

A decorative graphic consisting of a blue halftone pattern of dots, arranged in a curved, wave-like shape that tapers towards the right side of the page.

Application Management

Benefits

Professional Application Management tasks completed in a planned and systematic fashion

24x7x365 support

ITIL® compliant solutions

Customer defined SLAs

Freedom to focus on your core business

Overview

At NTT Europe Online our customers rely on us to manage and monitor a range of software such as operating systems, databases, middleware, web server software, content management systems and even bespoke applications on their behalf in a seamlessly professional manner, 24/7. NTT Europe Online offers Application Management services, underpinned by ITIL® and best practice guidelines through close working partnerships, which relieve our customers of the burden of complex or repetitive housekeeping tasks. They know they can rely upon us to ensure this work is carried out professionally leaving them free to concentrate on their core business.



Mission critical applications are just that, mission critical. They have to be available always and they must respond quickly...

Achieving this requires continuous tuning and tweaking of the application infrastructure as well as periodic planning to ensure that the infrastructure evolves correctly. If something does fail, it also requires quick action to resolve the incident. These tasks require good planning, organisation and attention to detail. But it is easy, in a fast moving development environment, for items to be missed and problems to occur as a result. What is more, these tasks require highly trained staff with the skills to manage a range of constantly changing technologies.

All of this can be a time consuming distraction from an organisation's core business particularly for industry sectors which have complex technological requirements but where technology is not central to their business.

NTT Europe Online is committed to providing highly available, scalable systems combined with high quality system management. Outsourcing this service to NTT Europe Online can reduce investment in software, manpower and support replacing it with a predictable monthly spend.

The benefits of outsourcing your Application Management to NTT Europe Online's dedicated team of system management engineers include:

- Reassurance that Application Management tasks will be completed in a planned and systematic way in accordance with the ITIL® framework and methodology
- Knowledge that you can rely on 24x7x365 support at the application level as well as the infrastructure level
- The attraction of a "turn-key" web hosting solution that includes total life-cycle management of the application where an organisation's entire web infrastructure is managed by highly qualified experienced staff.
- Customer defined SLAs
- A predictable payment model with no hidden charges
- Full range of services provided throughout our European operations
- Freedom to concentrate on your core business.

NTT Europe Online manages a wide range of applications from operating systems, databases and middleware...

to web server software and content management systems. We also manage bespoke applications, depending on the application, where the need arises.

The range of services provided by NTT Europe Online encompasses:

- Installation, configuration and application integration
- Migration of the application across versions or hosting providers
- Realisation of client requests regarding infrastructure configuration (user creation, service configuration, etc)
- Application monitoring and incident resolution 24x7x365

- Application maintenance including patch management, system hardening, and tuning
- Application deployment and rollback
- Infrastructure evolution planning
- Software licensing, sourcing and purchasing
- Infrastructure for Software as a Service (SaaS)

The table overleaf provides an indication of applications currently under management.

Applications Managed by NTT Europe Online

Collaboration / Messaging Solutions	Microsoft Active Directory Microsoft Biztalk Server Microsoft Exchange Server Microsoft Office Communication Server Microsoft Office SharePoint Server Postfix/Dovecot Solutions Zimbra Communication Server
Virtualization	VMware
High Availability Solutions	Microsoft Cluster Services RedHat Cluster Services Sun Cluster
Web / Proxy Servers	Apache Microsoft Internet Information Server (IIS) Squid Microsoft ISA Server
Application Servers	Apache Tomcat Adobe Coldfusion IBM Websphere JBoss Oracle Application Server Ruby on Rails/Mongrel Application Server Weblogic Application Server
Database Servers	Microsoft SQL Server MySQL Oracle Database Oracle Real Application Servers PostgreSQL
Operating System	Debian RedHat Enterprise Linux Sun Solaris Microsoft Windows

Applications supported on request

Application Servers	Microsoft .Net Frameworks
Integrated Solutions	Atlassian Jira Microsoft Dynamics CRM Microsoft Dynamics Navison Siebel
Collaboration Messaging Solutions	RIM Blackberry Enterprise Server MailEnable
Content Management Solutions	Atlassian Confluence ClearSpace EPiServer Content Management EzPublish Content Management RedDot Content Management
High Availability Solutions	Oracle Real Application Cluster

Contact us about other applications

This list is valid at the time of publication. NTT Europe Online is constantly updating this list.

NTT Europe Online provides a dedicated team, dealing exclusively with system management...

to ensure that your customer's applications are monitored and managed 24/7 and all issues are resolved in a timely and professional fashion. The task of managing and monitoring your applications can be outsourced to NTT Europe Online's experienced team of customer service engineers to administer these duties in a thorough and diligent manner.

Monitoring and Incident Management

Service failure management 24 x 7 x 365 constitutes a critical element of the service offered by NTT Europe Online. Whenever a new application is installed, NTT Europe Online configures and predetermines a set of monitors that verify and confirm that the service is functioning correctly. If any of these monitors should fail, a member of NTT Europe Online's professional services will be alerted, will connect to the server and will resolve the issue.

When an organisation outsources its Application Management to NTT Europe Online we can undertake up to 100% of the administration tasks. Therefore, when you require information, data, or configuration changes the request is sent to the NTT Europe Online Technical team who manage it on the customer's behalf.

Occasionally a service failure is caused by a bug, other software incompatibility issues or the underlying operating system. In these circumstances NTT Europe Online will contact the software provider or will work directly with the Open Source community to find the most appropriate solution.

At NTT Europe Online we understand how important it is to provide customer service levels you can rely on. This is why we work with our customers to enable them to define the Service Level Agreement (SLA) which best supports their needs and decide what degree of service management they need to provide reporting and interactive customer support contact.

Corporate Overview

NTT Europe Online provides Managed Hosting, Security and Application Management for dynamic enterprises internationally. These services provide the reliability, availability, security and scalability needed to underpin business success online.

NTT Europe Online is certified to ISO27001 for Information Security Management and, as part of NTT Communications, has the global reach and scale to support businesses of all sizes. NTT Communications is the global data and IP services arm of the Fortune Global 500 telecom leader, Nippon Telegraph & Telephone Corporation (NTT).

For further information visit www.ntteuropeonline.com.

