

Site Reliability Engineering

Elevate Operational Excellence

In today's competitive landscape, time-to-value is a given. But once you've achieved it, how do you maintain that value on an ongoing basis? The answer is Site Reliability Engineering (SRE). Through our SRE service, we collaborate with your teams to assess, monitor and improve current processes, identify bottlenecks, streamline workflows and optimize resources. Together, we accelerate project timelines and ensure consistent, high-quality results while establishing the key metrics and KPIs that measure operational excellence. As your partner, NTT DATA will enable your engineers to exceed expectations, boost performance, drive cost savings and minimize risks across your technology stack.

The NTT DATA SRE difference

With a unique combination of DevSecOps, FinOps and Observability, NTT DATA's SRE services enable organizations to drive agile software delivery while optimizing reliability, performance and cost. Our SRE services prioritize IT service reliability – we help our clients create scalable and highly reliable software systems by employing a defined set of principles and practices. This empowers next-level operations, enabling organizations to achieve superior operational excellence.

NTT DATA has the capability to deliver at scale. We provide an established practice, delivering globally available services with regional and local execution:

- Certified DevOps expertise on all public cloud platforms

62%

of enterprises report that their organizations are leveraging SRE today.

42%

leverage SRE systems of record for enterprise-level applications and to run all aspects of the business (financials, manufacturing, CRM and HR)

56%

leverage SRE for systems of engagement like user-focused applications and to equip and enable customers, partners and employees with the business tools they need.

Source: DevOps Institute, Global Pulse

- Certified architects with deep experience on public cloud platforms like Azure and AWS
- Global Observability and ITOps practices
- Certified FinOps practitioners

Our comprehensive approach to SRE includes three service areas that you can tailor to meet your needs:

- **DevSecOps:** Minimize risk while improving the speed and quality of your releases
- **FinOps:** Expect more from the value of your clouds
- **Observability:** Identify root causes of performance issues and act quickly



Since bringing on the full-stack Observability solutions, we are data-driven. We have reduced mean time-to-resolution and critical incidents. We know in advance if we're going to have a problem and can prevent it. Full-stack Observability has helped developer productivity at Royal Caribbean almost 100 percent.”

- Alice McElroy, Director of Operational Excellence, Royal Caribbean

DevSecOps

We start by assessing the security and resilience of your entire cloud architecture. With a focus on safeguarding your intellectual property from malicious actors, we ensure comprehensive protection throughout your entire development lifecycle. This is a highly collaborative approach with stakeholders across essential teams, resulting in improved cyber resilience and business resilience. Our DevSecOps capabilities include:

Capability assessment and roadmap

- Assessment of DevSecOps practices
- Roadmap development for faster releases

Solution design

- Design of a solution for containerization
- Delivery of vulnerability patches
- Incorporation of GitOps practices in development cycles

Implementation

- Deployment of CI/CD pipelines
- Container security
- Automation and toolchain integration, IaC

Cloud infrastructure design

- Built for security and reliability
- Hybrid-cloud networking
- Disaster recovery strategy
- Cloud security posture management and remediation

FinOps

With today's business pressures, it's essential to bring financial accountability and stability to cloud-spend models. Our FinOps services bridge the gap between IT, Finance and Business Operations. They include FinOps Discovery and Assessment, FinOps Data Analytics, Cloud Financial Management, and Governance and Compliance practices, including the following capabilities:

Continuous cloud usage optimization

- Cost analytics and reporting
- Data visualization and dashboards
- Resource lifecycle management
- Resource utilization monitoring

Benchmarking and tracking

- Resource tagging and categorization
- Right-sizing
- Resource optimization

Organizational alignment

- Cost chargeback
- Policies and controls
- FinOps cross-functional team

Cloud rate optimization

- Reserved instance and savings
- Vendor contract management

Real-time decision making

- FinOps governance board

“The ultimate reason we selected NTT DATA was the ease of doing business, their global reach and ability to help us scale and automate. It has been a game changer.”

-Dan Hedstrom, VP and CIO, Cubic

Observability

Our fully integrated, full-stack Observability approach provides visibility into and monitoring of your entire IT environment, delivering real-time data that you can turn into action for optimal performance of your business-critical systems, along with enterprise applications and infrastructure. Our Observability capabilities include:

Improve performance and operational maturity

- End-user Observability workshop(s)
- Analysis of gaps and overlap between current and desired future states
- Strategies for people, processes, and technologies
- Roadmap to performance goals

Knowledge transfer

- Design and run documentation
- Technical shadowing
- Best practices review

Observability SRE services

- Tooling instrumentation, integration and optimization
- Application performance benchmarking
- Tooling ratification and customization
- Platform monitoring, incident management and reporting
- Data visualization and dashboards

Realizing the full value of NTT DATA Site Reliability Engineering Services

Enhanced metrics reporting

Among the biggest benefits of our SRE services is clarity. NTT DATA can highlight areas for improvement at multiple stages of development and operations pipelines, whether for the sake of optimizing efficiency, removing vulnerabilities, accelerating code release or improving security posture.

Removal of “issues and bugs” before impacting end users

When too much focus is placed on development speed, bugs and vulnerabilities can often go undetected. NTT DATA SRE engineers work proactively with clients to find and fix issues during production. Furthermore, we help clients with incident responses and are able to improve Mean-Time-To-Innocence (MTTI) and Mean-Time-To-Resolution (MTTR).

Increased value creation

Our SRE services give developers the freedom to focus on creating new features and improvements. At the same time, we ensure operations teams have more space to drive configuration, testing and upkeep. In other words, our site reliability engineers can ensure that skilled IT staff have fewer distractions from creating value and driving productivity.

Ongoing cultural improvement

We search for areas of improvement as part of an ongoing process. This requires a holistic level of awareness that can drive benefits across multiple teams, departments and services, even those with greatly different processes and priorities. At the same time, we can also incorporate future developments for the client to consider, such as new applications or enhanced best practices.

Why NTT DATA for Cloud-native Modernization and Migration

At NTT DATA, we do cloud-native modernization and migration right. We use a combination of tools, best practices, code bases and accelerators to ensure your cloud-native applications, workloads and business processes are improving the time-to-value for your organization.

Working alongside your team, we build, deliver, manage and maintain cloud-native applications and services. Our cloud-native transformation and development practices, site reliability engineering and enterprise application services will improve your speed to market, resolve vulnerabilities in your applications and technology stacks before they impact your business, and reduce the time it takes to deliver business-critical applications. Plus, with our industry cloud blueprints and building blocks, you'll have more time and budget to innovate and drive end-to-end reliability across a variety of cloud platforms.

- **Global reach and local delivery:** We have 4,200+ highly skilled engineers across five continents.
- **Strategic cloud partnerships:** Our robust partner ecosystem includes strategic partnerships and over 150 advanced certifications.
- **Comprehensive portfolio of services:** We provide consulting, technical and managed services to help clients achieve their cloud transformation goals.
- **Full stack differentiation:** We offer full-stack expertise from data centers and networks to cloud and applications.

NTT DATA's end-to-end solution for continuous modernization

From data center and networks to cloud and business critical applications



