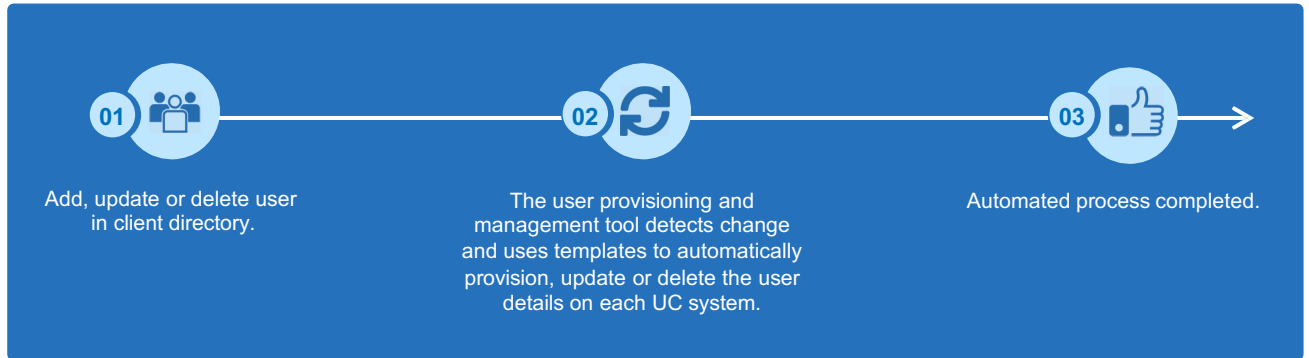
Manage Centre is designed to ensure you always have the information needed to make timely decisions, providing consistent visibility of service performance and availability.

### Built-in automation for simplified user management and faster service provisioning


Strategic global relationships with tier one vendors including Microsoft and Cisco are key to the development of our services.


API level integration into our global managed services platform provides advanced analytics and enables the high levels of automation needed to streamline management processes.


This level of automation supports the mitigation of potential risk and reduces the timelines for incident resolution and change management.




### Why NTT?

 **Tier One Cloud Communications provider**  
3.8 million users, 10 billion minutes of cloud voice.

 Supporting over **975,000 Skype for Business/ Microsoft Teams users**.

 Managing over **3,500 video endpoints** and Telepresence systems globally.

 Supporting **over 200K mailboxes** – more than 90,000 hosted on MS365 platform.

 **20 million Cisco collaboration devices**  
600,000 supported and managed across the globe.

Contact us