

Global Management One

Offering End-to-End Management of Your Entire IT Ecosystem

Global Management *one*



Global Management One represents the culmination of NTT Communications' Service Portfolio, providing one-stop, seamless management services for the entire IT ecosystem. As part of NTT Communications Global Cloud Vision, Global Management One leverages NTT Communications presence in 40 over and provides Remote Infrastructure Management services and service desk functionality. Services are available globally, via an integrated platform that can extend to customer IT systems residing in NTT Communications Cloud environment, housed in NTT Data Centers or systems residing on customers' premises or in 3rd party data centers. In addition to complete WAN and LAN network management, Global Management One provides managed services for cloud infrastructure, databases, middleware and core business applications as well as end user compute services.

The service portfolio is based on standardized building blocks offered via industry best practices of IT service management. Offered via multiple service tiers, Global Management One can be custom tailored to suit your unique business needs.

One service delivery methodology. One service delivery platform. One Service Delivery team.

Global Management One



SAP® Certified
in Cloud Services

SAP® Certified
in Hosting Services

SAP® Certified
in SAP HANA® Operations Services



Most Innovative
Enterprise Offering

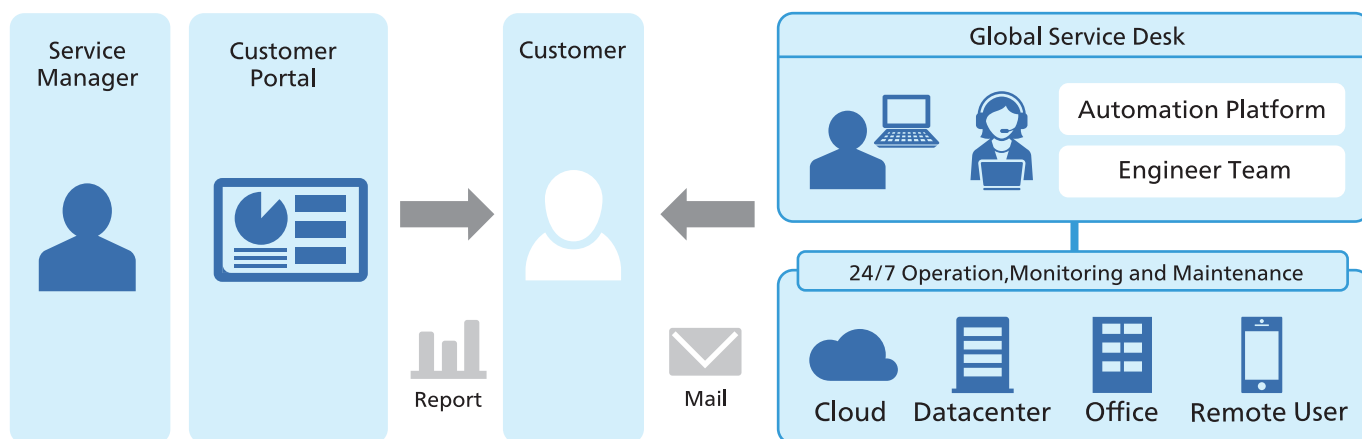


Asia Communication
Awards 2015
Operator of the Year
Best Enterprise Service



Hfs Autonomics Premier
League Table 2016

Service Overview



Features & Benefits

Reduction of resolution time

UP TO **40%**



Reduction in incident resolution times

TCO Reduction

UP TO **30%**



Reduction of the IT operation costs

Compliance

100%



Fully auditable Compliance with documented process

Service Menu

Business Services Layer



- ✓ Managed Desktop Services (Thin / Thick Client)
- ✓ Managed Communication and Collaboration
- ✓ Managed Inventory
- ✓ Managed Firewall / Intrusion Protection
- ✓ IT Strategy and Consulting
- ✓ 3rd Party Service Management

Business Application Layer



- ✓ Remote Managed Storage
- ✓ SAP Basis / HANA
- ✓ Data Archiving
- ✓ Managed Virtual Environments
- ✓ Managed Windows / Linux / Solaris
- ✓ Managed Oracle / SQL Server / MySQL
- ✓ Managed WebSphere / IIS / Apache

Core Infrastructure Layer



- ✓ WAN Management Services
- ✓ LAN Management Services
- ✓ Load Balancer / Gateway Management Services
- ✓ Data Center Design and build
- ✓ On-premises system management

Inquiries regarding Global Management One

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Content is as of May 2016.

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