



Enhance User Experience, Increase Availability and Control Your Costs With Managed Desktop Services

Desktop Engineering Services by NTT DATA

Address the challenges and opportunities of the evolving workplace

As your IT environment becomes more complex, it is critical to maintain consistent application of engineering best practices to operate in today's highly competitive markets. With telecommuting now more common than ever, the number of end-user devices and custom configurations is rapidly increasing. This can result in a decrease in service quality and end-user satisfaction with inconsistencies in processes, technologies, applications and operating systems.

In order to maximize staff efficiency and deliver the right level of service, you need to be able to balance costs and best practices with the flexibility to meet end users' needs. Desktop Engineering Services by NTT DATA deliver industry best practices to optimize the management of laptop and desktop devices. We break down the costs and complexity barriers to enable comprehensive end-to-end IT automation that is also cost effective for your organization.

Our services provide you with:

- A flexible and scalable support model that helps address the gaps in demand and supply
- Highly skilled, trained and certified technicians that meet your customized enterprise requirements
- Proven and modular processes that are tailored to your organization, while maintaining the level of standardization to reduce support costs
- An automation-driven delivery model for consistent support across end-user infrastructure deployments — from physical desktops to virtual desktops and virtual applications

Our services allow you to:

- Benefit from a customized support model and tailored service-level agreements
- Utilize reliable, predictable and flexible management services and resources available 24x7x365
- Take advantage of a standardized methodology, continually refined to meet changing needs
- Utilize best-in-class toolsets and technologies to maximize automation, while reducing annual technology costs and avoiding capital spend
- Reduce service disruptions resulting from personnel changes (when compared to single-tiered support)

Let your IT team focus on strategic tasks

NTT DATA Services can provide you with the skills, processes and resources to remove the complexity of delivery and increase the reliability and efficiency of your end-user computing environment.

Our proven experience in delivering similar services has allowed us to adapt our approach to deliver an optimum balance of speed versus risk. We believe the success of any project is not based on the technical ability alone, but the

delivery capability to apply a rigorous organizational change management approach that drives adoption and integrates next-generation, end-user services consumption models.

Desktop Engineering Services maximize end-user computing reliability, reduce cost and increase workforce efficiency. You can take advantage of:

- The operational support of a completely transformed end-user computing environment
- Desktop engineering support that

helps you build a modern, scalable and persona-based end-user computing environment

- A scalable, secure and cost-effective solution that meets the needs of a continuously evolving workforce
- IT Infrastructure Library-based workflows integrated with flexible DevOps methodologies that ensure consistency and reliability of your workplace

Key features and functions of Desktop Engineering Services:

Service component	Features and benefits
Patch management	<p>Provides for the preparation, testing, staging, deployment and post-deployment audit of security updates and functional software patches for applications and operating systems on desktops and laptops across the enterprise. Our unique approach in delivering the patch management function helps you:</p> <ul style="list-style-type: none"> • Reduce workloads with policy-based patch distribution: Our patch management provides granular control over the automatic distribution of patches — by vendor, by criticality, to a single device, to devices within a group or to a subset of devices selected via a custom query. • Use network resources effectively: Ensure proper bandwidth controls for minimal impact on the network and PC performance deployment. • Improve user productivity: Our patch management is designed to protect and enhance infrastructure performance with minimal service disruption.
Application packaging	<ul style="list-style-type: none"> • Addresses the preparation of software applications and ensures that appropriate patches, service packages, add-on modules and fixes are bundled and readied, in an optimal manner, to be deployed in your end-user computing environment. • Improves your platform standardization and stability, lowers the overall cost of delivery through reduced calls to the service desk, increases end-user satisfaction and, in combination with the software distribution capabilities, provides self-service capabilities for your workforce.
Software distribution management	<ul style="list-style-type: none"> • Delivers software and configuration settings to remote systems while minimizing network traffic and eliminating the need for IT staff to visit the computer. Our service provides cost-effective and timely updates to targeted clients, ensuring a safer and secure computing environment and delivering a more optimized operation for the end-user computing environment.
Image management	<ul style="list-style-type: none"> • Simplifies the complexities of software image development, validation, deployment and maintenance. This service component helps you achieve platform stability and consistency, while allowing the flexibility to meet business requirements and increase user productivity and satisfaction.

Visit nttdataservices.com/managedservices to learn more.

NTT DATA partners with clients to navigate the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. We're a top 10 global IT services and consulting provider that wraps deep industry expertise around a comprehensive portfolio of infrastructure, applications and business process services.