



Empower Your People and Processes with Optimized End User Support

Managed End User Services by NTT DATA

Shift your focus from infrastructure to business

Managing end users in the digital and cloud era is a complex task. Add the convergence of business and IT, and the result is maxed-out IT resources that are unable to get it all done. Budgets are shrinking, complexity is rampant and demands are growing faster than IT leaders can plan, manage and execute with traditional solutions.

Meet these increasing demands by teaming up with NTT DATA Services. Our portfolio of people, processes and technology helps you to do more, and many of our services are widely

recognized by industry leaders and analysts as some of the best capabilities in the market.

No matter the size of your organization, our team provides a consistent and exceptional customer and end user-centric experience. Our comprehensive portfolio of transformational outsourcing services for the workplace enable us to deliver end-to-end support solutions designed to empower your workforce, maximize productivity and increase overall end-user satisfaction.

By 2018, 75% of manufacturers will undergo operating model transformation with digitally connecting processes.

NTT DATA helps manufacturing companies be more responsive and innovative through the creation of a connected and productive workplace.

Transform your workplace, improve efficiencies, become more agile

Looking to start your end-user transformational journey toward dynamic workplace services? Consider IT support from NTT DATA. We provide services and solutions that are focused on enabling an empowered workforce environment, with a tangible target of improving users' productivity and collaboration, and driving consumerization adoption into your enterprise. We optimize your daily end-user support, simplify and virtualize applications, and automate, orchestrate and improve the self-serviceability of your workplace infrastructure.



Asset Management Services by NTT DATA

Our services protect your organization's environment, optimize hardware and software assets throughout their lifecycle, and support your business objectives while driving cost reduction, improving compliance and mitigating risks. We provide a centralized, automated and policy-driven asset management function for your organizational IT assets throughout their entire lifecycle that helps you:

- Maximize asset utilization
- Drive efficient procurement and contract negotiations
- Increase software and hardware compliance
- Mitigate risks through improved hardware configuration and security capabilities, and end-to-end visibility of your asset landscape

Desktop and Application Virtualization Services by NTT DATA

IT is facing an increasing demand to empower employees and contractors who need access to organizational data around the clock. End-user virtualization enables IT to address these workforce demands while enhancing workforce productivity, improving security and streamlining desktop management. Our services provide full-featured, cloud-based or onsite virtual desktop and application solutions that simplify your virtualization deployments and management.

Purpose-built to enhance end-user productivity, streamline IT resource management and deliver advanced support capabilities for a wide range of endpoint devices, user types workloads and use cases, our unique workplace virtualization strategy:

- Enables and supports initiatives such as mobility and bring your own device (BYOD)
- Is delivered as a service with service-level agreements (SLAs), operation-level agreements and key performance indicators
- Provides you with the scalability, flexibility and modularity of field-proven reference architectures

Desktop Engineering Services by NTT DATA

Managing a distributed environment of end-user devices is challenging and can involve significant efforts for your organization. Security compliance requirements and requests for ad hoc software deployments add to the complexity. Our services and solutions address these challenges and provide a framework for standardizing the deployment methodology. Ranging from application packaging to image and patch management, our methodologies

and toolsets allow you to:

- Take advantage of a standardized delivery model that is continually refined to meet changing needs
- Maximize automation and orchestration in end-user deployments and management
- Benefit from tailored support models and SLAs for predefined user categories

Mobility and Telecom Services by NTT DATA

Mobility has become an essential part of daily enterprise activity. Organizations such as yours are looking to manage the rapid growth of mobile devices in the enterprise by streamlining infrastructure enhancements to support multiple platforms and devices, and improving overall end-user productivity. Our services help your organization manage this influx through end-to-end capabilities focused on enterprise mobility and contract, invoice, financial, mobile security and telecom expense management. These services help you:

- Efficiently support users across multiple platforms and devices, corporate or end-user owned
- Access the right information, at the right time and in the right place and context
- Enable secure delivery and protection of proprietary data
- Reduce mobility and telecom expenses

Messaging and Collaboration Services by NTT DATA

Our services provide you with centralized, cost-effective, secure, highly available and consolidated systems based on industry-standard collaboration applications. We support and help transform a wide range of deployments and technologies, ranging from messaging platforms, collaboration systems, instant messaging and

conference environments to end-to-end unified communication infrastructures.

Our services help reduce your environment’s complexity and costs, increase access to applications, enable internal and external collaboration and integrate your environment. With our services, you can:

- Enable your organization to become truly connected – with team members freely sharing information, insights and innovation
- Build a work style that allows people to collaboratively solve problems in real time at the office, at home or on the go

Service Desk by NTT DATA

An effective service desk is not just a team of people answering phones. Designed to coordinate with your strategic initiatives and priorities, Service Desk is finely tuned to the specific needs of your business, whether those needs are planning, delivery operations or management of IT support. Our Service Desk enables and utilizes technologies and capabilities such as multichannel and social media, persona, self-help, self-service and self-healing — allowing you to benefit from a:

- Single point of contact for all users across the globe
- Unified, standardized and consistent first-call resolution experience

focused on increasing end-user satisfaction and productivity

Field Services by NTT DATA

Our services help your end users reduce the amount of time spent on routine issues by dispatching a service technician to the end user’s site. Options include install, move, add, change, de-install (IMACD) and desk-side support, hardware and software troubleshooting, along with inventory management and depot services.

Get the support you need

Our Managed End User Services are designed to meet the needs of your business by providing complete, end-to-end, outcome-based, transformational support to accelerate your business growth. We provide a flexible delivery model tailored to maximize results, drive efficiencies, reduce risk, provide immediate time to value and increase your workforce satisfaction and productivity.

to skilled professionals, onsite or remote, when and where you need them to fast-track your IT projects and transform your IT into a business-aligned, end user-centric function. We work with you to ensure you optimize your technologies and services investment, and enable your workplace environment to foster collaboration, communication and innovation.

integrated with a patented transformation framework, efficiently manages and empowers your end-user environments by integrating the right technology and capability at the right time — with clear and measureable business outcomes.

Flexible services designed by you

Comprehensive skill set: Gain access

Transformational service delivery framework: Our IT Infrastructure Library-aligned delivery methodology,

Value co-creation: We partner with you to create solutions and integrate services aligned with your business strategy, and seamlessly enable capabilities and technologies in support of your journey toward a digital-enabled business.



Figure 1: Managed End User Services footprint

Maximize your IT with our portfolio of services

By delivering expert guidance and support from concept to completion, we are uniquely equipped to strategize and enable your infrastructure and end-user environments to scale on demand while reducing cost and complexity. Our best-in-class solutions maximize your IT efficiency, workforce productivity and collaboration.

We partner with you to craft and deliver a seamless path to a fully mobile and secure workplace-as-a-service model, utilizing a mix of cloud, traditional and hybrid solutions. We convert your environment and enable the flexible and agile delivery of platform-as-a-service, infrastructure-as-a-service, software-as-a-service and self-service/self-support models for end users.

Begin your journey today

In today's dynamic business environment, it is critical to have a technology partner that can lead you to the best solution for your organization. Managed End User Services use global resources, service delivery excellence, cloud computing, and sophisticated analytics and automation to help you boost competitiveness and innovation while keeping an eye on the bottom line.



Figure 2: Innovating in key areas to create more value across your enterprise

Visit 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.

NTT DATA