Software-defined Infrastructure Services (Base)

Data driven services for transforming technology infrastructures

Our Software-defined Infrastructure Services provides the visibility, insight, and experiences needed to accelerate business success and return on investment, delivering optimal lifecycle value from software-defined technologies and hardware assets.

Service overview:

Our trusted Software-defined Infrastructure Services (SDI Services) for hardware and software support are enhanced with lifecycle support capabilities to optimize the value of your subscriptions and traditional license estate.

By providing integrated support, the operational management of transforming infrastructures is simplified, delivering distinct outcomes for clients. A single Services Portal presents actionable, data-driven insights. Providing the visibility and control needed to enable cost and operational efficiencies across software-defined and legacy investments.

API-level integration with vendor technologies, automated processes and expertise supports the mitigation of potentially business impacting incidents ensuring 24/7 asset availability. Regular expert recommendations will identify best practices for software compliance, usage and vulnerability risk mitigation, optimizing the value of Enterprise Agreements and other license investments.

Business outcome	How delivered
Strengthen business relationships	Through a single digital service platform designed to increase user adoption and provide greater visibility across multi-vendor technologies, we help clients modernise their IT Infrastructure & operations. Prioritising the most critical capabilities based on business strategy to accelerate digital transformation with seamless overall experience.
Enable a Digital Delivery Model through Digital Case Management	With digital case management, reduce the time & cost to communicate across parties through a multi-channel digital delivery model. Using AI Ops to mitigate risks, we provide a well-defined multi-channel digital delivery model that can successfully deliver digital transformation, future proof the organisation and drive sustainable growth.
Ensure operational cost savings	Through remote access to NTT DATA's multivendor global technological expertise, you can choose the right modernization & optimization approach, therefore eliminating the need for specialized and expensive skills for multi-vendor hardware assets and software.

Contract risk and compliance	Through Cloud data management, you can enhance your data management capabilities with cloud computing to improve data consistency across legacy systems and new systems.
	Entitle Management allows improved visibility into inventory and contract coverage, simplifying consolidation and budget predictability with timelines.
Business continuity	Through Digital smart bonding, we can help you to develop a roadmap for gradually modernizing legacy systems to improve reliability, security and compatibility to effectively mitigate business continuity risks associated with having legacy and new systems.
Connected licensing	Through the Digital Wallet, you can centralize license management by integrating NTT DATA digital wallet into their marketplace ecosystem. Clients can also manage all their licenses from a single platform giving improved visibility.
Connected operations	NTT DATA's multi-vendor digital services platform connects software to legacy hardware. We use preconfigured vendor approved, connectors and APIs to simplify the process of building and managing integration across diverse systems.
Enterprise Value Realization	Improve user experience and increase productivity gains through higher and faster Use Case Adoption. We'll give you better insights along your digital transformation journey helping to reduce costs and improved product roadmaps to meet your current & future needs.

> Organizations need access to expertise and insights at the right time to accelerate business success, simplify IT operations and ensure lifecycle value across transforming infrastructures.

- **Dilip Kumar**, EVP Technology Solutions, NTT DATA

How we deliver

Services Portal

Our Services Portal aggregates multiple technology data sources into a single source of insight. A Digital Wallet provides a unified digital experience to simplify and support the optimized management of hardware and associated software licenses. It provides full visibility and insight into multiple license types: perpetual licenses and subscription software, Smart Accounts and Enterprise Agreements.

Global delivery

Omnichannel self-service capabilities – including live chat – enable you to interact with our Global Delivery Center experts through the channel of your choice. You can raise support cases and track their status, view contract information, and run service reports ensuring enhanced visibility and control.

Support for asset availability	License Management
Technical Incident Management for Subscription Software and EAs.	• License insights through Digital Wallet (total licenses, license types, usage, status). • License optimization recommendations provided by our licensing experts.

Adding data-driven insights to our trusted support service for legacy infrastructure.

Our **SDI Base** Service provides the following core components, customizable to your specific needs and accessible through the NTT DATA Services Portal:

- **Asset Availability and Hardware Asset Management Insights:** Support for maintaining optimal uptime and providing valuable insights into your hardware assets.
- **License Management:** Comprehensive management of your software licenses.

To ensure you derive maximum value from your infrastructure, we complement our SDI Base Service with quarterly expert recommendations aimed at optimizing usage and facilitating timely renewals of your infrastructure and subscriptions.

Add-on services

1
Move Add Change Delete (MACD)
To be assured of the agility to meet changing business needs you can purchase skilled engineering MACD service units up front and deploy whenever needed.If you require guided remediation, we will fulfil, coordinate and manage standard preapproved changes for your hardware and software configuration items (CIs).

2
Service Delivery Assurance
Service Delivery Assurance provides governance and control across the service entitlements, processes and systems under contract.

3
Technical Account Management
A skilled engineering resource with understanding of your operational environment and supported technologies.

4
Third Party Services
Our third party services simplify and improve the efficiency of incident management processes through coordinated activities and technical incident management.

5
Software License Management Assessment (SLMA)
SLMA optimizes your Cisco software investments by conducting a comprehensive assessment of your software estate and Cisco Smart Accounts. We analyze license utilization, identify cost-saving opportunities, recommend the right deployment model, and develop a tailored plan to maximize ROI and align with your digital strategy.

6
Use-case Activations
Our use case quick start activation packages help you realize the value of the investments made by enabling technology features in a predictable manner. Our core implementation services, use-case activations and quick-start technology packages help reduce risk, minimize business disruption and accelerate time to value.

Why NTT DATA?

Global experience
Over 9900 organizations depend on our Software-defined Infrastructure Services (SDI Services) to ensure infrastructure availability and health.

Tried and trusted services
Over 9.6 million configuration items (Cis) are supported across all continents and industry sectors.

Commitment to innovation
API level integration with vendor software is intrinsic to our service offer development. We hold the highest number of Cisco DevNet partner certifications globally.

Global reach
Client service delivery management in 58 countries, field engineering in 148 countries and 14 languages.

Multivendor expertise
11,000 vendor certifications across 50 vendors and multiple technologies.

Get in touch

To learn more about our services, please visit our website.