



Proactive Support Services: Configuration Archive

Reduce repair times and configuration errors with effective configuration backups

NTT's Configuration Archive Service provides automatic configuration backups to eliminate the risks associated with configuration errors.

Business outcomes

- reduce the number of configuration errors
- speed up on-site device replacement
- gain access to configuration archives for analysis
- improve security and compliance posture

Challenges

Has your organization experienced failures due to configuration errors? Or have you lost valuable restore time in the proverbial 'haze of battle' attempting to regenerate a previous configuration? Have you attempted to locate the configuration error in a network of thousands of devices - each one connected — but with only one not configured correctly?

Do you need to ensure that your configurations are in line with the latest security and compliance protocols?

Solution

One of the most effective ways of ensuring that configuration repair time is cut short, is to have access to a backup of the last known good configuration file. With our Configuration Archive Service, we provide you with automated configuration backups.

With our Service, there's never a need to reconfigure a system or device from scratch, or deal with the associated errors. Access to an archive of your latest configurations can deliver faster repair times, and reduce security and compliance risks.

One of the most common causes of downtime is configuration errors. One of the best ways of minimising the impact, when they occur, is to have the last known good configuration archived. An engineer can compare the running configuration with the archived configurations, identify the error, and get you up and running again, much faster.

With our Configuration Archive Service, we will ensure that your configuration files are backed up and the backup compared with the most recently stored versions. If the files are identical, we discard the most recent backup. If they are different, then the new file becomes the most recent backup.

'Organizations need to deliver IT more efficiently: Leveraging external partners, coupled with new automation technologies, can help drive efficiencies in IT operations as well as align IT and business objectives more effectively.'

Using Automation to Drive Transformation, IDC Infobrief, sponsored by NTT, August 2016

Additional Proactive Support Services

Configuration Archive is a member of our Proactive Support Services portfolio. Our Proactive Support Services accelerate IT optimization and ensure that your technology is delivering all that it can.

Asset Tracking and Analytics discovers your asset data and transforms it into actionable information to help you make informed infrastructure decisions. We recommend combining Configuration Archive with our Asset Tracking and Analytics Service to gain both additional operational efficiencies and support optimization of your infrastructure.

Additional Proactive Support Services you may wish to consider include:

Annual Version Updates helps you standardize on vendor updates for infrastructure under contract with us.

Availability and Capacity Monitoring provides active polling and threshold monitoring of your assets to diagnose and resolve incidents faster.

Technical Account Management assigns a senior engineer who understands your operations, monitors and tracks your support needs and service requests, troubleshoots issues, and identifies opportunities to improve availability.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Proactive Problem Support reviews service incidents and proactively identifies potential problems that can result in future downtime.

MACDs fulfil standard move, add, change, and delete requests, relieving your team of these routine functions.

Third Party Support coordinates incident related activities and provides technical incident management to simplify and improve your overall service management process for assets that are supported by third parties.

IT Service Integration integrates your existing service management system with ours, to automatically exchange task information.

The NTT advantage

Our Configuration Archive Service provides quick and easy access to archived configurations to accelerate repair time, reduce risk, increase security, and adhere to relevant regulatory and compliance standards.

Our portfolio of Proactive Support Services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes, freeing up valuable staff and management time to devote to innovation.

We won the Technology Services Industry Association (TSIA) STAR award in 2018 for Transformation of Support Services. This is one of the highest honours in the technology service industry. The award recognizes our commitment to outstanding innovation, leadership, and excellence in the transformation and extension of our service delivery capabilities to enhance our clients' experience and help them achieve their goals.



'We are incredibly proud to receive this award from the TSIA. For NTT, this achievement establishes our services as being amongst the best in the industry having been up against the likes of Cisco, SAP and Sum Total, also finalists in this category.'

Bill Padfield, Senior Executive Vice President, Transformation and Platform Services, NTT