NTT DATA

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.

Improve Productivity, End-user Satisfaction and Agency Responsiveness

NTT DATA Managed Services for Federal Government

NTT DATA Services
formerly Dell Services

Drive down costs and improve service delivery with data center and end-user management services

Government agencies thrive when IT operations align with their overall mission goals. Yet too often, maintenance of complex IT systems, along with overtaxed employees running the environment and providing end-user support, cause agency effectiveness and productivity to suffer.

NTT DATA Managed Services for Federal Government can help. We offer cost-effective solutions to manage day-to-day data center and end-user management tasks so you can focus on more important mission-critical strategic directives. By shifting your IT operation management to NTT DATA Services, we can help your agency boost productivity, reduce costs and improve responsiveness to end users.

Key benefits:

- Accelerate transformation to efficient, cost-effective infrastructures
- Improve service levels
- Boost productivity
- Put best practices into action
- Provide relief to overtaxed workers
- Lower cost of IT operation
- Reduce risk and improve security
- Standardize service delivery and processes
- Improve end-user satisfaction

Push your data center resources to new levels of efficiency and cost savings with Data Center IT Outsourcing Services by NTT DATA

Government agencies strive to simplify data center management and accommodate growth with flexibility and streamlined administration. Our Data Center IT Outsourcing Services empower your organization to transition into a nimble IT operation by offloading critical applications and data to more efficient and scalable infrastructure architectures. By letting us manage your workloads in an NTT DATA data center, we ensure high availability, system reliability and around-the-clock security, compliance and data protection. Our skilled service professionals use best-practice management tools and operating processes to give you centralized control and automation so you can respond to agency needs rapidly.

NTT DATA has more than 20 years of experience delivering IT outsourcing services to government customers.

Platform management	Flexible server virtualization and platform optimization outsourcing services to reduce IT expenses and improve service levels: • Mainframe support • Utility/cloud computing (virtual server) support • iSeries support • UNIX/Linux support • Intel support • AS400 support • Windows support
Data storage, protection and management	Sophisticated storage solutions to help you optimize the way data is stored, protected and managed: • Server disk storage • Mainframe disk storage • Media services • Data backup
Enhanced information security	Around-the-clock, front-line defense against data security breaches, virus outbreaks and malicious or abusive computer use: • Strategic security consulting • Operational security • Information assurance • Encryption • Data protection
Data center management	Scalable data center hosting with 24x7 onsite management and remote monitoring to increase system reliability and availability: • Data center hosting • Operation services • Capacity planning services
Disaster recovery and agency continuity	Comprehensive disaster recovery and agency continuity to safeguard against risks, threats and disruptive events: • Information security consulting • Information security operations • Disaster recovery and agency continuity

ID/IQ contract vehicles

- AAFES
- Alliant
- Army ITES-2S
- CIO-SP3
- CDC CIMS

- DHS EAGLE
- DOJ ITSS4
- FBI ITSSS
- FEMA COMMIT
- GSA Consolidated

- GSA Office of Technical PMS BPA GSA PES
- JSCO IT Services BPA
- NAVSEA SeaPort-e
- SITEC

Reduce costs and increase service levels with End User IT Outsourcing Services by NTT DATA

Every agency dreams of having a single point of contact to resolve desktop or IT incident issues with fast response times and quality service standards. Our End User IT Outsourcing Services provide tailor-made service desk and managed desktop solutions to help you lower costs, improve end-user satisfaction and attain superior service levels. In addition, we provide centralized, automated and policy-driven asset management for all agency end-user devices and equipment throughout their lifecycle. To avoid downtime, we also offer onsite professional field services to keep your systems, software and peripherals up and running at all times.

NTT DATA provides centralized, automated and policy-driven asset management for all agency end-user devices and equipment throughout their lifecycle.

Asset management	Centralized, automated and policy-driven asset management for all of your agency end-user devices throughout their entire lifecycle • Asset discovery and configuration • Patch management updates • Anti-virus malware management • Electronic software distribution • Software license management and compliance services
Simplified end user managed services	Pre-packaged and ready-to-go desktop management that is structured, standardized and cost-effective — available in advanced and premium tiers with clear-cut service level agreements and deliverables • Governance services • Service desk • Onsite services • Asset management services
Enterprise end user managed services	Broad set of service desk and desktop management capabilities tailored to your specific agency needs • Service desk • Configuration and deployment • Managed mobile services • Asset management • Onsite services
Simplified service desk	Cost-effective, ready-to-use service desk solutions to improve agency productivity and user experience • Basic: Quick, time-to-value, convenient service desk • Advanced: Increased productivity for end users • Premium: Comprehensive solution with VIP levels of services
Enterprise service desk	Customized service desk to match agency needs: Features incident, problem and change management in one service desk; single point of contact; ITIL best practices and unified, standardized processes.
Onsite services	Hands-on field services to support your multi-vendor desktop systems, software and peripherals to keep your systems up and running: Features install, move, add, change; hardware break/fix and onsite support.

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.

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