

Great data.
Better decisions.
Best outcomes

Communications Lifecycle Management Services



Manage the technology that supports effective employee and customer communication - and enables your business success.

To manage and understand your technology environment - and achieve better results - you need to ensure that the right people have the right access to the right services.

With the ongoing challenge of keeping up with technology updates while effectively managing expenses, equipment maintenance and overall financial performance, our Communication Lifecycle Management (CLM) Services are a valuable solution for organizations.



Technology enablement (correct and efficient collaboration tools) is the number-one organizational priority for enabling employee and customer experience strategies in the coming 12 months.

Source: NTT DATA's 2023 Global Employee Experience Trends Report



Benefits of CLM Services

CLM Services are designed to address the typical challenges organizations face when managing technology and service inventory and their associated costs.



Automatically collect and aggregate data from several sources, including unified communications and collaboration (UC&C) platforms, WAN (legacy and SD-WAN), voice/VOIP, mobile voice and data, cloud and APNs.



Manage and analyze data from multiple platforms

Our single, integrated platform simplifies data processing and optimizes performance and cost management to improve your communication services and return on investment.



Audit communications expenses

Gain control over your communications spend with detailed auditing and expense insights and streamlined billing for better cost management.



Support change management and adoption

Facilitate a smooth transition to an all-in-one solution while optimizing user adoption and enabling the workplace of the future.



Improve visibility of user interaction

With a more comprehensive view of user interactions, you can make better-informed decisions. Detailed reporting, analytics and knowledge sharing from our managed services team give you greater insight into where and how to make improvements.



Identify unused or underused services

Monitoring technology used to increase visibility of technology inventories, and enhance efficiencies to improve employee and customer experience.

Why NTT Data

We deliver the insights you need to manage the complexity of voice, data, mobile, IoT and cloud expenses, as well as UC&C across multiple vendors, service providers and thousands of devices, wherever you do business across the globe.



Measurable results everywhere you do business, as we support any carrier, country or currency



Integration with enterprise Active Directory and information technology service management (ITSM) systems for seamless and easy adoption by your employees and suppliers



Global visibility across carriers and vendors for voice, data mobile, IoT, conferencing and cloud services



Real-time visibility through dashboards and reports on employee and customer experience



Actionable intelligence to make evidence-based operational decisions about everything from sourcing to payment

“ On average, we reduce our clients’ telecom expenses by 10% to 30% after service implementation and save our clients an additional 15% on an ongoing basis.

Take the next step

Together, we can transform and optimize your communications lifecycle management process and make a sustainable, positive impact on your organization's profitability.

Contact us to find out how we can help you move to full visibility and control.

Talk to our CLM experts



Join the conversation



