



Reduce IT Support Costs and Gain Business Value From Your Mainframe Infrastructure

Managed Mainframe Services by NTT DATA

Maximize results from your mainframe investment

For years, companies have valued the unique complexity and capacity of the mainframe operating system (OS). But maintaining such complex environments — through OS and software upgrades and change management processes — can put a strain on already constrained budgets.

Proactively managed and optimized mainframe infrastructures present excellent opportunities for IT to drive substantial business value. Managed Mainframe Services by NTT DATA allow you to do just that.

Our services deliver support for your OS, program products, hosted telecommunications, transactional systems, storage, security and the physical database environment for IBM mainframe platforms. With NTT DATA Services, you get the ability to alleviate your mainframe constraints and:

- Reduce capital investments in tools and hardware and expand resources without increasing the budget
- Enable a secure and reliable mainframe infrastructure with a 24x7 support model
- Decrease mainframe management costs while maintaining peak performance
- Increase user satisfaction and workforce productivity with an always available mainframe infrastructure and associated components
- Standardize the delivery model, processes and procedures to provide and utilize the framework for automation and orchestration of the mainframe environment
- Improve the resiliency of your mainframe applications

Key benefits:

- Utilize highly skilled personnel and best-in-class automated management and monitoring tools to improve quality of service and reduce costs
- Increase business agility with a standardized delivery model for the mainframe infrastructure that supports business expansion and needs
- Take advantage of industry-best, service-level agreements (SLAs), processes and delivery methodologies for increased infrastructure availability
- Enable a best-in-class transformational framework for your legacy mainframe environment, utilizing NTT DATA products, technologies and a comprehensive managed service delivery model throughout the infrastructure lifecycle

Tap into the inherent strengths of your mainframe environment

Our approach to Managed Mainframe Services revolves around a tiered delivery model, utilizing personnel from around the globe or a single location with IT Infrastructure Library-aligned methodologies, processes and procedures. This enables the delivery of our support services to be mapped accurately to your business requirements. The tiered support structure also allows you to:

- Efficiently utilize an IT support model designed to match skill sets to the appropriate task and level of support you need
- Maximize the use of standardization, automation and orchestration in infrastructure support
- Reduce and eliminate service disruptions resulting from any personnel changes
- Benefit from an engineering and architecture function that focuses on innovation and introduces emerging technologies that align with your future business needs

Customize our services to suit your unique needs

You can choose from multiple packaged support services, which are available at variable rates. NTT DATA offers the ability to choose between a variety of SLA options, included services, add-on services and support models.

Service component	Features and benefits
OS and program products support	Maintain all mainframe operating system software and third-party products, and monitor system software to meet service-level commitments
Interactive systems support	Enable routine maintenance and updates for: <ul style="list-style-type: none"> • Mainframe interactive systems • Database products • Installation, maintenance, problem resolution and tuning of third-party products
Mainframe network environment support	Administer all aspects of mainframe communications, including various data transmission protocols, program products and subsystems, communication devices (excluding routers, modems and circuits), and analysis, design and implementation of networking solutions
Automation support	Ensure system and application availability, automated system/application startup/shutdown and monitoring
Mainframe storage support	Benefit from a support methodology that is focused on: <ul style="list-style-type: none"> • Testing and implementing storage management-related software and storage hardware (disk, tape and virtual tape) • Customizing storage management tools and allocation routines • Administering direct-access storage device pools and tape pools • Designing and managing offline disaster recovery strategies (disk and virtual tape replication and high-density physical tape) • Diagnosing and maintaining system catalogs
Capacity and performance	Utilize z/OS performance and tuning consulting, z/OS resource management assistance, support for data center migration, periodic capacity reports and reviews surrounded by runtime improvement services
Security administration	Facilitate user and data-set access, audit support, and report and review logs for potential security issues
Software development	Take advantage of software development for specialized exits and system code
Consulting services	Our consulting services can help: <ul style="list-style-type: none"> • Provide technical advice and support to the applications development and maintenance staff for performance improvements, design and new technology utilization • Recommend new technologies in order to ensure enhancements are aligned to your system requirements • Provide technology input and timely reviews

Visit nttdataservices.com/managedservices 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.