



## Maximize the Performance and Value of Your IT Investments Without Sacrificing Your Business Plans

### Field Services by NTT DATA

#### Prepare for today's challenges and tomorrow's opportunities

With the interdependence of IT systems and business operations, even a few minutes of downtime can have big implications on your business in today's competitive marketplace. Beyond the loss of time and money, downtime can also translate to missed opportunities, a damaged reputation and customer dissatisfaction, which can be disastrous for your business. Without the appropriate technical support and service levels, you may feel like you are always reacting to problems instead of focusing on your business. This is where Field Services by NTT DATA come in.

Our services act at the core of your workplace — to complement and integrate with service desk support, and to help execute activities related to break/fix and install, move, add, change and disposal (IMACD) at your location. We provide support for desktop and laptop PCs, printers, peripherals, software and core infrastructure systems. For data center equipment, we provide configuration support that requires on-site presence under the guidance of remotely available experts. We also cater to field service events that involve troubleshooting and addressing issues that cannot be resolved remotely. Our services utilize professional, certified technicians, industry-best service-level agreements (SLAs) and IT Infrastructure Library (ITIL)-aligned methodologies to support your campus or dispatch locations, and provide:

- **General deskside support services:** Delivers end-user break/fix and Smart Hands support for hardware and software components on workstations, mobile PCs, peripherals and handheld devices
- **Support for IMACD activities:** Enables professional IMACD handling of hardware and software, and helps coordinate all related activities
- **Smart Hands services:** Supports your infrastructure components, whether hosted within your campus or data center locations
- **Parts/inventory and depot services management and operations:** Provides you with storage, staging and repair facility management to ensure timely provision, remediation or replacement of end-user devices and parts

#### Our services allow you to:

- Reduce end-user support costs and take advantage of service levels tailored for different end-user categories
- Enable a stable, reliable end-user environment using a continuously improving delivery model
- Bring consumerization into your workplace and benefit from an end user-centric service
- Enhance end-user satisfaction with field-proven support models such as kiosk/TechBar deployments
- Increase end-user infrastructure and components' availability with industry-best SLAs and ITIL-aligned processes and procedures

**Address your unique needs with customizable service options**

Our services provide highly skilled technicians who are trained on multiple technologies and products. They work with you to integrate and continuously streamline support processes and methodologies with your unique enterprise environment, desktop configuration, and hardware and software standards. This allows us to provide you with a support service that addresses your unique needs.

**Empower your workplace environment to meet business demands**

We help you transform your environment and continuously meet end-user demands through a service delivery model focused on innovation and end-user empowerment. Our global reach and extensive partner network, combined with a cost containment and optimization approach, allow us to deliver services in support of transformational trends such as mobility and virtual desktop infrastructure. We bring in service flexibility and customized initiatives that enhance your end-user experience, increase satisfaction and improve productivity.

Our services are designed to provide the right level of assistance and technical expertise when and where you need it.

Service component	Features and benefits
General deskside support services	We support your end-user break/fix needs by providing technical diagnosis, identification, replacement parts and the required labor to repair defective computer hardware, peripherals and software products. We provide you with customizable service levels to meet the demands of your diverse workforce, and deliver end-to-end, on-site support for your workplace.
IMACD support	We provide IMAC-D support for your workplace environment through our multi-skilled technician teams, maximizing team utilization and delivering a cost-effective service with enterprise-aligned SLAs.
Smart Hands services	For equipment hosted within data centers or at campus locations, we provide support personnel to handle local requests such as visual inspections or physical interactions with the environment. This ensures reliable and skilled on-site support that complements your data-center infrastructure support.
Parts/inventory management and depot services	We work with you to identify and classify the systems that will be maintained for spare parts inventory and tracking, along with the expected trends in service consumption. We ensure that your end users maintain the highest level of quality system access in support of their business needs.
Project services	In addition to business-as-usual services, we support and coordinate end-user projects, and provide all necessary planning functions required to meet your organization's unique needs.

Visit [nttdataservices.com](http://nttdataservices.com) 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.