



Unify the Management of Your Complex  
IT Environments, While Minimizing Costs

Managed UNIX and Linux Services by NTT DATA

**Ease the burden of managing your multivendor infrastructure**

Is your IT infrastructure a complex web of applications running on servers, storage and network devices from a variety of vendors? If you're working with multiple vendors to manage a disparate infrastructure, it can be difficult to deliver the performance and availability you need to meet demanding service-level agreements (SLAs).

Managed UNIX and Linux Services by NTT DATA help you overcome the complexity in your existing multivendor environment. Our services deliver operating system and virtualization layer administration and engineering designed to improve the availability and performance of your UNIX and Linux environments. Now you can:

- Allow your in-house IT staff to focus on enabling innovative technologies, without the distraction of managing server assets
- Utilize our field-proven abilities, delivered by skilled and experienced professionals, to manage and simplify the complexities of your IT data center
- Continuously evolve and align your IT functions with business demands
- Benefit from our proven IT Infrastructure Library (ITIL)-aligned delivery methodology, focused on proactivity and service improvement

**Let us solve your infrastructure challenges**

Our approach to managing your server infrastructure revolves around a tiered delivery model, utilizing personnel from around the globe or a single location with ITIL-aligned methodologies, processes and procedures. This enables the delivery of our support services to be mapped accurately to your underlying business requirements.

**Key benefits:**

- Cost-effective and customizable model ensures 24x7 infrastructure support
- Industry-leading processes and procedures facilitate infrastructure standardization, optimization and seamless transformation to meet continuously changing business needs
- Tiered service offering model enables accurate mapping of service delivery to business requirements
- Continuous focus on infrastructure modernization and consolidation, supported by automation and orchestration initiatives, to achieve an optimal as-a-service model for your UNIX and Linux environment

The tiered support structure also allows you to:

- Utilize an optimized delivery model that brings the right skill sets in support of the appropriate tasks, activities and level of service you need
- Maximize standardization, automation and orchestration in infrastructure support
- Increase responsiveness, performance and availability and eliminate service disruptions, while reducing overall support costs
- Benefit from an architecture function, which is focused on innovation and introducing emerging technologies to meet your future business needs

**Customize our service to suit your unique needs**

We manage and enhance the performance of your UNIX and Linux infrastructure in traditional deployments and architectures (dedicated environments hosted on your premises or within our secure data centers), in the cloud (third party or within NTT DATA cloud for Linux) or in hybrid infrastructures.

NTT DATA provides you with the flexibility of choosing from multiple, pre-packaged support services with various SLA options, add-on services and support models.

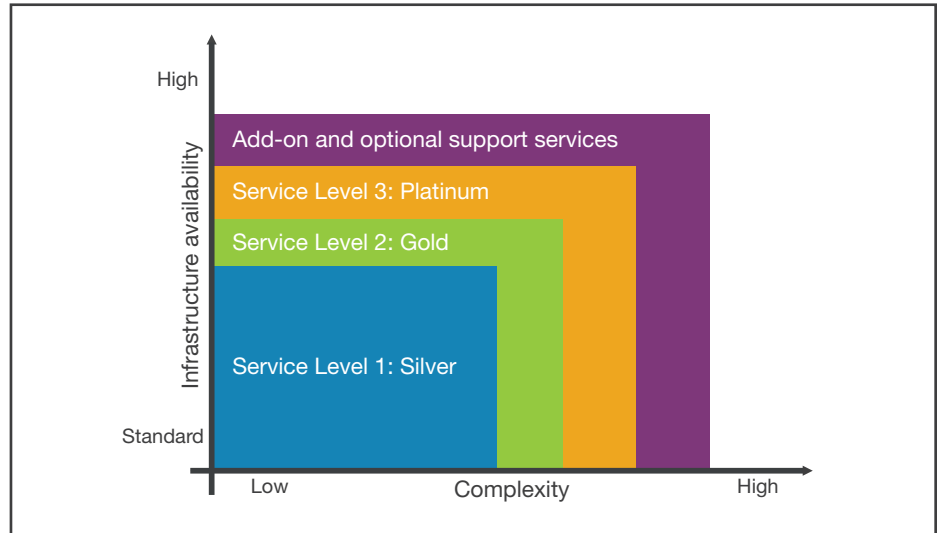


Figure 1: Tiered support structure of our Managed UNIX and Linux Services

NTT DATA helps you build and develop a data center infrastructure that is productive, profitable, scalable and always available.

Service component	Key features and benefits
System administration and engineering	Our extensive set of monitoring and management tools and deep technical expertise provide end-to-end management of your UNIX and Linux environments. Focused on proactivity, reliability and automation enablement, our services ensure increased service availability and performance.
Add-on system support for high-availability instances	Administered and operated under the framework of our Enterprise System Management (ESM) methodology, our add-on managed services for high-availability instances and environments are focused on ensuring the availability, reliability and predictability of your UNIX and Linux infrastructures. Our deep expertise in failover technologies from multiple vendors such as IBM®, Oracle®/Sun® and HP®, and our extensive monitoring and automation toolsets, ensure that your mission-critical environments remain available.

Visit [nttdataservices.com/managedservices](http://nttdataservices.com/managedservices) to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.