

Managed observability, governance and optimization for enterprise AI agents, enhanced by Microsoft Agent 365

NTT DATA AI Agent Observability Services

NTT DATA provides the observability, governance and managed operations enterprises need to run AI agents confidently across complex environments. Our end-to-end approach spans advisory, build, implementation, connectivity and full lifecycle services, including monitoring, troubleshooting, data governance and analytics. Microsoft Agent 365 enhances this with a native control plane, delivering standardized observability, greater admin visibility and stronger security and compliance across the Microsoft ecosystem.

Observability services

End-to-end visibility of the AI agent estate

- NTT DATA provides continuous monitoring, health checks, reporting and analytics so teams can see how agents perform and evolve over time.
- Microsoft Agent 365 adds Open Telemetry-based observability that standardizes telemetry across Microsoft and third-party agent platforms.

Managed operations that go beyond dashboards

- NTT DATA combines support, bug fixes, change management, performance optimization, data management and security enhancements to keep agents accurate and efficient in production.
- Microsoft Agent 365 adds traceability for sessions, tool calls and exceptions, helping teams diagnose issues faster.

Governance and security aligned to your environment

- NTT DATA helps clients run AI agents inside existing security, data and compliance boundaries, including ringfenced environments built around the customer's existing policies and Microsoft agreements.
- Microsoft Agent 365 strengthens this with Entra Agent ID plus Defender and Purview integration for threat detection, auditability and policy enforcement.

Omnichannel observability across real enterprise workflows

- NTT DATA extends visibility of voice, chat, mobile, contact center and line-of-business integrations, which is critical for operational AI use cases beyond a single interface.
- Microsoft Agent 365 adds Microsoft-native observation points across the admin experience, Defender and Teams activity views.

Repeatable and consumable solutions

Our suite of solutions simplifies AI adoption, enabling your teams to deploy AI agents quickly and efficiently. Maximize value with managed services that maintain, secure and optimize AI agents, even in complex environments with fragmented solutions and multiple vendors.

Achieve better business outcomes, such as:

- 50%–65% reduction in tickets handled by human agents
- 100% of orders automated with GenAI and AI agents
- Significant increase in customer satisfaction (CSAT) score

Advisory services

Expert guidance for adopting and optimizing agentic AI solutions, including strategic planning and design, GenAI, business process optimization and automation tailored to specific business needs.

Implementation services

A comprehensive approach to AI agent development configuration and integration for maintaining security, compliance and performance optimization.

Managed agent services

Full lifecycle support for AI agents, including troubleshooting, proactive monitoring, data governance and detailed reporting and analytics.

Connectivity

Seamless connectivity across all channels, leveraging NTT DATA's cloud-native global connectivity services for voice, chat and mobile integration.

supply chain agents to accelerate time to market and cut costs by 25%.



Why NTT DATA

- Deep integration with Microsoft Agent 365 for observability, governance and security
- Advanced observability platforms covering agent performance, risk and behavior
- End-to-end managed services for AI operations, optimization and monitoring
- Support for multiagent and multivendor environments
- Alignment with enterprise IT operations and security models

Take the next step

Speak to our experts

Connect with NTT DATA to see how you can manage, secure and scale your AI agents with confidence.



Visit nttdata.com to learn more.

NTT DATA is a \$30+ billion business and technology services leader in AI and digital infrastructure. We accelerate client success and positively impact society through responsible innovation. As a Global Top Employer, we have experts in more than 70 countries. NTT DATA is part of NTT Group.

