

Enhance Your Communication Capabilities With a Transformational Managed Service

Managed Network Voice And IP Telephony Services by NTT DATA

Maximize your investment in voice and collaboration systems

Converged infrastructures and new IP telephony (IPT) systems are changing the way users and businesses utilize voice and data together to communicate within and between organizations. And as business locations continue to expand and the remote workforce grows, IT is under more pressure than ever to accommodate these changes while increasing resilience and productivity.

While the combined evolution of data and voice networks utilizing the same physical medium has improved infrastructure consolidation, reduced communication costs and increased workforce performance, managing these environments requires comprehensive knowledge of both — which is a demanding task for IT.

Turn to NTT DATA for unmatched Managed Network Voice and IP Telephony Services. Our services allow you to:

- Refocus IT resources toward your core business functions
- Decrease your total cost of ownership
- Redirect expenditures to strategic initiatives while maintaining and improving the reliability of your underlying voice infrastructure
- Lower the need for vendor-provided professional services for your voice communication environment
- Take advantage of our networking experts who deliver services globally 24x7x365
- Reduce the need for reactive support with an increased capability of proactive measures and activities

Key benefits:

- Expand, transform and improve your voice and IPT infrastructure and its performance with our trusted advisor function
- Manage and proactively monitor your voice and IPT infrastructure using a comprehensive toolset in service delivery
- Take advantage of our mature service management function with optimized and automated escalation processes and best-in-class methodologies
- Ensure an always-on delivery model with 24x7 service from our experienced, certified engineers

Let your business communicate with confidence

Our Managed Network Voice and IP Telephony Services offer an end-to-end support solution to proactively monitor, maintain and manage your infrastructure. Designed, developed and closely aligned with IT Infrastructure Library methodologies and best practices, our always-on delivery services allow you to:

- Effectively utilize a tiered support model that matches skill sets to the appropriate task and level of support you need
- Take advantage of a field-proven standardization, automation and orchestration framework to reduce human errors in infrastructure management
- Benefit from an architecture function that enables innovation and introduces emerging technologies to meet future business needs

Let NTT DATA
manage, transform
and optimize your
voice infrastructure
to increase workforce
collaboration and
communication.

Service component	Features and benefits
IPT and voice	<ul style="list-style-type: none"> • Utilize our skills, processes and resources to ensure your integrated voice, video and data infrastructure is implemented and supported in a reliable and cost-efficient manner. Our services help you get a clear and timely picture of future growth capabilities. • Keep your IPT deployments updated with the latest and most stable versions of software to increase availability and reliability, and reduce risk.
IP video and audio conferencing	<ul style="list-style-type: none"> • Take advantage of our engineers who support a broad range of IP-enabled video conferencing capabilities and technology. We help you capitalize on your infrastructure investments to enable cost-effective, enterprise-wide video conferencing. • Ensure connectivity and quality of service with our end-to-end engineering and consulting services. We engage with your subject matter experts and recommend improvements in areas such as bandwidth utilization and optimization, codec selection and deployment and network topology.
Contact center management	<p>Benefit from a support function (for deployed contact centers) that delivers:</p> <ul style="list-style-type: none"> • Network-based automatic call distributor/interactive voice response management and configuration • Queuing and routing management • Reports, analytics and auditing • Quality monitoring • Workforce management software
Private branch exchange (PBX) management	<p>Take advantage of our:</p> <ul style="list-style-type: none"> • Call detail management and automatic call distribution support to increase user satisfaction. • Equipment installation, move, add and change (IMAC) services as well as coordination with space planners for physical relocations. • Transformation services from legacy PBX environments to flexible IPT infrastructures that are designed and aligned with your business needs.

Visit 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.

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