NTT IT Observability Platform & Services

Azure Marketplace Offers

Thursday, 18 July 2024

NTT Observability Platform & Service

NTT provides a fully managed Observability platform and service that empowers clients to optimise all the on-premises, cloud-based and Internet-centric environments that customers and employees depend on

NTT Observability Platform & Service Packages

Basic

Standard observability services, automated event notification, and service monitoring dashboard

Gold

Included all Basic Tier capabilities with NTTD CDM service and integrated ITSM service, faster event identification, and use case customization.

Platinum

Included all Gold Tier capabilities with fastest event identification, regular service report and assisted event troubleshooting.

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Managed Digital Experience Monitoring

DEM Service Capability

DEM Service Capabilities	Basic	Gold	Platinum
Service coverage (request fulfilment and incident management*)	✓ (8x5)	✓ (8x5)	✓ (24x7)
Client Delivery Management (service review, monthly meeting)	x	✓	✓
Service report (target monitoring & event reporting)	Client	Client	✓ (monthly)
Event notification (integrated with NTT ITSM)	x	✓	✓
Event investigation and recommendations	x	✓	✓
Service configuration changes (alert, threshold)	✓	✓	✓
License model & price unit	✓ PAYG (monthly) Per app / site	✓ PAYG (monthly) Per app / site, per user*	✓ PAYG (monthly) Per app / site, per user*
DEM Service Dashboard configuration	✓	✓	✓
Agent deployments & Application onboarding support (new)	x	Up to five (5) Endpoint agents and one (1) app per month	Up to ten (10) Endpoint agents and five (5) apps per month
Platform & Use Case Customization (deployed)	Up to eight (8) hours per month	Up to sixteen (16) hours per month	Up to thirty-two (32) hours per month
Troubleshooting assistance	x	x	Up to sixteen (16) hours per month
Advisory with NTTD Consultant	x	Up to eight (8) hours per month	Up to sixteen (16) hours per month

Service Summary

Tiered service packages, carefully tailored to meet your needs, providing expert assistance to run and optimize your investment.

With the **Gold / Platinum** package, we'll assist you with design, architecture, and troubleshooting – key activities delivering maximum value from the platforms.

Add-on Services: 3rd party integration services (eg: NMS)

Managed Digital Experience Monitoring

Market Segmentation

Applied Context	Basic	Gold	Platinum
Use Case	• Small to medium client • End user service experience monitoring • Standard SaaS application monitoring	• Small to large client • Business and application service experience monitoring • Enterprise application, SaaS and network reachability monitoring	• Medium to large client • Critical system and service experience monitoring • Integration service with 3rd party system • Enterprise application, SaaS, and DC network reachability monitoring
Service Outcome	• Service request management and support • Continuous service monitoring • Services configuration MACD	*Basic plus:* • Regular service review and meeting • Event information enrichment • Use Case enablement	*Gold plus:* • Regular service report • Monitoring fine tuning • Assisted event troubleshooting
Capabilities Outcome	• Standard Dashboard configuration • Basic application server and network access test • 10 mins test interval • Enterprise agent and endpoint agent deployment *optional for using Cloud Agent*	*Basic plus:* • Automated event notifications • Customized dashboard creation • Server load and domain tracing test • 5 mins test interval • Enterprise agent and endpoint agent deployment *optional for using Cloud Agent*	*Gold plus:* • Application behavior user access test • 2 mins test interval
Subscription	• PAYG	• PAYG • BYOL	• PAYG • BYOL

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Digital Experience Monitoring

SaaS Performance & Availability

- Monitoring of all cloud-based and internet-centric environments

- Visibility of all the digital layers that make up the delivery of the service in a single view

- Metrics: path visualization, page load, transactions, HTTP / DNS services, transport and network layer

- Package: per site or per apps with selection of Basic, Gold, and Platinum service

A cohesive plan to accelerate your

Observability Transformation

The Digital Experience Monitoring provides clients with the expertise and knowledge to improve their performance management and operational maturity.

Outcomes

- Proactively monitor SaaS applications from customer branches to understand user experience and remediate bottlenecks that degrade performance and availability.

- Measure user experience from the browser down to the network.

- Visualize connectivity paths end-to-end, from the branch to the application instance in SaaS applications cloud.

- Build a baseline view to understand if user experience is good or bad and highlight the areas where it can be improved.

- Monitor the overall service via dashboards and reports for technical and non-technical stakeholders.

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Digital Experience Monitoring

Network Traceability & Availability

- Holistic end-to-end network visibility view

- Proactively assuring end-to-end experience across service delivery chain, from any user over any network, including Internet and cloud

- Metrics: network testing, routing visualization, network round-trip loss, latency, jitter, transport path, link quality (delay, QoE, DSCP), and throughput

- Package: per site (on-premise / cloud) with selection of Basic, Gold, and Platinum service

Understand the impact of every network and service

Impacting your digital experience
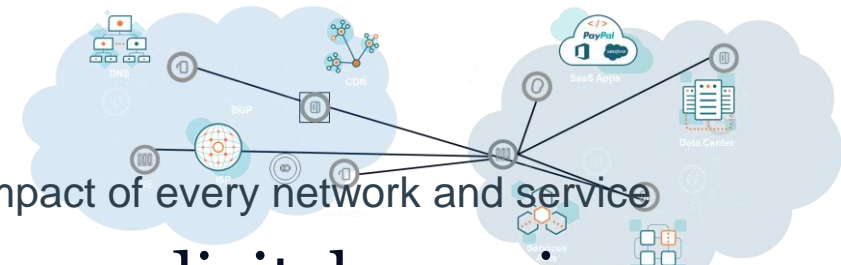
The Digital Experience Monitoring provides clients with the expertise and knowledge to improve their performance management and operational maturity.

Outcomes

- Network synthetics of domestic/international backhaul between Campus/Branches and Data Centers. Providing proactive testing to measure connectivity quality and fault finding in the network path.

- Visualize connectivity paths end-to-end, hop-by-hop of the Layer 3 network path.

- Build a baseline of performance and proactively alert when connectivity is outside of the norm or suffers an outage.

- View data as a dashboards and test views for the network operations team.

- Collect data to report to business stakeholders about the performance of the WAN.

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Digital Experience Monitoring

Voice & Collaboration services

- Visibility of all the digital layers that make up the delivery of the service in a single view

- Identify and resolve voice & video services issue and problem

- Metrics: SIP server / HTTP / DNS availability & response time, path visualization, RTP stream, round trip loss, latency, jitter, voice quality (MoS)

- Package: per site, per app with selection of Basic, Gold, and Platinum service

Unlocking the value of business-critical applications

Impacting your digital experience
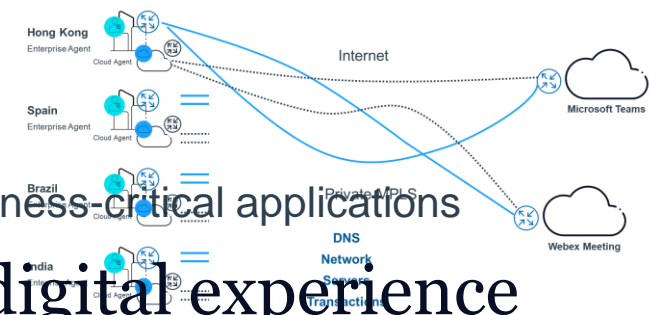
The Digital Experience Monitoring provides clients with the expertise and knowledge to improve their performance management and operational maturity.

Outcomes

- Baseline the performance of (eg: Webex, MS Teams, Zoom) in the client environment and provide visibility across end-to-end connectivity path.

- Provide actionable insight into network performance issues that degrade user experience for Voice & Collaboration services

- Synthetically monitor the network path across the WAN, Internet and service provider network.

- Proactively monitor dependencies of performance such as DNS, SSL, service availability, Control Node & Transport Relay availability.

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