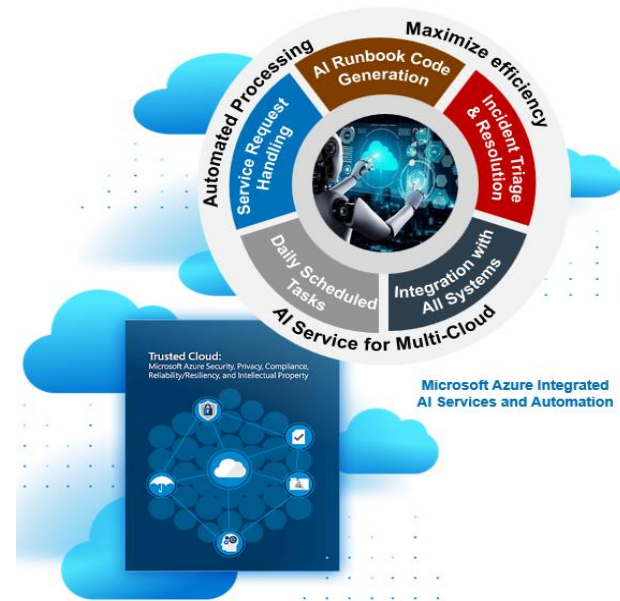# NTT DATA AI Smart Cloud Operations Suite:
Enabling Smart, Automated, and Scalable Cloud Operations

Empower your enterprise with intelligent cloud operations that reduce costs, improve performance, and enable faster incident resolution.

Introduction

Are you struggling to keep up with an ever-growing volume of cloud service request tickets and incident tickets under SLA in your cloud environment? Do you face challenges that customers request to reduce labor costs while their cloud usage grows year-over-year? If these challenges resonate, NTT DATA AI Smart Cloud Operations is the solution for you.

This comprehensive suite brings AI intelligent automation to cloud operations, transforming how organizations resolve incident and service request tickets, automate runbooks, and improve incident handling across multi-cloud environments. Designed with security, scalability, and efficiency in mind, the NTT DATA AI Smart Cloud Operations suite helps modern enterprises reduce labor costs, accelerate response times, and scale their operations seamlessly.

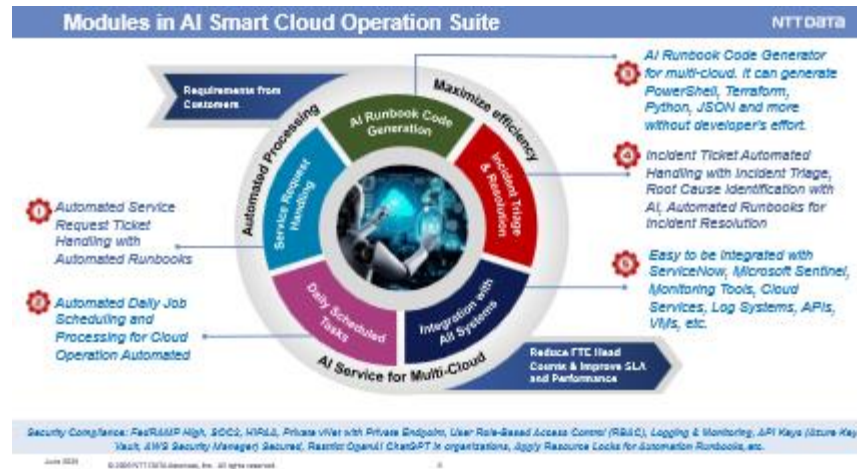**Microsoft Azure Integrated AI Services and Automation**

Main Features and Benefits

- **Intelligent Service Request Management**
  Automate the processing and resolution of service request tickets across Microsoft Azure, AWS, GCP, and OCI, eliminating manual bottlenecks and improving SLA performance.

- **AI-Powered Incident Handling**
  Use AI triage and diagnostics to identify root causes quickly, generate resolution options, and execute automated runbooks—minimizing downtime and increasing operational resilience

- **Automated Runbook Code Generation**
  Automatically generate runbooks for incident resolution or service tasks using PowerShell, Terraform, Python, JSON, and more—no developer intervention needed

- **Seamless Multi-Cloud Integration**
  Over 1,000 types of connectors across multi-cloud including ServiceNow, Office 365, AWS Cloud, Google Cloud, Oracle Cloud, cloud services, databases, on-prem, and more

- **Daily Task Scheduling and Execution**
  Enable scheduled or immediate task execution to streamline recurring operational jobs across all your cloud services

- **Enterprise-Grade Security and Compliance**

  Built on native FedRAMP-high certified Microsoft Azure AI hybrid services, this tool can be widely used by Federal, State and Local government agencies, commercial business and others

NTT DATA AI Smart Cloud Operations

How Does It Work?

- Service Requests: Users submit service request tickets, automatically processed through topic-specific queues, and the system will recommend related Runbooks for implementation with human decision making and automated implementation
- Incident Handling: AI Agents quickly diagnose and identify root causes, suggest solutions and Runbooks, and enable faster human-decision making with better resolutions
- Automated daily jobs with pre-defined scheduling and tasks monitoring
- All Runbooks are generated through AI Runbook Code Generate without developers' effort

Built on Microsoft and Multi-Cloud Technologies

- Dedicated Microsoft Azure AI Agent Logic Apps
- Service Bus for Ticket queue handling
- Large scale of Automation Runbooks with GitHub in Repository
- Azure Hybrid connection with AWS Cloud, Google Cloud Platform, Oracle Cloud Infrastructure
- Direct plugin interface with customer ServiceNow through secured connection
- End-to-end logging and monitoring across each module systems
- Isolated and secured data with protected networks and data encryption
- Dedicated service for each customer with FedRAMP High security compliance
- Proven lower cost in Azure billing for this suite operation.

Why Use It?

NTT DATA AI Smart Cloud Operations Suite is more than just a set of automation tools—it's a strategic enabler for modern IT operations. With capabilities that span intelligent diagnostics, workflow automation, and multi-cloud orchestration, you can:

- Reduce labor costs
- Increase operational speed and accuracy
- Improve compliance posture
- Optimize cloud spending
- Enable 24/7 autonomous operations

If you are interested in learning more about how NTT DATA AI Smart Coud Operations Suite can support your enterprise transformation, visit us at www.us.nttdata.com .