

Organizations of all sizes are increasingly adopting public cloud to become more agile, drive business value and accelerate their time-to-market. They report the benefits of the cloud help solve common challenges with increased flexibility, rapid resource provisioning, and lower costs.

This digital transformation has opened unprecedented compute power, instant access to the latest technology, and revolutionary ways to empower businesses. At the same time, this evolution has resulted in a complex environment where multiple technologies must be integrated with the legacy systems these businesses currently rely on. To effectively navigate this uncharted territory, enterprise leaders now need to have deep knowledge across cloud, hybrid and traditional technologies. They need expertise that runs the gamut of IT skills to optimize, manage and support this new digital frontier. The time it takes to build this unique blend of expertise in-house is often lengthy and cost-prohibitive. What is needed is the help of a trusted advisor and highly skilled partner who understands that business does not wait for you while you are building internal capabilities.

NTT DATA Services helps enterprises develop a cloud transformational roadmap and implement an optimized plan that incorporates our expertise across platforms, infrastructure, and datacenter consolidation. Combining this expertise with our vertical specializations, we are able to deliver business-accelerating solutions for our clients. To ensure your continued success, we offer inclusive services to manage and maintain this integrated technology landscape.

## Cloud Operational Excellence for Microsoft Azure Powered by NTT DATA

NTT DATA's Cloud Operational Excellence solution provides comprehensive management of your Azure virtual datacenter, using a combination of ITIL® based methodologies and industry best practices. We focus on the security, governance and performance of your environment to meet your unique requirements, so you can focus on what you do best. We drive Operational Excellence, not just in your cloud, but also for your business.

### Improved customer satisfaction

NTT DATA combines the power of Microsoft's leading cloud platform with the customized management your organization requires. Enjoy the peace of mind that your infrastructure is monitored and maintained around the clock, that the latest security patches are enabled and that your network is running at peak levels. We tailor our services to the performance metrics you need, so you can focus on driving revenue and improvements across your organization.

### Cost optimization

Companies can save considerable costs associated with traditional hardware investments and operating a datacenter, changing capital expenditures to operating expenses. NTT DATA helps take cost efficiencies one step further by analyzing your cloud usage to help you stay within your allotted budget. We continually assess your environment to search for opportunities to reduce costs, while improving the reliability and durability of your Azure environment.





## Flexibility and Innovation

NTT DATA recognizes this is a fast-paced world. Your IT needs to support your business, rather than your business being forced to support every end of your IT. Our flexible operating model provides a wealth of benefits, such as change management, service requests, performance tuning, custom built monitors, and so much more. We leverage automation, native and integrated tools, as well as vetted standard operating procedures to resolve issues, often before they occur.

## NTT DATA's Operational Excellence for Microsoft Azure

Free your team from time-consuming IT management and maintenance. Rely on NTT DATA to manage your Azure virtual datacenter and serve as your IT extension. With our unparalleled efficient processes, passion for automation and tooling, backed by our highly-specialized team, we can help you achieve Operational Excellence.

### Operational Excellence includes the following technical services:

<p><b>Operating System Administration</b></p> <p>Keeps your Windows and Linux OS running as designed, eliminates issues and errors and help ensure you have the latest updates to keep your workloads optimized.</p> 	<p><b>Performance Tuning &amp; Preventative Maintenance</b></p> <p>Performance analysis of your IaaS resources, ongoing maintenance as well as adjusting configurations to improve availability, performance and speed.</p> 	<p><b>Change &amp; Service Requests</b></p> <p>Addresses changes you'd like made above and beyond the ongoing management. Updates are made in collaboration with senior engineers and our quality assurance procedures.</p> 
<p><b>Troubleshooting, Automation &amp; Escalation Management</b></p> <p>Tending to issues, resolving events, root cause analysis, and automating responses to reduce conflicts. Our engineers will also work with the provider to develop solutions for challenges at the platform level.</p> 	<p><b>Network, Compute, Firewall, Backup &amp; SQL Management</b></p> <p>Evaluating, managing and correcting issues across the critical cloud components which helps ensure your applications and workloads run more efficiently.</p> 	<p><b>Cost &amp; Performance Optimization</b></p> <p>Quarterly evaluation to help you reduce cloud costs and improve system performance.</p> 

### Operational Excellence also includes the following features to enable your business:

- ✓ Service Delivery Executive - Your primary point of contact to provide business and operational support, keep your team up to date, as well as help plan and maximize your cloud investments.
- ✓ NTT DATA Customer Lifecycle Management - Our portal provides a single-pane-of-glass, as well as deep visibility across your environment.
- ✓ Reporting library - Reporting templates customized to your organization's key performance indicators, available on-demand or delivered directly to your inbox.
- ✓ Custom-built monitors - System performance monitors tailored to your technical requirements and preferred parameters evaluating everything in your Azure environment.
- ✓ 24x7 Support - Team of engineers watching your environment around the clock, always available for support and working behind the scenes to ensure your cloud environment is running at peak levels.
- ✓ Alert management - Aggregate and assess alerts, reducing the noise and friction across your account.

## Choosing the Right Cloud Services Provider

With over 100,000 technical experts specializing in solutions across commercial, banking and finance, manufacturing, commercial and public sectors, we have the capabilities to help you achieve new IT thresholds. With NTT DATA, you are not simply a customer, you are our business partner. We partner with you to ensure that we are working towards our collective success.

For more information visit [www.NTTDATA.com](http://www.NTTDATA.com)