

NTT DATA welcomed Dell Services into the family in 2016. Together, we offer one of the industry's most comprehensive services portfolios designed to modernize business and technology to deliver the outcomes that matter most to our clients.



Expedite the Delivery of IT Infrastructure From Days to Hours

Cloud Management Platform for NTT DATA Dedicated Cloud

NTT DATA Services
formerly Dell Services

Automate IT service delivery and enable the efficient management of private, public and hybrid clouds

In this fast-moving digital era, IT departments are expected to keep up with business needs, adhere to service levels and be agile in supporting new products to market. But that can be difficult with time-consuming manual provisioning processes, delayed provisioning timelines and a lack of governance across multi-cloud environments. Cloud Management Platform, a comprehensive cloud solution that offers self-service provisioning, governance and the efficient management of public, private and hybrid clouds, reduces the time required to provision infrastructure from days to mere hours.

The platform consists of an intuitive portal, empowering your administrators and users to request and manage a variety of IT services across public and private clouds.

Cloud Management Platform is ideal if you're an existing NTT DATA Dedicated Cloud client who's looking to:

- Speed up the delivery of infrastructure through automation
- Establish governance and provide self-service tools so your business units can access cloud resources

The platform automates the orchestration of middleware components, provisioning, OS layer configuration and integration with third-party products such as IT service management (ITSM) tools.¹ It also enables enhanced governance of access across public, private and hybrid clouds. The platform is powered by VMware vRealize Automation (vRA) and VMware vRealize Orchestrator (vRO).

¹ Orchestration is enabled by our vRA/vRO consulting services.

Key features:

- Secure self-service portal
- Expandable service catalog
- Multi-cloud management
- Governance of access
- Rest API access
- Reports and logs

Platform benefits:

- **Fully managed:** NTT DATA is responsible for ensuring platform configuration, availability and maintenance of the platform.
- **Intuitive portal:** You don't need to hire specialized resources to operate the portal. The portal is intuitive, eliminating the need for infrastructure-as-a-service (IaaS) training to provision.
- **Improved agility:** Automation of end-to-end provisioning of infrastructure accelerates application deployment and releases. It provides consistent, automated delivery and management of IT services and reduces time-consuming, manual processes.
- **Enhanced governance:** Cloud Management Platform lets you create policies and permissions for granular user-level access.
- **Unified management across multiple clouds:** The platform enables unified management across data centers and multiple private, public and hybrid clouds. It gives you comprehensive visibility into your applications, physical infrastructure components and public clouds in one place.
- **Cost efficiency:** The platform provides consistent, automated delivery and management of IT services and reduces manual processes. This means overhead is also reduced.
- **Highly extensible:** NTT DATA can provide vRO to integrate with third-party products, lifecycle manager products, ITSM applications, software-defined storage, networking applications and more.
- **DevOps and continuous delivery support:** The platform can also integrate with the key DevOps toolsets, such as Chef and Puppet, allowing further configuration-management automation. NTT DATA enables Rest API access, which can enable script-based provisioning of virtual servers without accessing the vRA portal graphical user interface.

Cloud Management Platform is offered as an add-on to NTT DATA Dedicated Cloud

The platform can only be purchased if you're an existing NTT DATA Dedicated Cloud client or you intend to purchase Dedicated Cloud. The base package includes a tenant in a secure multi-customer vRA and vRO environment managed by NTT DATA and 30 hours of remote consulting during the onboarding to ensure your individual requirements are met. The consultation utilizes our knowledge repository to accelerate customizations.

NTT DATA provides break/fix support for vRA and vRO base configuration and NTT DATA-developed blueprints, catalog items and workflows included in the services contract. The base package requires that NTT DATA maintains administrative rights within vRA and vRO. Add-on options are available for clients who want to manage non-Dedicated Cloud environments and/or if you need additional platform extensions beyond what's included in the base package.

Service options	Base Package
Initial configuration	Included
Development of client-specific blueprints, catalog items and workflows	Up to 30 hours included
Leveraging NTT DATA knowledge repository to accelerate client-specific development	Included
vRA and vRO license	Included
Break/fix support	Included
Backup and restore for vRA and vRO	Included
Upgrading and patching	Included
Service requests	Included
Incident acknowledgement time and incident resolution time service-level agreements (SLAs)	Included
Management of non-Dedicated Cloud environments	Optional
vRA and vRO consulting	Optional

About NTT DATA Dedicated Cloud
 Dedicated Cloud is an IaaS offering designed to provide a secure private cloud environment, hosted and managed by NTT DATA. It offers more flexibility than public cloud by enhancing your ability to operate production workloads, which might otherwise be limited to custom, on-premises operations in a hosted, secured private cloud.

Visit nttdataservices.com to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.