

# Software-defined Infrastructure Services (Premium)

Lifecycle services for transforming infrastructures

Our Software-defined Infrastructure Services delivers the visibility, insight and experience needed to turn analytics into action and unlock the full value of your infrastructure investments.

## Software-defined Infrastructure Services (Premium) supports lifecycle management of software and hardware assets.

Building on the features of our Software-defined Infrastructure Services (Base), we provide a deeper level of API-driven predictive insights and analysis, enabling enriched software management in addition to hardware asset management.

Enhanced visibility and control throughout the lifecycle of software and associated hardware provides the insight you need to drive adoption and ensure the availability, speed and agility to achieve the outcomes your business demands.

Our services platform leverages advanced automation and AI capabilities to consolidate multiple data sources delivering a simplified digital experience via our Services Portal.

To ensure analytics can be transformed into action, software experts will analyse streaming telemetry providing recommendations for continual improvements in asset health, technology adoption, compliance and risk mitigation.

Business outcome	How delivered
<b>Strengthen business relationships</b>	Through a single digital service platform designed to increase user adoption and provide greater visibility across multi-vendor technologies, we help clients modernise their IT Infrastructure & operations. Prioritising the most critical capabilities based on business strategy to accelerate digital transformation with seamless overall experience.
<b>Enable a Digital Delivery Model through Digital Case Management</b>	With digital case management, reduce the time & cost to communicate across parties through a multi-channel digital delivery model. Using AI Ops to mitigate risks, we provide a well-defined multi-channel digital delivery model that can successfully deliver digital transformation, future proof the organisation and drive sustainable growth.

<p><b>Ensure operational cost savings</b></p>	<p>Through remote access to NTT DATA's multivendor global technological expertise, you can choose the right modernization &amp; optimization approach, therefore eliminating the need for specialized and expensive skills for multi-vendor hardware assets and software.</p>
<p><b>Contract risk and compliance</b></p>	<p>Through Cloud data management, you can enhance your data management capabilities with cloud computing to improve data consistency across legacy systems and new systems.</p> <p>Entitle Management allows improved visibility into inventory and contract coverage, simplifying consolidation and budget predictability with timelines.</p>
<p><b>Business continuity</b></p>	<p>Through Digital smart bonding, we can help you to develop a roadmap for gradually modernizing legacy systems to improve reliability, security and compatibility to effectively mitigate business continuity risks associated with having legacy and new systems.</p>
<p><b>Connected licensing</b></p>	<p>Through the Digital Wallet, you can centralize license management by integrating NTT DATA digital wallet into their marketplace ecosystem. Clients can also manage all their licenses from a single platform giving improved visibility.</p>
<p><b>Connected operations</b></p>	<p>Through AI/ML powered operations, NTT DATA's multi-vendor digital services platform connects software to legacy hardware. We use preconfigured vendor approved technology use cases, connectors and APIs to simplify the process of building and managing integration across diverse systems to provide predictive analytics and risk and regulatory compliance.</p>
<p><b>Enterprise Value Realization</b></p>	<p>Improve user experience and increase productivity gains through higher and faster Use Case Adoption. With an NTT DATA CSM aligned to your goals, we'll give you better insights along your digital transformation journey helping to reduce costs and improved product roadmaps to meet your current &amp; future needs.</p>

NTT DATA's leadership and innovation drives value  
 “ for our customers and helps them respond to complex  
 business challenges.

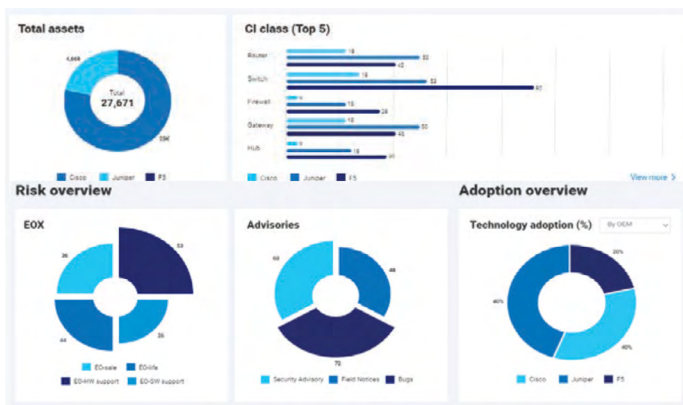
- **Oliver Tuszik**, President EMEA, Partner Sales, Cisco

## Services portal

- Infrastructure Insights
- Licenses Overview
- Predictive Insights
- Technology adoption journey

Our Services Portal aggregates multiple technology data sources into a single source of insight. A Digital Wallet provides a unified digital experience to simplify and support the optimized management of hardware and associated software licenses. It provides full visibility and insight into multiple license types: perpetual licenses and subscription software, Smart Accounts and Enterprise Agreements. Analytics are presented as graphical reports providing visibility of operational incidents and service requests, configuration items, license management, hardware and software asset management, vulnerabilities and technology adoption.

## Infrastructure insights



## Licenses overview



## Predictive insights



## Technology adoption journey



## Global delivery

Our services are delivered by highly skilled teams in our Global Delivery Centers. Automation, expertise and tried-and-tested processes will maximize the value and assure the availability of your hardware and software assets throughout the lifecycle of your investment. Omnichannel self-service capabilities – including live chat – enable you to interact with our Global Delivery Center experts through the channel of your choice. You can raise support cases and track their status, view contract information and run service reports for enhanced visibility and control all through the NTT DATA Services Portal.

## Features

### Support for asset availability

- Support services for hardware.
- Support services for subscription software.
- Technical Incident Management for Subscription Software and EAs'.

### License Management

- License insights through digital wallet (total licenses, license types, usage, status).
- License optimization recommendations provided by our licensing experts.

### Hardware and Software asset Management

- Critical alerts
- Realtime asset visibility
- Image compliance
- Policy compliance
- Asset and entitlements
- Lifecycle status
- NTT DATA contract coverage

### SDI Insights

#### Predictive Insights:

- Crash risks
- Faults
- Cloud connectivity

#### Hardware Insights:

- Advisories
- Lifecycle Status

#### Use Case Insights

- Use case adoption
- Use case lifecycle stages

### Recommendations

Our experts will provide you with recommendations on the key insights (quarterly service review)

**Maximising adoption of subscription software and controller-based infrastructure**

## Add-on services

1

### Move Add Change Delete (MACD)

To be assured of the agility to meet changing business needs, you can purchase skilled engineering MACD service units upfront and deploy whenever needed. If you require guided remediation, we will fulfil, coordinate and manage standard preapproved changes for your hardware and software configuration items (CIs).

2

### Service Delivery Assurance

Service delivery assurance provides governance and control across the service entitlements, processes and systems you have under contract with us.

3

### Third Party Services

Our third party services simplify and improve the efficiency of incident management processes through coordinated activities and technical incident management.

4

### Use-case Activations

Our use case quick start activation packages help you realize the value of the investments made by enabling technology features in a predictable manner. Our core implementation services, use-case activations and quick-start technology packages help reduce risk, minimize business disruption and accelerate time to value.

5

### Software License Management Assessment (SLMA)

SLMA optimizes your Cisco software investments by conducting a comprehensive assessment of your software estate and Cisco Smart Accounts. We analyze license utilization, identify cost-saving opportunities, recommend the right deployment model, and develop a tailored plan to maximize ROI and align with your digital strategy.

## Why NTT DATA?



### Global experience

Over 9900 organizations depend on our Software-defined Infrastructure Services (SDI Services) to ensure infrastructure availability and health.



### Tried and trusted services

Over 9.6 million configuration items (Cis) are supported across all continents and industry sectors.



### Commitment to innovation

API level integration with vendor software is intrinsic to our service offer development. We hold the highest number of Cisco DevNet partner certifications globally.



### Global reach

Client service delivery management in 58 countries, field engineering in 148 countries and 14 languages.



### Multivendor expertise

11,000 vendor certifications across 50 vendors and multiple technologies.

## Get in touch

To learn more about our services, please visit our [website](#).

