Make IT Service Management a Reality With NTT DATA

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry’s most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.

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Understanding the role of IT in today’s marketplace

IT has evolved to become an indispensable part of every organization. Enterprises expect IT departments to provide system uptime in line with increasing expectations, decrease costs while maintaining high service quality and shift from a pure operations mode to driving innovation and creating new services. This means doing more with less — delivering services quickly, cost effectively and efficiently. Now more than ever, IT needs to align with business objectives, deliver value and demonstrate that value to the business.

The reality is that most organizations are struggling to keep critical systems running at peak performance — while containing costs, providing easy access to applications and data, protecting information assets and taking advantage of innovative technologies that deliver a competitive advantage. So how do enterprises ensure seamless service, proactive and responsive interaction and quality delivery? The answer lies in IT service management (ITSM).
Realizing the value of ITSM

Simply put, ITSM is a process to ensure that IT is aligned with business objectives. It enables IT to go beyond technology and deliver services that balance performance, quality and cost. It’s about shifting the focus of IT from discrete technology initiatives to improving the economic value of business services and driving positive business outcomes.

An integrated, enterprise-class ITSM solution offers compelling benefits from a business and an IT perspective. It transforms an IT enterprise from a traditional technology provider to a service provider — fundamentally changing the way it delivers, governs and manages IT services and adopting a comprehensive, full-lifecycle approach. An effective ITSM framework helps organizations reduce costs, increase responsiveness and improve the customer experience.

Increase operational efficiency

Improving service responsiveness and reducing costs and risk can help:

• Deliver self-service capabilities, improve collaboration, implement best practices, take advantage of automation and harness the integration of service and infrastructure management
• Minimize service disruption, get a unified view of business services and IT infrastructure and establish service-level visibility
• Improve change management and utilize standards-enabled controls to drive policy adherence

Improve service support and user experience

Increasing customer satisfaction and productivity can help:

• Provide users with the ability to collaborate and communicate
• Create and provide access to a robust knowledge base
• Offer consistent presentation and seamless access to business and IT services

ITSM isn’t about installing a tool. It’s a complex process that involves streamlining resources, using data to proactively improve processes, performing organizational change and ensuring continual service improvement.
Increase business transparency
Reducing downstream service outages, managing demands, optimizing strategic investments and avoiding vendor disputes can help:
• Provide timely insights into performance against agreed-upon service-level agreements
• Address potential issues before they result in security breaches
• Enable effective measurement of service-level performance
• Manage customer agreements and vendor contracts
• Demonstrate the quality of services provided and received

Reduce the total cost of ownership for service operations
Optimizing utilization, and reducing operational costs and training expenses can help:
• Eliminate the cost, effort and complexity of custom coding
• Deliver a unified and intuitive interface through which all requests and services can be accessed

Make ITSM work for you
ITSM isn’t about installing a tool. It’s a complex process that involves streamlining resources, using data to proactively improve processes, performing organizational change and ensuring continual service improvement. To make ITSM work, enterprises need a partner that can:
• Create alignment between IT and the business
• Develop service operating models
• Design the core service portfolio
• Integrate services and systems into the rest of the enterprise
• Plan and execute organizational transformation

Trust NTT DATA to implement an ITSM solution that helps you improve service levels and user productivity, streamline operations, maximize resource utilization and optimize support to meet critical business objectives. We collaborate with you to accelerate the design and implementation of ITSM processes — while reducing operational expenses and increasing efficiency.

Our services help you implement repeatable, measurable processes for defining, transitioning, delivering and supporting services and assets throughout their lifecycle. We also integrate the delivery and overall management of heterogeneous IT infrastructures through our scalable enterprise tools and integration model.