



# Optimize and Manage Complex IT Environments While Minimizing IT Costs

Windows and Virtualization Services by NTT DATA

## Simplify your business and concentrate on growth

Managing a heterogeneous IT infrastructure can be a challenge. Regardless of the size, your infrastructure is a strategic asset that demands better integration in an ecosystem of people, information and technology. Multiple support contracts, an assortment of service-level agreements (SLAs), process inconsistencies and administrative overhead can all lead to high costs and impact productivity. Choosing a single multi-vendor service provider can help simplify your business and allow you to focus on critical tasks.

Windows and Virtualization Services by NTT DATA is an ideal solution to overcome the complexity in your existing multi-vendor environment. Our services deliver OS and virtualization administration and engineering to successfully manage and maintain Windows, VMware and Citrix environments on a variety of distributed server platforms and technologies.

Now you have the ability to:

- Reduce capital investments in tools and hardware and expand resources without increasing the budget
- Enable a secure and reliable server infrastructure with a 24x7 support model
- Reduce the cost of device management while maintaining peak performance
- Increase user satisfaction and workforce productivity
- Standardize the delivery model, processes and procedures to provide and utilize the framework for automation and orchestration of the Windows and virtualization environment
- Improve the resiliency of your data-center environment

## Key benefits:

- Reduce infrastructure support operational costs
- Utilize highly skilled personnel and best-in-class automated management and monitoring tools to improve the quality of service
- Increase business agility with a standardized delivery model for the server infrastructure that supports business expansions and needs
- Operate with industry-standard SLAs, processes and procedures that allow for increased infrastructure availability

**Allow us to manage your infrastructure while you innovate**

Our approach to managing server infrastructures and providing Windows and Virtualization Services revolves around a tiered delivery model, utilizing personnel from various global locations or a single location that follows ITIL aligned methodologies, processes and procedures. This enables the delivery of our support services to be mapped accurately to the underlying business requirements.

The tiered support structure also allows you to:

- Effectively utilize your support staff by matching the appropriate skill set to the appropriate task and level of support required
- Maximize standardization, automation and orchestration in infrastructure support
- Reduce and eliminate service disruptions resulting from personnel changes
- Establish an architecture function focused on innovation and introduction of emerging technologies that can meet your future business needs

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

Our proven experience delivering similar services has allowed us to adapt our approach to deliver an optimum balance of speed versus risk. We believe that the success of any project is not based on the technical ability alone, but on the ability of the project to apply a rigorous organizational change management approach. You can choose from multiple packaged support services, which are available at variable pricing models. NTT DATA Services offers the ability to choose between a variety of SLA options, included services, add-on services and support models.

**Key features and functions of Windows and Virtualization Services by NTT DATA**

Service component	Benefit
System administration and engineering	Through our proven technical expertise, we provide end-to-end management of the server infrastructure and related server instances and devices, and enable a proactive and reliable approach to meet ongoing management requirements. Our tiered support model — aligned with IT Infrastructure Library best practices and proven best-in-class service management delivery methodology — ensures that we meet and exceed all service levels and provide you with measurable business outcomes.
Add-on system support for directory services (Active Directory)	The overall management, configuration and change control is based on our standard processes and procedures combined with your policies, procedures and standards. The Active Directory environment will be administered and operated under the framework of our enterprise systems management methodology. This not only enables a scalable infrastructure, but ensures the availability, reliability and predictability of the directory service.
Add-on system support for virtualization infrastructure (VMware)	<ul style="list-style-type: none"> <li>• Our proactive support model for VMware virtualization infrastructure enhances the availability, performance and flexibility of the environment. We utilize and expand on the vendor toolsets to enhance the administration, configuration and troubleshooting for the host server instances, allowing us to build a centrally managed, consolidated, virtualized environment. This approach also provides the foundation for automation and orchestration of the support model, reducing the need for manual interaction.</li> <li>• The add-on support for infrastructure virtualization aligns with your strategy and enables the seamless path to cloud adoption and integration for the server infrastructure.</li> </ul>
Add-on system support for virtualization infrastructure (Citrix)	<ul style="list-style-type: none"> <li>• Relying on customization of vendor toolsets and customized automated health checks, our add-on service for Citrix environments enables us to administer, configure and troubleshoot server instances and farms in a proactive manner, and increase the flexibility, availability and performance of the infrastructure, based on your business needs.</li> <li>• Our support approach for the Citrix environment closely aligns with your virtual desktop infrastructure strategy and provides the foundation for expansion into cloud-enabled technologies for the end-user computing environment.</li> </ul>

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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.

