

AI-powered lifecycle management: balancing innovation and existing assets

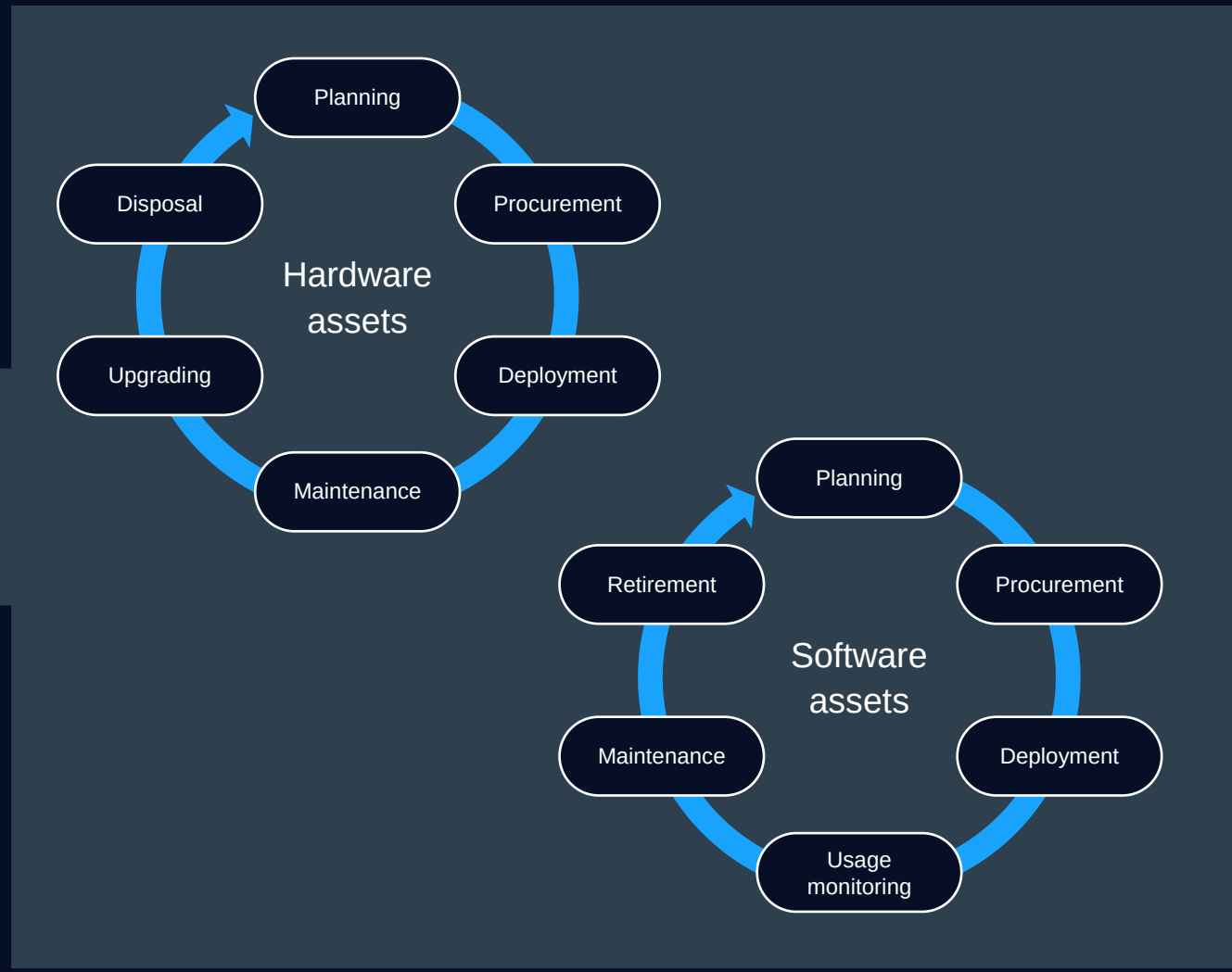
Amsterdam
13th February 2025

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Is lifecycle management relevant for CIO priorities?

- **Invest in an AI strategy with limited budget growth**
- **Address security threats**
- **Demonstrate business value from technology investments**
- **Innovate**

?



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Common roadblocks



IT budgets wasted because of inefficient asset management and unclear ownership



Unused software licenses are a significant financial drain for many businesses



Disruptions due to unexpected end of support for critical IT assets

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Visibility

- Multiple vendors
- No single view of assets
- Expirations, end of support, end of life

Planning

- Software and hardware dependencies
- Different procurement models
- Different planning cycle



Management

- Multiple licensing models
- Consumption and true-forward management
- Underutilization
- Renewal optimizations

ROI

- Measure business value
- ROI from consumption (license utilization %)
- ROI from features (feature adoption%)

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Removing the roadblocks to business value



Challenges

- Hardware and software assets
- Licensing models
- Features and dependencies
- Security and compliance
- Procurement models
- Capable providers



Best practices

- Visibility
- Management
- Planning
- ROI measurement



Outcomes

- Business value

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Example in a networking environment

01 Visibility

- Cover multiple vendors
- License and smart account view
- Hardware EoX and vulnerabilities dashboard
- Real-time collection

02 Manage

- Understand EA constructs
- Track consumption vs true-forwards
- Optimize smart accounts and license allocations (under- and over-utilization)

03 Plan

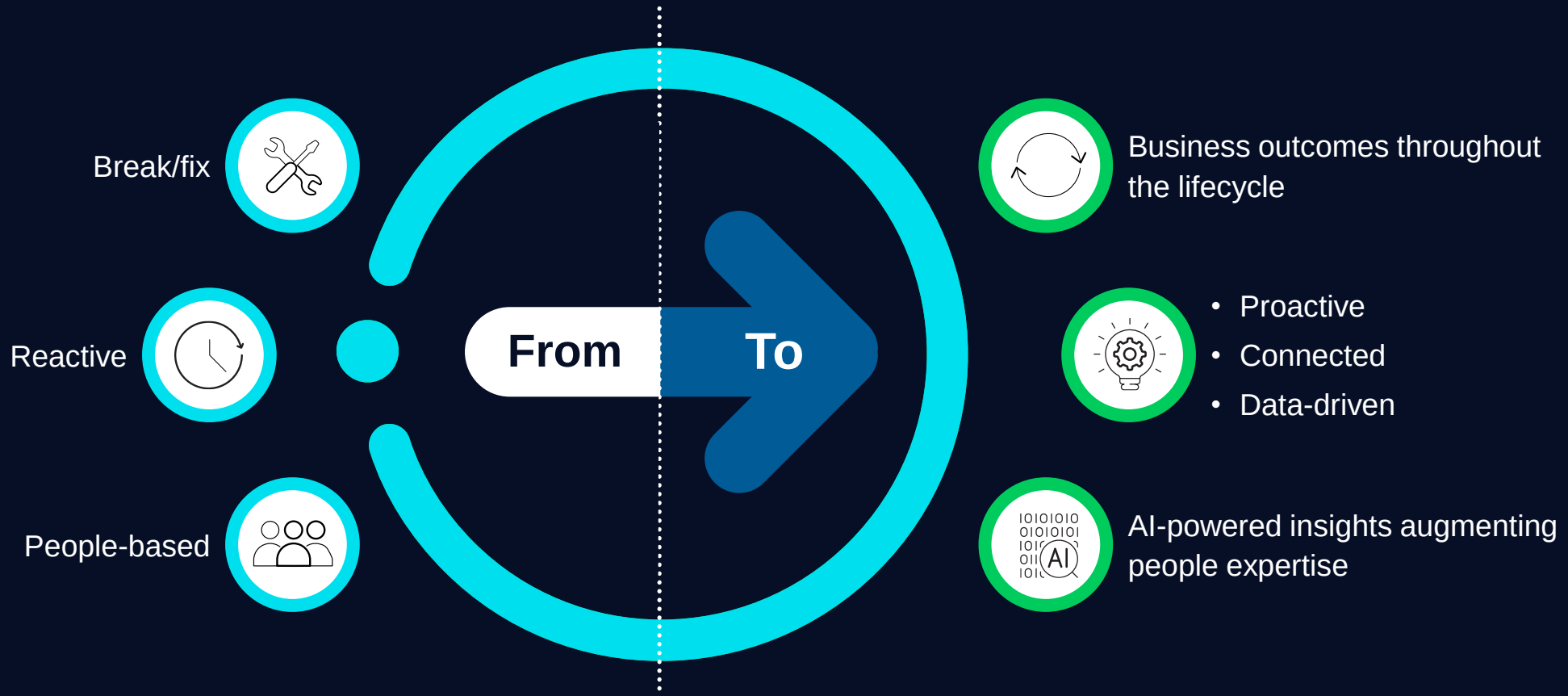
- Build software-adoption plan
- Identify use cases and hardware dependencies
- Integrate EoX in hardware-refresh planning
- Consider global software procurement (one Enterprise Agreement (EA)) vs local-to-local hardware

04 ROI

- Put in place milestones and metrics
- Metric: EA ROI dashboard
- Milestones: use case/feature adoption from adoption plan — impact on business processes and functions

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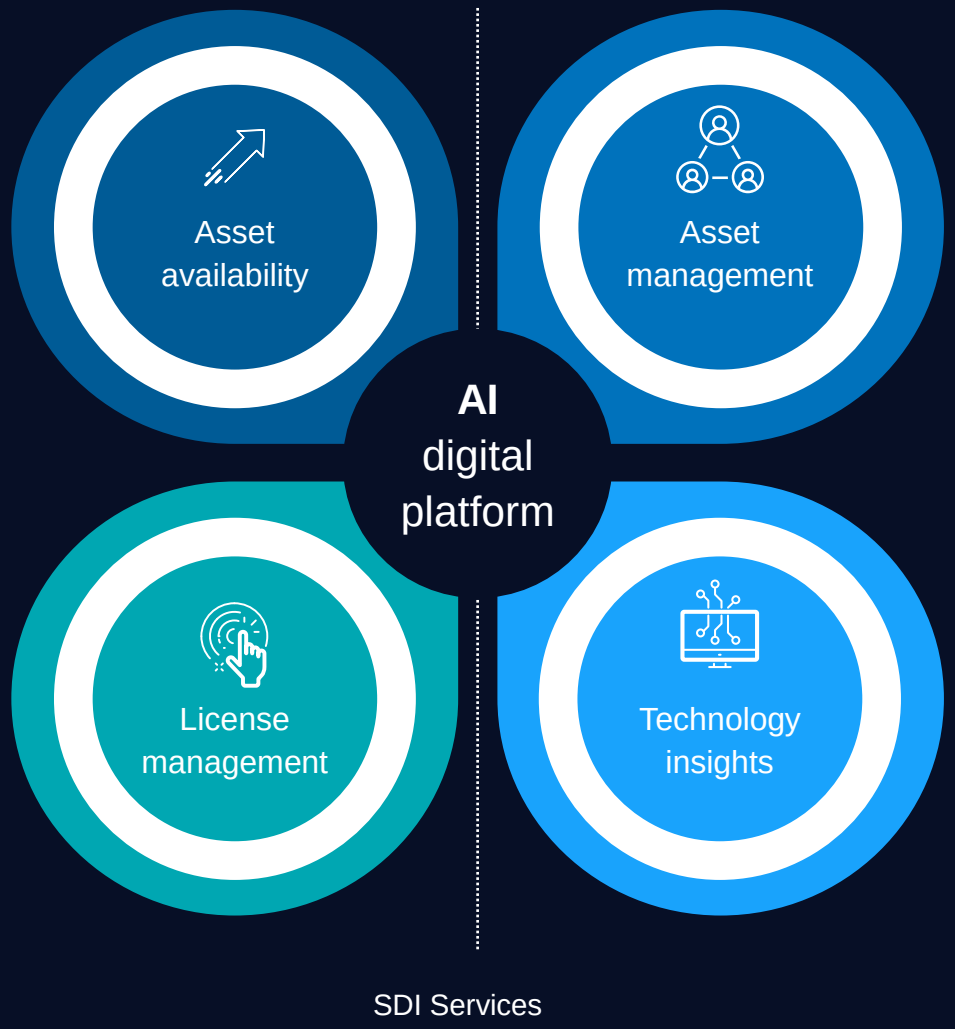
Delivering customer outcomes through the lifecycle requires services modernization



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NTT DATA's Support Services are focused on lifecycle



A unique combination of services, expertise, and platforms to safely **accelerate transformation to a software-defined infrastructure**

- NTT DATA CXP 2.0 Digital Platform
- Connected, AI-enabled

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A holistic approach to technology solution services for business outcomes



Secure networking | **Cybersecurity** | **Hybrid data center** | **Digital workplace and CX**

We offer a range of solutions and services designed to help clients **align their technology investments with their business objectives**, **modernize their infrastructure**, **improve security**, and **enhance customer and employee experiences**.

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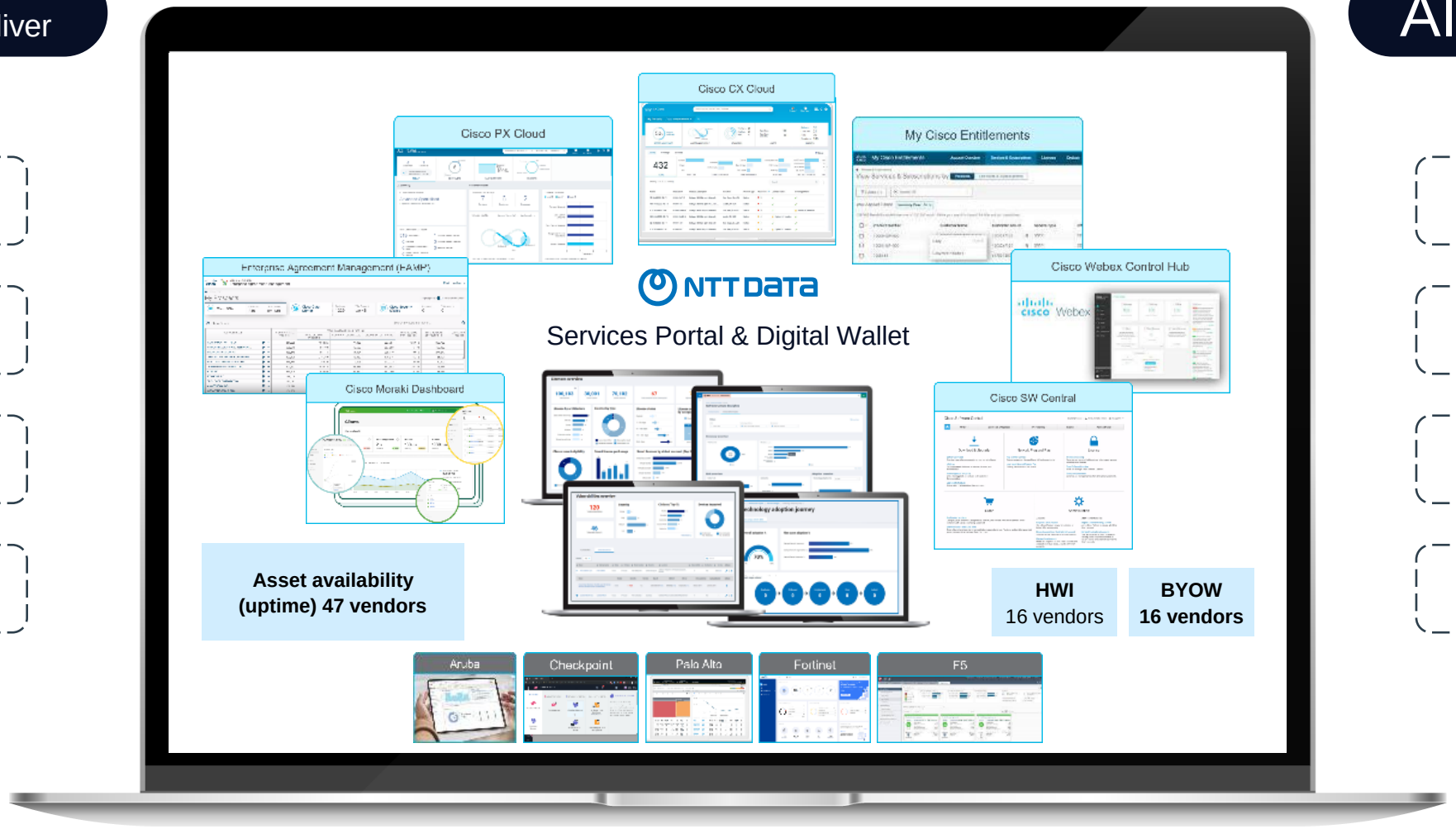
How it all comes together:

Cisco APIs Power NTT DATA's Service Portal

AI in what we deliver

AI-powered:

- **Risk report**
- **Report summaries**
- **License insights**
- **EoX Insights**



AI in how we deliver

AI-powered:

- **Case management**
- **Ticket resolution**
- **Sentiment analysis**
- **Workforce management**

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Contact your local NTT DATA representative for a demo.

Thank you.

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