Proactive Support Services:
Third Party Support

Simplify and improve the efficiency of your incident management process

For third party supported assets, NTT coordinates incident-related activities and provides third party incident coordination and technical incident management to simplify and improve your overall incident management process.

Business outcomes

- improved availability
- simplified fault assessment and diagnosis
- efficient incident management across multiple vendors
- avoid managing vendor conflict

Challenges

The incident management process becomes more and more operationally challenging and cumbersome as the number of vendors, technologies, and support contracts grows.

And, what is your experience with incidents that involve multiple service providers? Most organizations find that these are extremely time consuming, complex and quite often highly frustrating. In these situations, your staff often battles to diagnose the problem and establish responsibility between vendors.

When you're facing downtime or degradation in service performance, you need to have the problem identified, the solution found, and the problem fixed quickly.

What if you could deal with a single point of technical support across your vendors and technologies?

Solution

Our Third Party Support Services can provide you with a single point of contact for your support contracts across a wide range of technologies and vendors. And, when incidents involve multiple vendors we can also coordinate incident-related activities for you, relieving your IT operations staff of the need to manage the conflicts and requirements of different parties, throughout the process through resolution.

With NTT, your incident management process is handled seamlessly from start to finish, assuring you of minimal downtime while delivering maximum value.

We offer two Third Party Support Services that can be purchased separately or combined based on your needs and requirements.

Third Party Incident Coordination off-loads the coordination and management of third party maintenance providers during incidents. We determine the correct resolver and ensure that the appropriate third party provider resolves the incident to your satisfaction.

With **Technical Incident Management**, we resolve the problem remotely and rely on your maintenance contract with the third party for on-site support only when it is required.

How Third Party Incident Coordination works

When a fault occurs in your environment and there are multiple support providers involved, we provide component level isolation when an incident occurs, to determine where the problem resides. We then raise a service incident with the relevant service provider and ensure it is driven to resolution inline with the service levels contracts in place.

With our Third Party Support Service, you need only notify us of the incident and we take it from there, managing all aspects of the case until your service is restored.

Use cases for Third Party Incident Coordination

One of our clients had a High-speed Wide Area Network (HWAN) implementation, at a single head-end site and ten remote locations, connected via a Multiprotocol Label Switching (MPLS) circuit with redundant internet access links. When the internet went down, the client contacted us using the Third Party Incident Coordination service to diagnose and resolve the issue. Shortly after the first issue was reported, the remote locations went down. The client was clearly concerned. They contacted us and we diagnosed the issue. The MPLS and internet circuits were down simultaneously, even though both were from different service providers.

We contacted the telco to notify them of the outage and provided them with relevant information to effect repairs. We identified that the virtual circuit was going up and down, while the physical layer remained up. The telco responded, stating that the problem must be related to an equipment failure on the client's side, as the physical layer had passed the hardware loopback test perfectly. We insisted they examine the logical configuration of the virtual circuits and recommended a reset of the MPLS switch closest to the head-end location. Twenty minutes later, the issue was resolved and the client notified that their systems were operational. Problem solved.

With our Third Party Coordination Service, the client benefited from having us as their single point of contact to manage communication across the multiple providers, diagnose and manage the problem through resolution saving them time and the headache of managing vendor conflict.

How Technical Incident Management works

For devices that you have under an on-site maintenance contract with a third party vendor, we will perform incident management including accepting notification of a service incident, diagnosis of the problem, remote resolution when feasible, and incident coordination and management through the third party when on-site support is required.

We also deliver visibility of the service status of your assets through our Manage Center portal.

To be eligible to receive our Technical Incident Management Service, you must have an active on-site support contract with a third party vendor.

Use cases for Technical Incident Management

This service supports clients that:

- need one technical point of contact to address incident management across multiple technologies and vendors
- require a transition strategy when they wish to migrate their maintenance support to NTT, but their support contracts are not coterminous
- appreciate the quality of our remote support capabilities but have an existing on-site maintenance contract with another supplier

Additional Proactive Support Services

Third Party Support Services are part of our Proactive Support Services portfolio. Our Proactive Support Services accelerate IT optimization and ensure that your technology is delivering all that it can.

Another service within this portfolio is IT Service Integration. This Service automates workflows between your service desk application and our IT Service Management System. We recommend combining our Third Party Support Services with IT Service Integration so you can gain additional operational efficiencies and further reduce your administrative support burden.

'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.'

IDC Infobrief, sponsored by NTT and Cisco, 2017

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.

Asset Tracking and Analytics discovers your Cisco asset data and transforms it into actionable information to help you make informed infrastructure decisions.

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

Configuration Archive uses automated mechanisms to backup and store configurations on the assets covered.

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

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

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

The NTT advantage

With Third Party Support Services, we will follow the issue from point of origin to final resolution and manage all the challenges that arize along the way. We commit to:

- off-loading the workload associated with managing third party support providers, throughout the incident resolution process
- accurately identifying the fault and communicating to the relevant service provider
- effectively managing incidents from the reporting of an incident to its final resolution

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.

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