

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

## Lay the Foundation for Increased Workforce Productivity and Collaboration

Managed Unified Communications Services by NTT DATA

**NTT DATA Services**  
formerly Dell Services

### Keep pace with the evolving business communications landscape

Trying to meet customer demands and boost profitability are challenges you face every day, but you also need to constantly stay ahead of the latest developments. You need to be more efficient with limited resources, differentiate your business in a competitive market and facilitate collaboration in a mobile workforce.

The inability to reach key individuals and get responses in a timely fashion can cause delays in product or service delivery with serious financial consequences. However, while investments in technology such as instant messaging, collaboration software and mobile devices can make employees more accessible, they can also complicate business communications.

This is where NTT DATA Services comes in. Managed Unified Communications Services by NTT DATA provides a centralized, cost-effective, secure, highly available and consolidated collaboration system based on the integration and management of industry-leading messaging and collaboration applications, IP telephony (IPT) systems and voice network infrastructures.

A fully managed solution that combines all collaboration and communication functions into a unified user-facing interface, Managed Unified Communications Services provides you with:

- End-to-end collaboration applications and voice infrastructure management, from the end user to core data center components
- Proactive troubleshooting and notification, achieved through our unified monitoring and enterprise service management methodology, underpinned by management automation and orchestration
- Mature change and configuration management, supported by a comprehensive capacity planning practice, that allows your infrastructure to scale on demand, in a proactive manner and exactly when needed

### Key benefits:

- Reduce communication and collaboration services costs
- Decrease spending on core data center components by utilizing field-proven optimized reference architectures
- Integrate different voice technologies, collaboration platforms and IPT systems
- Enhance end-user productivity by enabling access to business communication tools from anywhere, on any device
- Support your next-generation workplace by enabling your end users to interact and collaborate through completely integrated communication channels

### Connect information, people and resources anywhere, anytime

Traditionally, voice and data infrastructures were completely separate of one another and required two independent support teams. Voice infrastructures were proprietary, complicated and expensive to maintain. Managed Unified Communications Services brings together and integrates all the required functions — from IP voice and instant messaging to mobility and productivity tools (calendars and email) — into a single interface to enhance adoption and usage, and decrease management and control costs.

Our delivery model continuously assesses your network, architecture and design, and implements policies and procedures to remove the complexity that comes with a unified communications solution. You can take advantage of our:

**NTT DATA optimizes your communications systems to enhance employee productivity, reduce costs and streamline business processes.**

- Partnerships and experience with all major messaging and collaboration platforms, peripheral services and hardware vendors. This provides you with the flexibility to meet future needs — which is critical in today’s highly competitive marketplace.
- Best practices and automated tools and technologies that utilize highly efficient and structured solutions to provide long-term cost savings.
- Trusted advisor function, mature IT Infrastructure Library practices and strict governance of service-level agreements that drive consistent performance improvement.
- Complete range of support services — from the endpoint device to the core infrastructure, across the lifecycle from consulting to deployment and managed services. Our key capabilities include security and compliance services for unified communications, messaging and collaboration.

Key features	Benefits
End-to-end support for unified communications and collaboration deployments	<p>Our follow-the-sun support model and field proven reference architectures for unified communications and collaboration deployments provide you with:</p> <ul style="list-style-type: none"> <li>• A scalable and flexible network infrastructure, supported by an end-to-end delivery service that is designed to meet your projected business goals and anticipated growth</li> <li>• An always-available local-area network and wide-area network environment designed, built and managed to maximize the performance of your communication data</li> </ul>
Certified engineers in unified communications, collaboration, voice and IPT-related technologies	<ul style="list-style-type: none"> <li>• Reduce the need for separate and expensive vendor-provided professional services for supported products.</li> <li>• Enhance the management and administration capabilities for unified communications and collaboration technologies.</li> </ul>
Automated monitoring and lifecycle management	Enhanced by monitoring and management toolsets, we enable automation and orchestration of tasks and activities to reduce human intervention and errors. This ensures high availability and increased performance of your voice and data network, as well as IPT, communication and collaboration applications.
NTT DATA Network Operations Centers	Benefit from an operational delivery center function, delivered globally and available 24x7x365.

**Table 1: Key features and benefits of Managed Unified Communications Services**

Visit [nttdataservices.com/managedservices](http://nttdataservices.com/managedservices) to learn more.

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.