



SUPPORT SERVICES

NTT CloudLink

Real-Time Visibility into System Performance and IT Service Management

NTT CloudLink is a secure customer portal and your convenient, real-time access to service and support, including system performance, opening service tickets, and ordering new services.

Mission-critical systems operate 24x7x365, so whether it's 3 p.m. or 3 a.m., at the click of a mouse, you get what you need, when you need it with NTT CloudLink.

NTT CloudLink, a secure client support extranet, provides clients instant access to a wealth of information including: service status, system performance, a support catalog, knowledge articles and real-time access to technicians – at no additional cost – and with complete transparency to system and application performance.

Easily access the portal through your workstation or mobile device for data aggregated from different sources into a single-entry point. NTT CloudLink also provides access to ITIL-based service application tools, enabling users to monitor and manage their IT infrastructure.

Intuitive Self-Service Through Customizable Dashboards

When you log on to NTT CloudLink, you can access your customized dashboards and view topics and content relevant to your specific applications and infrastructure. NTT CloudLink provides a single point of entry to the information and tools you need, with intuitive navigation.

With a single glance at a dashboard, users have a window into the service status, system health, ticket reports, a tailored support catalog and ITIL-based management (including incidents, service requests, change approvals and much more).

Throughout NTT CloudLink, graphical representation of service metrics allows intuitive measurement, enabling quick access to detailed data logs for bandwidth, disk usage, memory consumption, bandwidth reporting and much more.

With NTT CloudLink, your data is secure and available when you need it – at any time, from anywhere.

Key Features

24x7 Support

Accessible at any time, from anywhere.

Extensive Troubleshooting Knowledgebase

Get technical tips, best practices and recommended problem-solving steps.

Managed Services Details

Information including sizing, services, backups, service tickets, capacities and alerts.

Online Support

Access self-service support, log support requests and chat live with our helpdesk.

Customizable Support Catalog

Submit support requests by asking the right questions the first time.

Advanced Integrations

Access to cutting edge Web services for real-time transparency with partners and vendors.

Integration at Its Best: NTT CloudLink Enterprise Web Services

NTT CloudLink Enterprise Web Services is a premium integration service enabling deeper levels of partnership. It delivers essential web hooks utilizing RESTful standards providing users with self-service API access to automate tasks, integrate platforms and provide transparency into reporting.

Web services clients gain real-time transparency through seamless integration between ticketing platforms and third-party tools for visibility into service, systems and support requests. Key features include:

- Seamless user experience when mapping across platforms.
- Interactive documentation and a developer sandbox.
- Integration using modern RESTful standards.
- Point-to-point SSL encryption for secure communications.
- A self-service model allowing clients to integrate at their own pace.
- Detailed integration event logs.
- Sub production environments for development/testing.

Our commitment extends beyond your initial implementation. We are committed to providing world-class support technologies and **we are dedicated to helping ensure your business success.**

Technical Experts Working for You

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Support analysts are never more than a click away and they are focused on rapid resolution of your technical issues and providing a superior customer service experience.

Key Benefits

No Additional Costs

Extended to clients with no additional licensing fees.

On-Demand Metrics

Easy access to customized reports for bandwidth, backups, system health and much more.

Real-time Visibility into ITIL-Based Services Management


Monitor the status of service tickets.

Easy Integration

Integrate your existing ITSM platform for little to no cost.

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