

# Managed Employee Experience Essentials Service

**Maintain control of your estate while partnering with our Cloud Specialists who work alongside your internal teams as trusted advisors – sharing their industry experience, certified expertise and providing established escalation paths with our technology partners.**

## Tailored service levels to suit your needs

We understand our clients have different needs and require various Managed Service levels depending on their stage of digital workplace transition. To meet this need we've introduced tiered service models starting with our Essentials Service.

## Supercharge employee collaboration & maximize productivity

We accelerate digital workplace transformation and streamline operational efficiencies through Managed Services that tailor to meet your business needs.

## Enhance user experiences

Support remote workers, accelerate teamwork and enhance employee experiences through workplace flexibility. Implement your Future of Work policies: Hybrid work, On-site and Remote work.

Global expertise



Co-managed



Multi-vendor



## Deliver streamlined desktop, voice and Cloud solutions

Leverage NTT DATA's support expertise to interconnect your chosen Cloud UC platform to the telephony world by adding NTT DATA Cloud Voice services.

Ensure security, governance and compliance with vendor notification monitoring, reporting and automated self-service solutions.

With our secure NTT DATA Services Portal, you'll be able to save time and effort on administration tasks and changes that impact your end-users.

Cover your Cloud workloads, including certified phone systems and supported Microsoft and Webex Room devices, with one single NTT DATA support framework.

## Supplement internal IT staff capabilities

With Managed EX, NTT DATA acts as your single point of contact for guidance, troubleshooting and escalations, helping improve your business IT agility and scalability.

You'll also receive accelerated incident resolution with carriers and US platform vendors, across your entire collaboration and communications estate. This ensures consistency is maintained during migrations across multi-vendor Cloud platforms and applications.

## What you will get from Managed EX Essentials



24/7/365 globally available support



A single point of contact across all covered product solutions & vendors for troubleshooting and escalations



Accelerated incident resolution with carriers & platform vendors







Self-service user provisioning & management on vendor platforms with the NTT DATA Services Portal



Microsoft Gold & Cisco Gold Partner certified specialists



Reporting dashboard with on-demand status for tracking the health and performance of your unified communications environment

Managed EX Essentials							
<p><b>Essentials Services Contract</b> provides the following <b>Reactive Services:</b></p>				<p><b>Essentials Service add-ons for Devices</b> Essentials includes the following services:</p>			
NTT DATA Service Request fulfillment*		Reactive support on vendor cloud platforms		Standard SLO & Response time		NTT DATA Service Request fulfillment, support, firmware updates, and reactive remote device management	
Self-service unified provisioning & mgmt. on vendor platforms		Vendor platform notification monitoring		On-demand status reporting delivered via Services Portal		Hardware maintenance support	
on the following <b>Products:</b>				on the following <b>Devices:</b>			
 Microsoft Teams		 Webex		 Compliance Recording		 Cloud Voice	
				<ul style="list-style-type: none"> <li>• <b>SBCs:</b> Audiocodes, Cisco Cube</li> <li>• <b>Certified Phone Systems:</b> Microsoft, Cisco</li> <li>• <b>Meeting Room Devices*:</b> Microsoft Teams Rooms, Webex Rooms</li> </ul>			

Individual costs apply to each of the products listed above based on the selected Service Level (Essentials or Premium)

\* See Service Request Catalogue and Supported Device list for details Room size limit and supported vendor list may apply

### NTT DATA Service Management

Our engineers are available 24/7/365 to deliver world-class, on-demand, support services and provide you a single point of contact across your NTT UCaaS estate; including Microsoft, Cisco, Cloud Voice and Calling Plans. You receive:

- **NTT DATA service request fulfilment**
- **Support on vendor cloud platforms**
- **Service Level objectives and response time**

### Automation & Self-Service

Managed EX Essentials includes access to our NTT DATA Services Portal, delivering a personalized unified view and suite of automated management tools that span across your NTT DATA UCaaS estate with services that include:

- **Unified provisioning and management**
- **Vendor platform notification monitoring**
- **On-demand status reporting**

### Device Services

Cover your entire NTT DATA UCaaS workloads, including certified phone systems and supported Microsoft and Webex Room devices, within our unified support framework. Extend on-premises connectivity with supported SBCs and protect your devices with our Uptime service.

- **NTT DATA service request fulfilment, firmware updates and remote device management**
- **Remote SBC management and monitoring**
- **Hardware maintenance support**

### Works best with...

Managed Employee Experience Services are designed to be seamlessly delivered with NTT DATA's entire ecosystem of services:

#### Operator Connect & Webex Calling by NTT DATA

Activate the complete Voice stack in Teams or Webex using NTT DATA's world-class Cloud Voice capabilities, available in 40+ countries globally and 99.99% availability backed by NTT DATA's resilient telephony platform.

#### Compliance Recording

Stay compliant with regulations governing your business whilst using Teams or Webex as your communications platform of choice. Keep track of all interactions – whether voice, text, or video.

#### Event Services for Microsoft Teams

Our suite of Managed Event Services help you leverage your existing investment to smoothly run and confidently deliver Meetings, Webinars, and Live Events across platforms including Teams, Stream and Yammer.

#### Managed Customer Experience

Leverage the same NTT DATA service platform, ITIL framework, tools and processes to cover your Contact Center Managed Services requirements, integrated with your Teams or Webex environment.

For full details on Managed Employee Experience, or to discuss your requirements, please speak to your Account Manager or visit our website.

[Contact us](#)