NTT DaTa
Services

Improve Database Management Operations and Reduce Your Total Cost of Ownership

Enterprise Database Management Services by NTT DATA

Trust our database management services to grow your business and create new efficiencies in your daily operations.

Boost your database environment's availability and performance

As database environments grow in volume, complexity and business importance — and become critical components of enterprise IT — line-of-business owners and application managers face mounting pressures to reduce costs, optimize data assets and meet service-level agreements (SLAs). Your organization requires the ability to effectively manage a complex, multiplatform database infrastructure, relying on a scalable and adaptable design — all intended to optimize your business-process efficiencies and provide peak performance and accessibility. On top of all this, data management technologies and best practices are rapidly evolving. How do you address these challenges?

Enterprise Database Management Services by NTT DATA deliver centralized, cost-effective managed solutions to enable a secure, highly available and flexible database environment, which is continuously aligned with your business demands and expectations. Our services help you:

- Minimize business risk by improving application availability and performance while reducing infrastructure and operation costs
- Implement and enforce operational segregation of duties to minimize regulatory violations and operational risks
- Reduce capital investments in tools and hardware
- Enable faster database operational maturity and availability, allowing for an increased focus on transformation initiatives that provide a positive business outcome

Key benefits:
- Maximize your return on investment by reducing database support operational costs and data management complexity
- Utilize highly skilled personnel to improve your quality of service and deliver industry-leading performance across multiple technologies
- Increase business agility with a standardized delivery model for your database environment that supports business expansion and needs
- Operate with industry-standard SLAs, processes and procedures that increase the availability of your database environment

Service component	Description
System administration and engineering	We provide run-the-business managed services, which are available as packaged offerings with industry-aligned SLAs that ensure a predictable and measurable business outcome for your database environment. Our management and monitoring toolsets deliver proactive support and ensure a full range of operations — from incident, change, request and problem management support to configuration, security, patch and database optimization services.
Project and transformation services	Supported by our transformational methodology and deep understanding of applications and businesses, we help you migrate, consolidate, upgrade, optimize and deploy new technologies and database engines. We ensure that our support processes are continuously evolving and improving — and remain aligned with your business — to provide you with measureable outcomes.

Maximize your database investment

- **Benefit from expert database management engineering:** Our specialized administrators and engineers deploy, configure and maintain Microsoft® SQL Server®, Oracle®, MySQL®, SAP®/Sybase®, IBM® DB2® and Informix® database engines. Utilize our deep technical and process expertise to improve your current database management operations and bring down your total cost of ownership.
- **Enable virtual service delivery:** Independent of your location, deployment type (physical, virtual or cloud) and size of your database environment, our delivery model — governed by IT Infrastructure Library service management practices and supported by an always-on methodology — provides the right engineering skill set for improved availability and performance, while reducing your infrastructure and operational costs.
- **Accelerate time to market:** Aligned with your business requirements and demands, we help manage your database layer and its configuration throughout its entire lifecycle. This allows you to focus on application development and integration, ensuring a faster and in-time rollout of new products and capabilities to enhance your business.

- **Take advantage of our industry-best support model:** Our engineers and administrators handle all the time-consuming management tasks, from installation to maintenance, troubleshooting and optimization. Supported by a best-in-class monitoring toolset and enhanced by an extensive collection of best practices and methodologies, our services are delivered 24x7, so you can focus on your core business.

Why NTT DATA?

Our integration capabilities enable us to customize and adjust the support model to your existing IT infrastructure and organizational best practices, regardless of your organization's size, database technology or hosting location. Supported by industry-leading tools and methodologies, we provide high-quality, scalable and advanced managed services that allow you to:

- Reduce the cost and complexity of managing your data, improve business agility, and enhance the usage and availability of your most important asset — your data.
- Utilize our experience in delivering database management services across multiple geographies and various industries.
- Take advantage of our partnerships and experience with all major database platform vendors, peripheral services and hardware manufacturers.

- Realize long-term cost savings through the efficient application of technology and best practices.
- Drive consistent performance improvement with our services, programs and principles.

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.