

DYNAMIC WORKPLACE SERVICES

Just-in-time delivery of tiered services to enable a more productive workforce

WHY NTT DATA AND DELL EMC?

- NTT DATA acquired the Dell Services business on November 2, 2016 and as a result formalized a very close partnership and working relationship.
- Dell EMC and NTT DATA have deployed a number of world class solutions that enable IT and workforce transformations, and are designed to incorporate the strengths of each organization.

The partnership provides:

- Strategic, yet practical guidance – from blueprint to delivery
- Deep domain and industry expertise, creating optimal solutions to fit your needs
- Business strategies aligned with enabling technologies to achieve key business outcomes
- Through the formation of the Collaborative to Differentiate partnership, Dell EMC and NTT DATA deliver innovation to businesses, large and small through integrated services, products and relationships.



NTT DATA's dynamic workplace services are designed to deliver three core outcomes

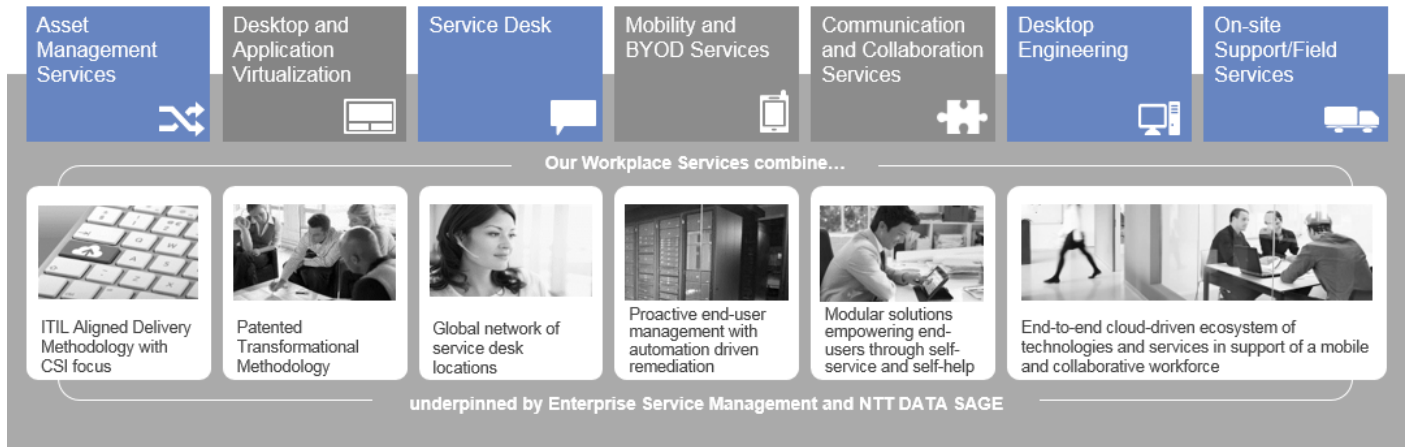
- Simplify the deployment and management of the desktop environment
- Provide faster paths to deploying virtual desktops
- Accelerate business outcomes with pre-engineered end-to-end solutions.

The workplace services will provide full, global, end-user IT services lifecycle management. The solution will enable just-in-time provisioning of devices and workspaces based on user personas through:

- Mapping devices, software, and virtualized workspaces to workload types through an automated full lifecycle approach in support of client's persona definitions
- Effective asset management
- Compliant wiping of hard drives/workspaces
- The end-user service provisioning automation can be integrated with HR, Finance, ITSM and asset management applications like Workday, SAP, ServiceNow, Ariba, VRealize orchestration, and Flexera Asset Management

The solution considers a combination of physical and virtual desktops (VDI).

Personalized Services For Collaboration, Cloud and Enterprise Mobility Enablement



NTT DATA's IT Outsourcing and Managed Services for Workplace will Optimize and streamline your end-user landscape through a customized services model designed to increase productivity and satisfaction:

CONTAIN IT Supply and Costs

Integrate a USER CENTRIC mgmt. model

PERSONALIZED and profile based support

ENHANCE control and IT SECURITY

Enable ANALYTICS driven decision making

Increase MOBILITY adoption

Key Solution Components :

- **Transition Services:** NTT DATA Services will utilize our proven transition services which have been refined through our many global services transitions. Our transition services will ensure a seamless transition of services through collaboration.
- **Desk-side Support:** Walk-up support via Tech Bar support, plus walk-around support in key locations and campus dispatch for break fix.
- **Desktop Engineering:** Globalize desktop engineering function to assist with the design/Test/Pilot/Deploy iterative model to test new capabilities and those which prove both feasible and of Value to Client End users will be Piloted and deployed through the change management process.
- **Asset Management:** Upon configuration, devices will be added to the Asset Management Database, along with Software for detailed management of Software and Hardware assets, including regular detailed reporting, and refresh management. Additionally, Software license management will be enabled for End user titles. These will also be connected to the CMDB.
- **Service Management:** Will be closely aligned with both the Service automation process and Desktop engineering team to embed continuous service improvement, but also a reporting function to improve the capability to receive consistent, accurate data.
- **Mobile Device Management:** Mobile devices will be managed via Airwatch Cloud, and the provisioning and management of these devices will merge with the other devices for a holistic device and application management approach.
- **VDI:** New workspaces will be provisioned from a catalog to include NTT DATA dynamic workplace services. As new platforms for workspaces emerge and evolve, these will be evaluated for inclusion into the provisioning platform for their appropriate personas.



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