



Managed Services for Enterprise Networks

Cost-effective network device management services

Managed Services for Enterprise Networks (MSEN) provide proactive management of multivendor networking technology, ensuring availability and performance.

Service overview

A flexible service offer designed to meet your individual requirements for operational management augmentation.

MSEN provides a choice of three service level packages – Insite Essentials, Advanced, and Premier. Service capability scales from foundational monitoring to the day-to-day operational control of multiple tier one vendor networking devices.

MSEN is underpinned by our global investment in highly certified technical

resources and Information Technology Infrastructure Library (ITIL) - aligned tools and processes. Our highly-automated global managed services platform will increase your operational efficiency, delivering proactive service management.

Manage Centre is the interface to your service, providing near real-time management insight and graphical reporting 24/7. Depending on the level of service selected, you can access information showing the health of your network, its capacity and availability and

view the details of service affecting incidents. Asset Tracking enables effective full technology lifecycle management for clients selecting the Premier service level.

Select the level of service that is right for your organization

Business outcomes

Business outcomes	Solution/service benefit
Consistent access to the data you need to make timely and informed decisions	Manage Centre provides access to near real-time monitoring and management reporting 24/7 across all networking technology under contract.
Reduced risk of network downtime and business-impacting incidents	You can rely on our networking expertise to maintain the health and availability of your networking investments.
Scalable service levels to suit your individual needs	Augment and enhance your in-house capabilities to ensure consistent end-to-end service management and responsiveness.
Efficient cost management	Consumption-based, operating expense (OPEX)-based pricing models enable efficient cost management, with per user, per month, and/or per configuration item (CI) per month pricing options.

How we deliver

We provide the level of day-to-day management your individual organization needs. This could range from configuration and change management support to responsibility for overall day to day operations. Whichever level of service you choose, you will retain strategic, financial, and architectural control of your network.



Key service features

Three service level options	
Insite Essentials	. A foundational package which removes the need to implement and manage an in-house toolset. Provides 24/7 monitoring of your network devices.
Advanced	If you do not want to off-load the day-to-day management of your network, the Advanced service option provides the additional support to complement your in-house teams.
Premier	Provides routine end to end operational management of your network technology. Also includes asset tracking capability to ensure full lifecycle technology management.

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Three consumption models are available to suit your individual service requirements.

Insite Essentials	MSEN Advanced	MSEN Premier
Service Level Management	Service Level Management	Service Level Management
Incident Management	Incident Management	Incident Management
Availability Management	Availability Management	Availability Management
Service Asset and Configuration Management	Service Asset and Configuration Management	Service Asset and Configuration Management
Capacity Management	Capacity Management	Capacity Management
	Problem Management	Problem Management
		Request Fulfillment
		Access Management
		Change Management
		Release & Deploy Management

Why NTT?



Experts in networking

Recognized leaders in Network Services* with 30 years' experience of designing, integrating, and operating enterprise networks.



Long-term client relationships

We manage over 9,000 IP networks, supporting over 13 million users across the globe.



Global Strategic Partnerships

Our services are built at API level with tier one vendors including: Cisco, Juniper, Hewlett Packard (HP), Riverbed, F5, Infoblox, Cisco Meraki, and HP Aruba.



Global presence and capability

We provide global network services in over 190 countries/regions. Our Managed Service capability includes Managed Security, Hybrid Cloud, Digital Workplace, and Customer Experience.



Together we do great things