Case Study

Customer's Background

The ICT environment has grown complex due to the increase of global branch number and hybrid cloud. Customer desires to change the supporting system at the point of migration of on-premises to cloud system (Office 365) and Windows 10.

Before

- Lack of resources in the IT Department
- Increase number of non-IT experts requiring supports
- Increase of the in-house inquiry due to the migration of Windows 10/Office 365
- Needs to quickly respond to the security incidents and troubles
- Can not take control of PC management because the oversea branch situation is unclear

After

- Centralization of IT inquiry
- Quick resolution with the rich knowledge NTT Communications has fostered
- Optimize the resource management by using the Operation Management Platform
- Strengthen the security and governance in all branches
- Effectively cover the whole ICT environment by connecting with the operation and monitoring of Global Management One service

Customer's ICT Environment

IT Department

End-user of head office/group company

Cloud etc.

Network

Cooperation

Inquiry/respond

Operation/monitoring

Help Desk / PC Management

Managed Service

NTT Communications

A total ICT management service that allows a global one-stop operation/monitoring/maintaining for complex ICT environment.

Global Management One
Help Desk / PC Management

HELP DESK

PC MANAGEMENT

NTT Communications Corporation

Inquiries regarding Global Management One


Inquiries  gmi-valco@ntt.com

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NTT Communications

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Help Desk

Our Help Desk service is an out-sourcing service that enables global centralization of the inquiry receipt.

**Total Support**
Provides a centralized inquiry reception for IT inquiries such as operation procedures of PC or applications. Inquiries are received either from the IT department or the end user.

**Global Support**
A multi-lingual support delivered by IT-skilled operators all over the world.

**Quality Control**
Global standard level IT contact center industry (COFCO’s) offers a high quality service.

**Visualization**
Manage the records of customer’s inquiries and put it in a report, allowing a quick and accurate resolution.

**Why out-sourcing?**

- **Security Measures**
  - High-security environment with a multi-layer gateway security and security training for the operators.

- **Standard Certification**
  - Compliance with ISO 9001/14001/18001 and operations are proceed due to COFCO’s.

- **Optimization of the help desk operation**
  - There is no need for preparation of human resources or operation location by the customer. By using the resources of NTT Communications around the world, optimized operation is available.

**Language**

<table>
<thead>
<tr>
<th>Language</th>
<th>Reception time</th>
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<tbody>
<tr>
<td>English</td>
<td>9:00~18:00 (Local Time)</td>
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<tr>
<td>Japanese</td>
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<td>Chinese (Mandarin)</td>
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<td>Thai</td>
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<td>Vietnamese</td>
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<td>Malay (Bahasa Melayu)</td>
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*Ask for information on time and languages other than listed above.

**Quality Control**

A continuous quality improvement based on quality visualization and customer satisfaction survey.

**PC Management**

A unified management of the PC’s configuration information globally.

**Security**
Prevent the virus infection and cause of security hole by the automatic delivery of patches and software.

**Governance**
Prevent information leaks and strengthen governance by restricting USBs, external devices and prohibits illegal software installation.

**Identification**
Monthly reports made by collecting and accumulating PC information, enabling a quick identification of a defective device.

**Supporting structure**

**Having Troubles?**

- **Difficulty with managing PC devices around the world**
  - Unaware of the number of PC in each branches
  - Cannot manage software information
  - Possibility of the use of old version software

- **Not enough countermeasures for information leaks**
  - A risk of information leaks and virus infection caused by the use of USB memories

- **Cannot properly apply patches of OS**
  - Cannot apply the daily released patches to all PC devices
  - Cannot apply the antivirus definition files

- **Difficulty with PC environmental maintenance**
  - Hard to deliver software to all PCs in each branches
  - Lack of IT managers in allocations

**How PC Management can help**

- **Reporting**
  - We collect and report PC’s configuration information from all over the world. This enables a unified management of PC operational status of customer’s entire environment.

- **Device control**
  - Restrict the use of USB memories and prohibit software installation that is specified by customer.

- **Patch delivery**
  - Automatic Windows update and patch delivery for virus definition files. This can prevent the occurrence of security hole.

- **Software delivery**
  - Automatic delivery of software specified by customer. Optimize the procedure of PC environmental maintenance.

**Global Management One Help Desk**

PC Management is a module of Global Management One Help Desk. Contract with Global Management One Help Desk is necessary in order to use PC Management service. The specific information about Global Management One Help Desk is on the next page.