

## Maximize the Value of Your Data Networking Investments

Network Operations and Advanced Monitoring Services by NTT DATA

### Enable an always-on enterprise network infrastructure

As your business increasingly relies on network infrastructure to support and deliver critical functions, latency, outages and overall performance degradation can have a severe impact on your ability to support customers. It can even have repercussions on the entire business cycle, from operations to employee productivity to customer service and all the way to your bottom line.

That is why it is critical to implement a proactive monitoring and remediation service that maintains your network environment performance and ultimately supports your business functions. Network Operations and Advanced Monitoring Services by NTT DATA provide fault management and maintenance of your network infrastructure on a 24x7 basis.

Our services:

- Utilize automated monitoring tools and multi-vendor technical expertise to continuously monitor and manage your network devices and provide a proactive and reliable approach to meeting ongoing network requirements.
- Take advantage of an enterprise-class toolset to support the configuration management of your network devices and ensure the reliability and availability of your network environment.
- Rely on standardized operating processes and procedures to support changes in your network infrastructure — to increase deployment speeds and reliability, and eliminate downtime.
- Automatically and proactively detect network failures and generate notifications when abnormal conditions occur.
- Ensure central consolidation and insights into all network infrastructure level events to enable immediate root cause identification and remediation.

### Key benefits:

- Global network of certified network administrators and best-in-class automated management and monitoring tools improve the quality of service of your network infrastructure
- Proactive service delivery function ensures continuous availability and performance of your network infrastructure
- Industry-standard service level agreements (SLAs), standard processes and procedures guarantee infrastructure availability
- Tier 1 resolution-focused delivery model reduces senior engineering support costs and their involvement in managing and maintaining the network environment

### Build a future-proof and scalable network infrastructure

Our service design for Network Operations and Advanced Monitoring Services relies on a global delivery model, enhanced by IT Infrastructure Library-aligned methodologies, processes and procedures. Supported by industry-leading management, monitoring and automation technologies, we have the ability to accurately map and deliver to your underlying business requirements. Focused on ensuring the first layer of control and issue mitigation in network management and operational support, our services enable your business to:

- Benefit from standardized management services and specialized skills in supporting and maintaining all major network vendor technologies
- Effectively utilize a flexible support model that matches the right skill set to the appropriate task and level of support you need
- Adopt and maximize standardization, automation and orchestration to enhance your network infrastructure availability and performance
- Take advantage of our virtual and easy scalable service delivery, which is independent of the location, deployment type and environment size

Trust NTT DATA to continuously monitor, respond to and remediate network infrastructure issues and performance in a proactive manner.

### Key features and functions

Service component	Features and benefits
Fault management and troubleshooting	Combining automated monitoring toolsets and technical expertise, we provide a proactive and focused approach to managing and troubleshooting network-related events using standardized tools and processes. Our methodology allows for a consistent and increased quality-service delivery.
Change and configuration management support	Relying on standardized delivery processes and procedures, we support all network management activities — from moves, adds, changes and deletes to backup and maintenance of configuration files. We ensure that all requests are fulfilled in a timely and risk-free manner.
Network availability and performance monitoring	We automatically detect failures and anomalies before they interrupt network connectivity and impact availability. Our services provide complete, 24x7 monitoring of your network's health and performance.
Automatic event management	Enables centralized consolidation of all relevant network-related events into IT service management platforms — for subsequent processing and notification. This level of integration prevents duplicate notification of identical events and provides the automated logic behind notification suspension — if failures are due to legitimate change management activities. This function also lays the foundation for accurate reporting and insights into the service-level management status of your infrastructure, in addition to immediate identification of elements that have the potential to cause issues.

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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.