

Your IT Infrastructure in Focus

NTT AMERICA GLOBAL CUSTOMER PORTAL

Monitoring performance and making changes quickly are key requirements for outsourcing your IT infrastructure. The NTT Communications Global Customer Portal delivers an integrated experience with unprecedented detail in an easy to use interface.



Comprehensive Detail at Your Fingertips

With a single glance at your dashboard you have a window into the status of your services, the health of individual components and the status of open orders and support tickets. Service Control Panels give in-depth information on key services including Enterprise Cloud, Public Cloud and Security Services. Throughout the portal, graphical representation of services allows for intuitive navigation enabling you to access your data quickly. Your data is secure and always available when you need it.

COMPREHENSIVE INFRASTRUCTURE DETAIL

Multiple service monitoring components and reporting tools provide a comprehensive view of your IT infrastructure, including:

- Overall health of your system with a list of devices, their IP information and color coded status.
- Real-time device alerts, network health and usage
- Storage capacity, recovery capacity and usage

SOLUTION MANAGEMENT

The Global Customer Portal allows you to manage all aspects of your services. Examples include:

- Add, remove and update managed servers
- Create, delete and configure vApps and Virtual Machines
- Security policy updates and changes
- Add/remove colocation services or order Remote Hands services

SUPPORT AROUND THE CLOCK

Access the support ticketing system, and review system notices and detailed technical information:

- Submit billing, administrative and support tickets
- Search and review open and closed tickets
- Engage Professional Services or the Certified Engineering Center
- View service announcements, maintenance notifications, alerts and more
- Browse the extensive document library
- Review Solution Release Letters

SECURE MANAGEMENT

Role-based permissions with primary Admin provides secure Portal access to management tools such as:

- Add and edit users giving various permission levels
- Account and contract information
- Bill payment and historical data

MOVING FORWARD

Contact us today to learn more about how NTT America can provide you cost-effective, high performance and reliable IT services for your business needs today and in the future.



CONTACT US TODAY TO GET STARTED:

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NTT America