

Reduce Application Management Costs and Self-Fund Digital Transformation

NTT DATA Application Management Outsourcing

Benefits:

- Generate up to 40% savings through service, ticket and runbook optimization, and automation
- Produce additional savings through ongoing portfolio consolidation and modernization
- Shift up to 70% of effort from maintenance to new capabilities
- Improve customer and employee engagement with user experience analytics
- Reduce risk and transition time with next-generation tools and IP-driven solutions
- Continuously analyze application portfolio cost, risk and value

Address today's business challenges while continuously assessing value, cost and risk

IT leaders are increasingly being called on to innovate and grow the business, while simplifying operations, enhancing security and reducing spend. Yet, too often, unpredictable operational demands and complex legacy system maintenance requirements stand in the way.

NTT DATA Application Management Outsourcing (AMO) can help. By combining deep industry knowledge, next-generation tools, application domain expertise and unique intellectual property (IP) from across our practices, our AMO services help you efficiently address today's challenges while instituting a cultural and technical foundation that supports transformation and change.

Our services do far more than keep the lights on. We focus on driving down incidents to enhance customer and employee experience. Our team applies portfolio optimization tools and established practices to continuously assess your environment and re-purpose application investments from execution to innovation — delivering greater value to the business. We see AMO services as a journey we take with you and adapt our delivery model to change with your needs over time.

Accelerate transition and facilitate knowledge transfer

Our comprehensive approach to transition management accelerates knowledge transfer and minimizes disruption. It includes:

- Next-generation AMO tools to automate the collection and cataloging of application insights while minimizing dependency on subject matter experts. This ensures that you can quickly acquire and share knowledge across teams to take on support faster and, most importantly, with less risk.
- Application portfolio reviews to identify and address high-risk application requirements.
- Enhanced service-level agreements (SLAs) through an IT service management (ITSM) process gap analysis and improvement plan.
- Tailored organizational change management services to help minimize disruption and improve productivity.

Enhance innovation and engagement with a customer-first approach

Your customers and employees expect engaging experiences, self-help options and fast response times. In addition to implementing DevOps where appropriate and enhancing your current ITSM processes, our team of AMO experts accelerate time to market and enhance customer experience through a number of levers:

- Our integrated AMO toolset utilizes artificial intelligence to correlate analytics across multiple platforms and provide deep insights to automate problem resolution and reduce human intervention.
- NTT DATA Emotion Centric Observations technology measures customer sentiment associated with the applications in your portfolio and provides a constant view of user experience.
- NTT DATA Customer Friction FactorSM Assessments remove friction from your customer and employee experience, and measure the impact of change to the application services we provide.

Achieve continuous digital modernization and map out a measurable plan for the future

As the pace of change continues to accelerate, meeting today's expectations for innovation and growth, without sacrificing quality of service or security, takes constant attention. Our goal is to help you continuously refine your application portfolio to better support these business expectations today and in the future — that's what we call continuous digital modernization.

Reduce annual operating costs up to 40% through run service optimization; then, realize deeper application savings through ongoing portfolio optimization steps, such as application consolidation, modernization and retirement. We continuously improve your run environment so you can re-purpose savings into new initiatives. Transfer spend from execution to innovation and deliver greater value to the business with NTT DATA Services.

Offer	Description
AMO Strategy and Design by NTT DATA	<p>Consultative engagements at the front-end of an implementation, designed to drive out costs and optimize performance. Includes:</p> <ul style="list-style-type: none"> • AMO Roadmap Assessment • AMO Health Check • AMO Service Optimization Assessment
Run Service Optimization by NTT DATA	<p>ITSM-aligned application support and maintenance to reduce costs and improve quality of service through automation, process standardization, globalization, knowledge management and effective resource management. Capabilities include:</p> <ul style="list-style-type: none"> • Transition and organizational change management • Application support, maintenance, enhancements and projects • Automation and analytics • Portfolio analysis
Modernization Roadmap by NTT DATA	<p>Develop a roadmap for portfolio simplification, consolidation and modernization. We work with your existing portfolio strategies to create realistic plans for modernization. Includes:</p> <ul style="list-style-type: none"> • Modernization strategy • Portfolio roadmap • Funding and investment strategy • Implementation plan
Modernization Execution by NTT DATA	<p>Implementation of your modernization roadmap to retire applications, migrate apps to the cloud, modernize applications or create digital initiatives. Capabilities includes:</p> <ul style="list-style-type: none"> • Cloud migration • Retirement acceleration • Application re-host • Application re-platform • Application re-architecture

Visit nttdataservices.com/amo to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As a division of NTT DATA Corporation, a top 10 global IT services and consulting provider, we wrap deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.