

POINT OF VIEW

# Balance Your Digital Infrastructure to Meet Your Employee, Customer, and Budget Goals With Hitachi Vantara Managed Services.



## Overcome Obstacles to Your Customer and Employee Experience Goals

You get never a second chance to make a first impression. Customer experience and employee experience are significant differentiators that separate the most admired companies from the rest of the pack. It's hard to grow market share, increase customer loyalty, or attract the best employees without delivering outstanding customer experiences.

Technology alone provides the potential, but that potential must become a reality to realize these higher-level goals. Some organizations get there, some squander the opportunity by taking too long to get there, and others never realize the full potential of the technology at all. Those that focus solely on the technology, are often the ones that fall short in realizing their outcomes.

Hitachi Vantara Managed Services are all about converting that potential into outcomes. Our clients value these services in terms of reduced risk in achieving their desired outcomes, achieving those outcomes faster, and doing so at lower cost.

Our managed services achieve service levels more consistently, provide greater detail on how IT resources are being used to power your business, and unlock deep insights from your data. This empowers you and your staff to contribute more value to the business functions you support. In fact, in addition to value of achieving outcomes faster at a lower cost, our long-time clients often remark about the advantage of the increased business focus of their IT staff. Hitachi Vantara Managed Services enable them to strategically direct business outcomes with line of business leaders, rather than being sidetracked by mundane and repetitive operations task. This ability to respond quickly to maintain and increase competitiveness in a changing marketplace is essential to running today's digital business.



# Lower Your Costs With Hitachi Vantara Managed Services

Business interruption from routine hardware and software events are on the rise. New IT projects take longer to get up and running. Much of this is caused by the exponential growth in data, the increase in data formats and application types, and an increasingly complex IT infrastructure that runs all of it. New, more advanced approaches are available, but changes can disrupt current operations, and the learning curve to master new skills, processes, and technologies can cause further delays.

Managed Services from Hitachi Vantara provide a cost-effective alternative that not only accelerates time to value for new projects but also reduces the risk posed by today's complexity. We combine the latest technological advances in infrastructure, network, and data security with industry-leading expertise in AI, machine learning, and predictive analytics to achieve more consistent service levels at a fraction of the cost of doing this on your own.

Regardless of your plan for business, digital, and process transformation, our experienced services team can manage all or part of your digital infrastructure. These services are designed specifically for your requirements and preferences for any infrastructure onsite or offsite behind your firewall that are currently owned or provided as a service. Our services professionals will identify and recommend changes to infrastructure, process approaches and operational procedures that can reduce the potential risk of outage and data loss, improve your ability to meet compliance standards, and to reduce overall spending.



Learn how these customers maximized value with Hitachi Vantara Managed Services.

***Read the case studies here!***

- Allergan
- BMW Group
- CBTS
- FNZ
- online Data Cloud
- Public Health
- Vontobel

# Partner With a Trusted Leader in Technology

Hitachi designs, builds and continuously improves technology that enables business, digital and process transformation.

When you require help with anything from new technology to multivendor complexity to unexpected issues to cost savings, Hitachi Vantara offers a full range of services that:

- Optimize your hardware purchases and transfer knowledge to your IT staff;
- Manage part or parts of the hardware, software, processes and functions of your IT infrastructure to improve operations and reduce expenses; or
- Take responsibility for all of your IT infrastructure to eliminate service disruptions and reduce expenses

**Whether your strategic plans require management of part or all of your digital infrastructure, managed services ensure you benefit from best practices, expertise, and new technologies that meet your strict service level and budgetary requirements.**



## Business Transformation



The need to speed digital transformation to drive agility and improve competitiveness.



## Digital Transformation



Technology transformation to align business and IT goals with modernized infrastructure.



## Process Transformation

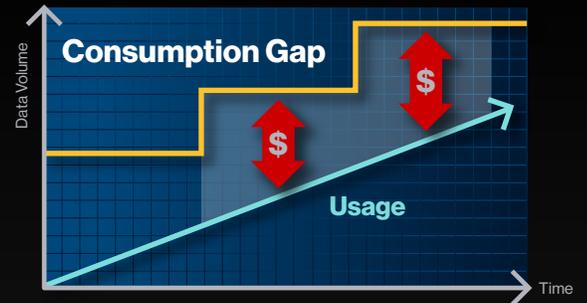


Development of platforms, automation and tools to speed IT process transformation.

**Hitachi Expertise:** 30 years of technical leadership

**Hitachi Services:** More than 80% of the Fortune 100 trust Hitachi Vantara to help them develop new revenue streams, unlock competitive advantages, lower costs, enhance customer experiences, and deliver social and environmental value

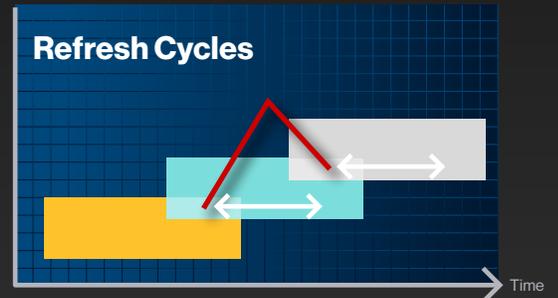
# Changes in Your Business Environment Can Enhance Traditional IT Issues



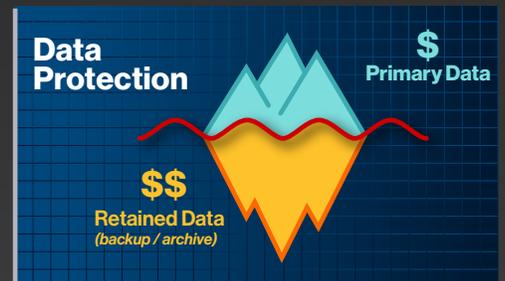
The amount of resource needed for peak demand and for growth compared to the amount of resource being used. Also, the inability to consume new features and functions due to the learning curve of the staff.



Traditional fixed budget cycles that require accurate long-term forecast are out of step with the fast pace of change the business needs to respond to rapidly changing market conditions.



The expensive data growth and the complex use of how data powers business makes changes to the infrastructure that supports it, potentially disruptive and costly without the right expertise and automation.



Data protection has become more critical and more difficult due to the perfect storm of increased threats, a greater portion of data being deemed mission critical, and more of the older data being put back into use for analytics.

# Build Business Value Faster With Hitachi Vantara Managed Services

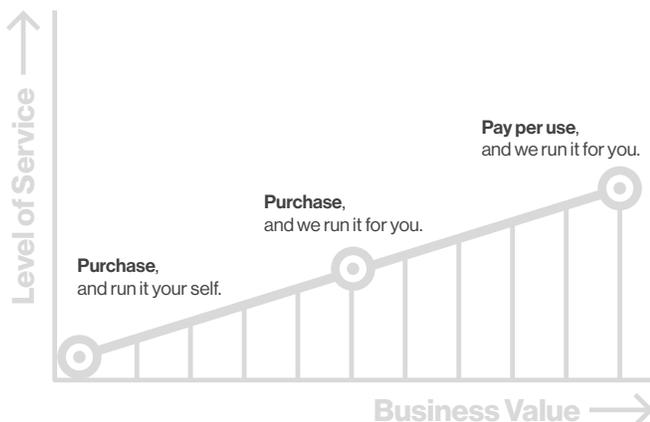
We can manage — remote and/or on-premises — datacenter infrastructure running enterprise and custom applications, for higher efficiency and lower total cost of ownership.

## Hitachi Vantara Managed Services

- Combine deep industry expertise with world-class technology and a global reach
- Transform key operations, enhance performance, and introduce innovation
- Add more value and free up your staff to focus on business priorities, driving growth and improving the competitive advantage in this rapidly evolving, complex world

## Choose Hitachi Vantara Professional, Managed, and Global Services As You Run, Optimize and Transform Your Business

Technology is enabling faster, more reliable decisions that fuel smarter innovation and operations. Hitachi Vantara offers services to meet your specific strategic needs from your digital infrastructure.



# Improve Operations and Reduce IT Infrastructure Expense With Managed Services

Hitachi Vantara Managed Services provide business solutions that include secure, fast, cost-effective access to technologies such as machine learning and AI, trusted intelligence and automation, sophisticated data analytics, and the technical expertise to master these, all without the big upfront costs.

We take responsibility for day-to-day administration and management of part or all of your IT infrastructure to improve operations and reduce expenses. We provide services based on SLAs in a subscription-based manner with monthly fees, allowing better cost predictability and staying within budget. The result is optimized IT resources without your having to make large investments or undertake risky and time-consuming change processes.

Backed by handpicked subject matter experts and by leveraging the economies of scale from a very large organization that uses machine learning and AI-driven management tools, you can optimize asset utilization, take advantage of consistent SLA delivery, and achieve the best possible outcomes at a lower cost. Our robust global operation, running 60 managed services contracts, is where best practices emerge that are developed and applied to all for further improvements.

By strategically adding Hitachi Vantara Managed Services, you get not only the best of both new technologies and best practices but also the cost savings of predictable as-a-service components, or XaaS.

## The Total Economic Impact™ of Managed Services From Hitachi Vantara for XaaS

Benefits  
(Five-Year)



ROI 214%



Benefits PV \$25.88M



NPV \$17.64M

**\$14.8M**

Improved service levels

**\$5.8M**

Avoided on-premises storage costs

**\$5.3M**

Streamlined IT team operations

Source: A FORRESTER TOTAL ECONOMIC IMPACT™ STUDY COMMISSIONED BY HITACHI VANTARA, FEBRUARY 2022



See the quantified impact of how managed services add more value and reduce more risk for IT infrastructure consumed as a service compared to traditional acquisition or simple pay-as-you-go asset consumption models



For more information on Hitachi Vantara Managed Services



#### ABOUT HITACHI VANTARA

Hitachi Vantara, a wholly-owned subsidiary of Hitachi Ltd., delivers the intelligent data platforms, infrastructure systems, and digital expertise that supports more than 80% of the fortune 100. To learn how Hitachi Vantara turns businesses from data-rich to data-driven through agile digital processes, products, and experiences, visit [hitachivantara.com](http://hitachivantara.com)

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