



MANAGED CLOUD

Remote Management Services

High Performance and Availability of Your Complex IT Infrastructure

With our end-to-end approach, we offer a comprehensive set of Remote Management Services to help assess, plan, design and manage IT infrastructures.

Infrastructure management demands robust processes and 24x7 attention to ensure the highest availability and infrastructure performance with optimized applications.

Remote Management Services support the management of workstations, servers, storage, IT security devices, network devices and databases regardless of the location.

These flexible services adapt as your business needs change and enables you to delegate technology requirements and responsibilities to our team so you can focus on core, strategic business objectives.

Discovery Assessment

Where does it all start? Remote infrastructure management starts with discovery. Our teams utilize sDiscover™, a proprietary tool, to assess your environment for risks, gaps and legacy tools. Management tools and processes are evaluated to determine remote infrastructure management readiness.

The Right Balance of People, Process and Technology

Our business-centric approach enables clients to harness the power of people, technology and process - creating an IT Infrastructure environment that aligns with their business objectives. With our end-to-end approach, we offer a comprehensive set of Remote Management Services to help assess, plan, design and manage IT infrastructures.

Our services enable the right balance of people, process, and technology to fit each client's unique remote management needs and complex support requirements.

They consist of two components:

Remote Management Services Teams

Teams is designed to support clients' need to retain specific core IT functions while leveraging NTT resources. It provisions the right combination of on-shore and off-shore resources to control costs, as well as the right blend of on-site versus virtual or dedicated versus shared resources to achieve business and technology goals.

Remote Management Services Tools

Enterprises can maintain and leverage investments on existing infrastructures and do not have to consolidate and standardize fully to NTT's platform and tools.

And what's even better, is our team will work with you to develop the right mix of resources and tools to manage and support the environment under a custom service level agreement.

A Comprehensive Portfolio Delivered from Anywhere

We offer a broad portfolio of services to provide monitoring, administration, operation and optimization of complex IT infrastructures.

Our tried and proven processes are the backbone of exceptional service delivery based on industry best practices and international standards including ITIL.

Remote Management Services include:

- Managed Security
- Managed Database
- Managed Network
- Managed Desktop
- Managed Storage
- Managed Virtualization
- Managed Applications
- Managed Assets

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Key Benefits

- Gain flexibility and scalability with customized managed infrastructure solutions.
- Gain and maintain control and visibility using the right balance of existing toolsets.
- Achieve economies of scale with tailored infrastructure services.
- Enhance optimization through centralized monitoring and patch management.
- Boost ROI and reduce IT management costs.
- Access IT expertise and leverage global best practices.
- Focus on your core business.

Key Features

- A managed IT environment anywhere - customer, third-party data center or public, private, hybrid or multi-cloud platform.
- Customized blend of on-site and virtual resources.
- Proactive management of your critical business infrastructure -databases, servers, storage, and workstations - from anywhere.
- Timely access to 24/7 technical support and knowledgeable professionals.

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