Managed Employee Experience

Essentials Service

Maintain control of your estate while partnering with our cloud specialists who work alongside your internal teams as trusted advisors – sharing their industry experience and certified expertise, and providing established escalation paths with our technology partners.

Tailored service levels to suit your needs

We understand our clients have different needs and require various managed service levels depending on their stage of digital workplace transition. To meet this need we've introduced tiered service models starting with our Essentials Service.

Supercharge employee collaboration and maximize productivity

We accelerate digital workplace transformation and streamline operational efficiencies with complete lifecycle support across your cloud collaboration and communications environment.

Enhance user experiences

Support remote workers, accelerate teamwork and enhance employee experiences through workplace flexibility. Implement your future-of-work policies: on-site, remote, and hybrid.

Global expertise

Co-managed

Multivendor

Deliver streamlined desktop, voice and Cloud solutions

Leverage NTT DATA's support expertise to interconnect your chosen Cloud unified communications (UC) platform to the telephony world by adding our Cloud Voice services.

Ensure security, governance and compliance with vendor notification monitoring, reporting and automated self-service solutions.

With our secure NTT DATA Services Portal, you'll be able to save time and effort on administration tasks and changes that impact your end users.

Cover your cloud workloads, including certified phone systems and supported Microsoft and Webex Room devices, all within our unified NTT DATA support framework.

Supplement internal IT staff capabilities

With Managed EX, NTT DATA acts as your single point of contact for guidance, troubleshooting and escalations, helping improve your business IT agility and scalability.

You'll also receive accelerated incident resolution with carriers and US platform vendors, across your entire collaboration and communications estate. This ensures consistency is maintained during migrations across multi-vendor Cloud platforms and applications.

What you will get from Managed EX Essentials

- 24/7 globally available support

- A single point of contact across all covered product solutions and vendors for troubleshooting and escalations

- Accelerated incident resolution with carriers and platform vendors

- Self-service user provisioning and management on vendor platforms through the NTT DATA Services Portal

- Microsoft and Cisco partner-certified specialists

- Reporting dashboard with on-demand status for tracking the health and performance of your UCaaS environment

 services.global.ntt

Managed EX Essentials	
Essentials Service contracts include the following **Reactive Services**:	**Essentials Service add-ons for devices** include the following:

NTT DATA service request fulfilment*	Reactive support on vendor cloud platforms	Standard SLO & response time
Self-service unified provisioning & mgmt. on vendor platforms	Vendor platform notification monitoring	On-demand status reporting delivered via Services Portal

NTT DATA service request fulfilment, support, firmware updates, and reactive remote device management	
Hardware maintenance support	Remote SBC management and monitoring

on the following **products**:	on the following **devices**:
Microsoft Teams Webex Compliance Recording Cloud Voice	• **SBCs:** Audiocodes, Cisco Cube • **Certified phone systems:** Microsoft, Cisco • **Meeting room devices*:** Microsoft Teams Rooms, Webex Rooms

* See Service Request Catalogue and Supported Device list for details.

* Room size limit and supported vendor list may apply.

NTT DATA service management

Our engineers are available 24/7 to deliver world-class, on-demand. This means you have a single point of contact across your entire NTT DATA UCaaS estate; including Microsoft, Cisco, Cloud Voice and Calling Plans. Our service management includes:

• **NTT DATA service request fulfilment**
• **Support on vendor cloud platforms**
• **Service level objectives and response time**

Automation and self-service

Managed EX Essentials includes access to our NTT DATA Services Portal, which gives you a unified view of your NTT DATA UCaaS estate as well as a suite of automated management tools and services that include:

• **Unified provisioning and management**
• **Vendor platform notification monitoring**
• **On-demand status reporting**

Device services

Cover all your NTT DATA UCaaS workloads, including certified phone systems and supported Microsoft and Webex Room devices, within our unified support framework. Extend on-premises connectivity with supported SBCs and hardware maintenance support for your covered devices.

• **NTT DATA service request fulfilment, firmware updates and remote device management**
• **Remote SBC management and monitoring**
• **Hardware maintenance support**

Works best with...

Managed Employee Experience services are designed to be seamlessly delivered with NTT DATA's entire ecosystem of services, including Managed Customer Experience (CX), Attendant Console for Teams, and the following:

Operator Connect & Webex Calling by NTT DATA
Activate the complete Voice stack in Teams or Webex using NTT DATA's world-class Cloud Voice capabilities, available in 40+ countries globally, with 99.99% availability backed by NTT DATA's resilient telephony platform.

Compliance Recording
Stay compliant with regulations governing your business when using Teams or Webex as your communications platform of choice. Keep track of all interactions – voice, text, and video.

Kollective Enterprise Content Delivery Network
Deliver reliable, high-quality video communications for live and on-demand events across platforms. It allows seamless scaling to thousands of users without concerns about bandwidth, network congestion, or user experience.

Managed Meeting Room Experience
Ensure your meetings start on time and run seamlessly, NTT DATA proactively configures, monitors, and manages the meeting room ecosystem to your desired specifications; delivering an outstanding employee experience across a wide array devices.

For full details on Managed Employee Experience, or to discuss your requirements, please speak to your Account Manager or visit our website.

Contact us