Managed Employee Experience

Premium Service

Focus on your company's core competencies while we support you with ours: SLA-driven operations, certified engineers, proactive monitoring and full-service management of your unified communications and productivity estate.

Supercharge employee collaboration and maximize productivity

We accelerate digital workplace transformation and streamline operational efficiencies through Managed Services that tailor to meet your business needs.

Streamline and increase operational efficiencies

Managed EX Premium delivers proactive estate management across multivendor applications and deployment models, including cloud, hybrid and on-premises environments. Drive operational efficiencies by streamlining your telco and workplace management with a single industry leading service provider. Extend the Managed EX Premium service to cover your unified communications (UC) devices – from personal endpoints to meeting rooms, SBCs and more – all within our unified NTT DATA support framework, underpinned by advanced SLA-driven resolution to ensure that your teams remain connected and productive.

Analytics and automation

Fully managed

Hybrid environments   Microsoft   CISCO

Deliver critical governance and performance

Accelerate modern workplace adoption while managing risk by offloading the compliance, security, and SLA accountability of your UC estate to our Managed EX Premium service. Our global industry expertise and advanced delivery processes – including ITIL 3.0 framework and ISO 27001 governance – help ensure confidentiality, integrity and availability across your environment.

NTT DATA's Service Platform delivers data-driven governance, proactive monitoring, and management analytics, with built-in automation that removes risks and allows our certified technology experts to proactively identify and resolve issues before they impact your end-users.

Lead with insight

Make data-driven business decisions with real time performance metrics and analytics across your UC estate. Customized insights, delivered monthly by a dedicated Service Delivery Manager, help you to manage change, deliver strategic projects, and ensure consistent high availability and performance to each user and device across your workplace ecosystem.

Drive workforce productivity and create meaningful employee experiences, ensuring secure and seamless collaboration across distributed teams.

What you will get from Managed EX Premium

- SLA-driven resolution ensures your teams remain connected and productive

- Global industry experience and world class delivery processes, including ITIL 3.0 framework and ISO 27001 governance

- Monthly status reporting and insights delivered by a dedicated Service Delivery Manager

- Multi-vendor operational management across could, hybrid, and on-premises deployments

- Built-in automation for simplified user management, faster service provisioning and increased agility

- NTT DATA's Service Platform, delivering data-driven governance, proactive monitoring, and management analytics

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   services.global.ntt

Managed EX Premium

Premium Service contracts include the following **proactive services**:

Proactive support on vendor cloud & hybrid platforms	NTT DATA Premium service request fulfilment*	Advanced SLA & response time
Monthly status reporting & insights delivered by a dedicated Account Manager	Premium automation and self-service options	Proactive unified monitoring

on the following **products**:

Microsoft Teams

Microsoft 365

Webex

CUCM

Webex Dedicated Instance

Cloud Video Interop

NTT DATA Compliance Recording

NTT DATA Cloud Voice

Skype for Business

Premium Service add-ons for devices include the following services:

NTT DATA service request fulfilment	Proactive device monitoring
Hardware maintenance support*	Proactive remote device management

on the following **devices***:

Infrastructure devices
- SBC**: Audiocodes, Cisco Cube, Oracle, Ribbon
- Analog Gateways

End user endpoints
- Certified Phone Systems: Microsoft, Cisco

Room devices
- Cloud-registered meeting room devices: Microsoft Teams Rooms, Webex Rooms
- Cisco Telepresence

Meeting Room Environment

Sold standalone or combined with Managed EX Premium

NTT DATA service management

NTT DATA's Managed EX Premium service is delivered globally by certified technology specialists and engineers, underpinned with world class delivery processes, including ITIL 3.0 framework and ISO 27001 governance. Our advanced automated operations, monitoring systems, tooling, and analytical insights accelerate proactive diagnosis, troubleshooting, and resolution of incidents before they impact your end users.

Managed Services platform

NTT DATA's Service Platform delivers data-driven governance, proactive monitoring and management analytics with built-in automation and tooling that span your collaboration, communications, and productivity estate. Our people, processes, and tools comprise the foundation of NTT DATA's industry-leading fully managed solutions that allow you to offload the day-to-day operations, monitoring, management, and compliance of your UC estate to a trusted partner.

Premium device services

On top of ensuring the best possible Employee Experience on Microsoft Teams & Cisco Webex workloads, our Premium device service delivers support for your collaboration & communications devices – from personal endpoints to audio visual devices and SBCs – across your cloud, hybrid, and onpremises environments. Extend and protect your devices with NTT DATA's hardware maintenance support service.

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