



NTT

The evolution of IT support services in the digital world

Optimizing IT infrastructure and operational processes through automation is key to successfully achieving digital transformation.

We asked IDC to research the IT service needs of the digital business, here's what they found:

IDC's findings – evolving service requirements

How we met this need

2/3 of organizations are **striving to better align** IT operations with business strategy.



Our **evolved IT service offering supports and optimizes** your IT infrastructure to enable current and planned business activities.

Optimized infrastructure is imperative to transform, **yet only 14% say they're ready for digital business.**



We've developed a new **category of IT services, Proactive Support Services**, because clients need their IT optimized.

Automating IT operations is **essential for digital transformation.**



We've developed an automated **multi-technology, multivendor, integrated service platform** that performs ITIL processes up to 69% faster.

40% of IT staff time is spent on routine SLAs, monitoring, and troubleshooting - **and less than 15% on strategic business innovation.**



Clients turn to us for support with routine operations, as our automated, integrated services platform is **faster and more cost-efficient.**

High degrees of automation allow each person to manage 2.5 times as many network devices, and 15% more servers.



Using a services partner with high degrees of automation will be an essential prerequisite for IoT strategies involving numerous network and edge computing devices.

45% of companies are worried about **loss of control** if they rely on an outside technology services partner.



Our integrated Manage Center console **gives clients even better visibility and control** of multivendor estates than they can develop themselves.

What companies value from IT service changes as they evolve - **they need someone who can support them at every step of their journey.**



Our end-to-end services portfolio offers the **full spectrum of technology services** that organizations need, at every stage of their digital evolution.

NTT can help you optimize your infrastructure to accelerate your digital transformation.

Visit hello.global.ntt

Disclaimer: The work described in this infographic was performed while the company was known as Dimension Data.