

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.

Reduce Business Risks and Improve Your Operational Recoverability

Business Continuity Services by NTT DATA

NTT DATA Services
formerly Dell Services

Be prepared for the unexpected

Business success today is highly dependent on your ability to quickly recover critical functions in case of an unforeseen event. That is why it is important for your organization to safeguard your business operations and improve resilience in times of disasters and major disruptions.

To be caught unprepared in managing a crisis could lead to losses — both tangible and intangible — and could severely impact your organization's ability to recover normal business operations. Your company's reputation may also suffer, which in turn affects the confidence level of customers, suppliers and partners.

So how do you maintain business continuity and recover critical business functions in the event of a disaster? Business Continuity Services by NTT DATA help establish, develop and manage strategies, plans, policies and procedures to protect your people, facilities and supporting technology in the case of a disaster.

Our services are based on global industry standards and best practices, and allow you to:

- Resume business functions with minimum loss
- Reduce the risk of business downtime in the event of a disaster
- Calibrate a continuity plan in line with your evolving business needs
- Take advantage of our best practices and industry-standard methodologies

Key benefits:

- Recovery professionals certified by the Business Continuity Institute and the Disaster Recovery Institute provide 24x7 comprehensive support services
- Our experience and best practices help strategize, design, develop and deploy your business continuity plans
- Best-in-class methodology helps establish governance programs
- Proven and mature framework supports business continuity exercises
- Automated processes and toolsets accurately manage and update your business continuity plans

Ensure business resilience in the event of catastrophic disruption

Delivered by highly experienced and qualified personnel, our services provide planning, assessment, development and execution of your business continuity plans. Our programs offer process-driven and tested means to protect your business and ensure the highest level of recoverability in case of an unforeseen event.



Maintain availability and recoverability of your business operations, manage costs and improve your organization's overall resiliency with help from NTT DATA.

Service component	Features and benefits
Business requirements assessment	The initial assessment phase analyzes your organization's ability to provide service continuity, in addition to assessing your disaster recovery abilities and compliance with industry standards.
Business continuity governance program	We establish an effective governance structure and model for your organization — one that takes into consideration the uniqueness of your enterprise, together with establishing performance indicators that measure the effectiveness of the business continuity program.
Business continuity strategies	We design an optimal business continuity strategy using industry-standard methodologies for strategy development, including workshops, brainstorming sessions, position documents and white paper development, combined with effective design and communication processes. Our approach in establishing a meaningful business continuity strategy relies on data aggregation methodologies from third-party and government organizations.
Business continuity plan creation	For organizations without an existing corporate business continuity plan, we help create one with risk mitigation or control documentation. Our methodology combines NTT DATA Services' business continuity planning critical practices with your organization's needs to detail all required recovery resources and procedures for re-establishing business operations for your critical business units and/or departments.
Business continuity plan maintenance	Our approach to maintaining and updating your business continuity plan relies on a continuous engagement with your business units and key stakeholders. We capture and take into consideration all business and environmental changes that can impact the overall recoverability of your organization.
Training and awareness	We create a training and awareness program that is tailored to your organization. This ensures the success of future business continuity exercises and the accurate handling of an actual event.
Business continuity exercises	Our approach to business continuity exercises relies on the simulation of worst-case scenarios (the event is severe in magnitude, occurs at the worst possible time and severely impairs the ability to conduct business). This allows for the validation and viability measurement of the strategy and the overall plan. We use a formal, structured approach to analyze, report exercise results and trigger the change management process for the business continuity plan, thereby ensuring accuracy and timely updates.
Business continuity exercises and plan maintenance	Business continuity exercises use a standard project planning methodology to lead and coordinate resources that are required to support an operational exercise. This also includes preparing and distributing exercise packets and creating an executive summary.
Incident support for an actual event	Our designated business continuity planners provide end-to-end coordination and plan execution to ensure that all critical business functions resume as expected.

Visit nttdataservices.com 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.