Service Definition Document for G-Cloud 14 Services

Cloud Strategy, Delivery and Management Services

NTT DATA UK LTD
Epworth House, 25 City Road, London, EC1Y 1AA
Tel.: +44 (0) 20 7220 9200
www.nttdata.com

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1 Service Definition Details for Cloud Strategy, Delivery and Management Services

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Cloud Strategy, Delivery and Management Services on the G-Cloud Framework. Information provided in this document is required by the G-Cloud framework and is designed to demonstrate how our services meet client requirements.

1.2 Overview of services

The following services help clients to plan, implement, optimise and manage their chosen cloud services. We apply industry best practice across all services and while we have standard methodologies and processes are able to tailor these to fit the specific needs of a customer.

- Cloud Strategy – Whether you're refining existing strategies or charting a new direction, our cloud strategy service enhances your organisation's digital journey, tailored to your specific business needs. We provide the expertise necessary to gain visibility on cost reduction, sustainable cloud adoption, and the modernisation of business services.
- Cloud Architecture – This TOGAF-based methodology service analyses your current architecture, envisions the end-state architecture, and charts a roadmap for its realisation. We conduct comprehensive gap analyses, estimate high-level costs, and project the benefits of cloud deployment, ensuring a thorough understanding and effective transformation of your IT landscape through leveraging optimal modernisation strategies.
- Cloud Delivery Assurance – Our cloud assurance service supports smooth implementation of cloud solutions, and efficient adoption of cloud technologies through independent review of delivery approach, planning and execution, and challenges and provides oversight of solutions proposed by vendors and suppliers to ensure best fit architectures and reduced costs.
- Cloud Modernisation and Migration – NTT DATA's cloud migration and modernisation service employs the proven 6Rs methodology: Rehost, Replatform, Repurchase, Refactor, Retire, and Retain. Through automated assessments, we efficiently analyse your current landscape, enabling rapid migration/modernisation. Our scalable and repeatable process ensures efficient and secure adoption of cloud-native services for optimised performance and cost-effectiveness.
- Cloud Foundations and Engineering – Our Cloud Foundations and Engineering service provides a platform for scalable and modular growth. Utilising Cloud Adoption Frameworks, we identify key activities and objectives to accelerate your cloud journey. Our certified cloud engineers and architects offer comprehensive managed services, ensuring continual delivery of cloud services across key public cloud environments.
- Cloud Native Application Development and Integration – NTT DATA's Cloud-Native Application Development and Integration service provides end-to-end solutions for creating new or transforming legacy applications. Using modern technologies, AI, and agile methodologies, we design, develop, and integrate cloud-native solutions, enhancing agility, scalability, and innovation and ensuring optimal performance and business value.
- Modern Workplace and Employee Experience – Services to support the design and adoption of Modern Workplace, End User Compute and Employee Experience platforms and tools to increase productivity and collaboration across the workforce. This incorporates strategic fit, business planning, business change, service integration readiness, migration from legacy environments, monitoring, and continuous improvement.
- Cloud Cost Optimisation and FinOps – NTT DATA's FinOps services encompass advisory, implementation, and continuous support, enabling organisations to effectively manage cloud costs. Through financial management practices and tools, we ensure cost transparency, prevent budget overruns, and optimise spending to ensure efficient utilisation of cloud resources for maximum value.
- Legacy Modernisation – Legacy modernisation offers a foundation for business growth, while preserving existing investment and lowering cost of operation. The service targets migration of legacy applications/infrastructure to strategic on-premise, Cloud based or a hybrid platform.

2 Service Descriptions

2.1 Cloud Strategy

2.1.1 Introduction

The Cloud Strategy service defines an overarching strategy for the use of Cloud in an organisation or department. The service comprises the following phases:

- Assess Organisational Cloud Maturity
- Assess DevOps Capability
- Define an Operating Baseline
- Cloud Strategy Definition
- Target State Blueprint
- Transformation Roadmap
- In-depth Assessment on Specialised subjects

a) Assess Organisational Cloud Maturity

The aim of this phase is to assess the organisational maturity for Cloud using our defined Cloud Maturity Model. Every organisation has a different maturity level, and this phase identifies where in the four stages of cloud adoption an organisation currently operates. Few organisations have a fully mature Cloud operation and in many cases it is not appropriate to try and achieve this in the short to medium term. This phase allows recognition of the current and desired maturity levels.

b) Assess DevOps Capability

The objective of this phase is to assess the organisational capability and readiness for adoption of cloud native solutions. This helps to identify gaps, understand the DeveOps rresources and skills required to operate in the cloud, and plan how to achieve the required skills.

c) Define an Operating Baseline

The key objective of this phase is to understand the As-Is position (in relation to business processes, the underlying applications, and the business strategy) and the impact this strategy will then have on processes and applications. This phase will also deliver the cost of maintaining the current business applications and underlying infrastructure. From this a defined 'baseline' can be derived on which to base the future Cloud strategy.

d) Cloud Strategy Definition

Using the baseline, we undertake an evaluation of what business processes could be moved into the Cloud and the business benefits/return on investment for each. This analysis evaluates many permutations, including:

- The different Cloud models i.e. Public, Private and Hybrid
- The different Cloud offerings i.e. Infrastructure as a Service (IaaS), Platform as a Service (PaaS), and Software as a Service (SaaS)
- The use of different Cloud models for different aspects of the software development cycle e.g. the use of Public Cloud offerings for Development and Test environments, and a Private Cloud offering for Production
- The approaches for optimising cloud spending and forecasting

The key objective is to deliver a flexible, cost-effective Cloud Strategy that ensures business processes are efficient and seamlessly integrated and that the businesses master data's integrity is maintained. It will highlight the benefits, cost and ease of moving business processes and applications into the Cloud.

e) Target State Blueprint

Using the Cloud Strategy that was defined, a Target or End State Blueprint will be created that:

- Articulates which business processes, features and functions will be moved into the Cloud
- Defines the Cloud models that will be used for each business process, feature or function
- Defines the business applications to be used to support the business processes and which Cloud model they will be supported on
- Outlines the integration between the different Cloud implementations and retained in-house applications to ensure seamless business processes and master data integrity
- Sets out the security precautions undertaken to ensure that the business data is secure
- Defines the approach for cost management in the Cloud

f) Transformation Roadmap

Using the Cloud Strategy and the Target State Blueprint, a transformation roadmap will be developed that gives a priority order with estimated costs and timeline for moving business processes and applications into the Cloud. This transformation roadmap will be based on:

- The business priorities of an organisation
- The return on investment of each Cloud initiative
- The imperative to move off legacy systems
- The level of complexity and duration of moving a business process/application into the Cloud

g) In-depth Assessment on Specialised subjects

After putting together the Transformation Roadmap, there may still be a level of ambiguity for certain subjects, such as moving off a legacy system or moving a complex business process into the Cloud. We typically recommend a further detailed assessment be performed in such areas to ensure that the assumptions used in the Transformation Roadmap are correct and that the Cloud migration for this area will achieve the business objectives.

2.2 Cloud Architecture

2.2.1 Introduction

This service utilises a TOGAF-based defined methodology to understand the current state architecture, end state architecture and transition road map. It includes a gap analysis against current capability, high level costs and projected cloud deployment benefits.

2.2.2 Service

Key components of the service are:

- Architecture readiness and maturity assessment to baseline the current state and gauge the most appropriate approach to fit business requirements
- Target architecture definition for cloud native and hybrid environments, including SaaS services
- Integration architecture to ensure a cohesive set of services
- Capability analysis to look at broader enterprise requirements including skills, training and sourcing
- Comprehensive architecture roadmap to deliver new services at a pace suitable for each business
- Total Cost of Ownership (TCO) and benefit analysis of proposed solutions

2.2.3 Outcomes

- Reduce delivery risk
- Align architecture and technical outcomes to business requirements
- Create solid architecture foundations for future expansion and scale
- Support faster technical decision making in-line with clearly defined architecture
- Reduce technical debt
- Provide an independent viewpoint and/or the ability to challenge vendor opinions
- Right-sized approach to meet organisational maturity and business need

2.3 Cloud Delivery Assurance

2.3.1 Introduction

Our Cloud Assurance service combines our experience in delivering Cloud programmes at scale with expertise across the different stages of the cloud journey and project lifecycle. We support our clients in maximising their investment in Cloud services and providing a 'critical friend' role to support delivery against desired outcomes.

Cloud Delivery Assurance provides a means to challenge overly complex or highly specified architectural solutions proposed by vendors and suppliers with leading to a more mature Cloud architecture solution and lower costs.

2.3.2 Service

They key components of the service are:

- Independent review of delivery approach, planning and execution
- Advice on the most appropriate delivery methodology and phasing (Agile, Waterfall)
- Analysis and identification of the key risks to delivery and potential mitigations
- Direction on the appropriate levels of governance and design authority
- Review of the effectiveness of delivery controls
- Audit of cost, benefit and proposed solutions
- Review of sourcing and partner approach
- Review of migration and target platform selection

These services can be delivered as a point in time 'health check' or as an ongoing centre for enablement model throughout transformation delivery.

2.3.3 Outcomes

- Align scope and business expectations
- Identify risks and propose early mitigation
- Provide measures to monitor ongoing delivery progress and success
- Maintain or regain delivery momentum
- Maximise investment in cloud services and reduce waste
- Maintain broader alignment with business policy and controls

2.4 Cloud Migration and Modernisation

2.4.1 Introduction

NTT DATA has a proven methodology that de-risks the migration of on-premise applications to Cloud services, and delivers a clear implementation plan with robust costings. Through automated assessments, we efficiently analyse your current landscape, enabling rapid migration/modernisation. Our scalable and repeatable process ensures efficient and secure adoption of cloud-native services for optimised performance and cost-effectiveness.

2.4.2 The Service

They key steps in this process are to:

- Analyse the business services and hence the underlying applications and information that need migration and to come up with the options for migration or modernisation
- Define the preferred option for migration or modernisation, with pros and cons that minimise risk for the client, whilst delivering in a timely and cost-effective manner
- Detail a high-level project plan for the migration process, including roles and responsibilities
- Detail a high-level estimate for the migration of the business services. Deliverables will include:
  - A report that details the options for migration, and a recommended migration process with pros and cons
  - A high-level cost for undertaking the migration
  - A RACI matrix for each activity in the Project Plan

2.4.3 Approach

The project will use NTT DATA's methodology for migration and modernisation planning, which consists of:

- Analysis of the applications and information that make up each customer’s business service
- Automated analysis for full discovery of the application landscape and infrastructure
- Defining the recommended target disposition for each application using the 6R’s methodology
- A list of dependencies on each application and information set
- A list of dependencies each application and information set has on other applications, information sets or infrastructure
- Detailing the technologies that can be used for migration of the required information sets
- Detailing the technologies to be used to modernises applications to cloud-native solutions
- Detailing clusters of applications and information sets that can or must be moved together
- Defining the approach that will minimise disruption to the customer whilst also de-risking the migration and providing a cost effective solution
- Using previous migration and modernisation experience to define the man days and sequencing for each activity
- Defining the risks and mitigation for the preferred option

2.4.4 Outcomes

- Clear modernisation and migration plan and prioritised roadmap
- Known timescales and cost base for delivery
- Clear approach to grouping applications for migration and modernisation
- Defined risk profile with mitigation and modernisation strategies

2.5 Cloud Foundations and Engineering

2.5.1 Introduction

A foundation for scalable and modular growth. This service uses Cloud Adoption Frameworks to help identify key activities and objectives to underpin the cloud journey. Once foundations are in place, the Cloud Engineering service provides comprehensive managed services to drive continual delivery of cloud services. All activities are delivered by certified cloud engineers and architects and cover all key public cloud environments.

2.5.2 Service

Key components of the service are:

- Cloud Landing Zone Jumpstart aligned to Cloud Adoption Frameworks covering Azure, AWS or GCP platforms
- Predefined ‘Jumpstart’ accelerators to significantly reduce setup, deployment, and operations
- Management tooling to maintain even the most complex IT environment
- Automation of configuration and operational documentation
- Certified expert cloud engineers and architects ensuring delivery of quality services

2.5.3 Outcomes

- Solutions scaled appropriately to meet business requirements
- Accelerated journey to Azure, AWS or GCP
- A best practice Cloud foundation ready for workload migration
- Infrastructure as Code setup to facilitate simple repeatable deployments
- Reduced setup time through pre-built configuration and automation modules
- Alignment to best practises for security, governance, and compliance
- Fully documented solution ready for transition to service

2.6 Cloud Native Application Development and Integration

2.6.1 Introduction

NTT DATA's Cloud Application Development and Systems Integration service offers consulting and delivery expertise in cloud-based custom application development and end-to-end systems integration. Utilising modern technologies, AI and agile methodologies, we design, develop, and integrate cloud-native solutions, enhancing agility, scalability, and innovation and ensuring optimal performance and business value.

2.6.2 Service

The service includes:

- Implementation of new services following Agile and Scaled Agile methods
- Deployment and education on our 'Engineering Excellence' mechanisms, using BDD and TDD alongside agile measurement and metrics to maintain high quality, high velocity delivery
- Delivery of DevSecOps pipelines to automate the path-to-live
- Integrated Infrastructure as Code capabilities for automation of all cloud services and environment lifecycle management
- Architecture, design, and delivery of solutions that align to cloud native principles, using microservices, serverless and containerisation
- Incorporates AI augmented solutions for implementation and testing
- API Integration into existing IT systems
- Iterative user research, experience design and user testing embedded within the delivery lifecycle and aligned to the GDS Service Standard
- Close collaboration with client staff supports upskilling, blended teams and capability development

2.6.3 Outcomes

- Modern digital applications that can operate on cloud environments and scale to meet demands
- Services that meet user needs and that are developed to change, reducing the cost of meeting future requirements
- Full automation, supporting lower operational costs and reduced time to deploy changes to live environments
- Self-service platform operations model facilitating scaling of cloud operations
- Greater stability, with fewer operational issues and higher service availability

2.7 Modern Workplace and Employee Experience

2.7.1 Introduction

Services to support the design and adoption of Modern Workplace, End User Compute, and Employee Experience cloud platforms and tools to increase productivity and collaboration across the workforce. This incorporates strategic fit, business planning, business change, service integration readiness, migration from legacy environments, monitoring, and continuous improvement.

2.7.2 Service

The service includes several components:

a) Desktop Services

- Build, configuration and auto deployment
- Application packaging, self-service, and delivery
- Deployment and migration
- Patching and updates
- End user support

b) Office 365

- Tenant configuration and integration
- Hybrid Azure AD design, implementation, and optimisation
- Exchange online migration and configuration
- Teams, SharePoint and OneDrive strategy, design, implementation, optimisation, and management

c) Mobility and Security

- InTune design and implementation
- JamF design, integration, and implementation
- Identity, security, and threat management
- Security policy design and configuration in-line with best practice
- Mobile Device Management (MDM)
- Mobile Application Management (MAM)

d) Employee Experience

- Usage and adoption insights
- Experience strategy and alignment with best fit tooling and platforms
- Knowledge management practices and approach
- Microsoft Viva implementation and configuration
- Microsoft Copilot and artificial intelligence

e) Remote Desktop Services

- Microsoft remote desktop services
- Citrix Remote Desktop
- Amazon Workspaces

2.7.3 Outcomes

- Increased collaboration and productivity in a secure and scalable way
- Improved end user support service and compliance
- Confidently run mixed-mode environments (Mac/Windows)
- Improved proactive security controls
- Improved knowledge management across the organization
- Reduce the risk of data leakage
- Enable remote workers to interact with services in a secure, consistent and reliable way

2.8 Cloud Cost Optimisation and FinOps

2.8.1 Introduction

Our service utilises an NTT DATA defined and proven FINOPS Framework with established processes to deliver effective and efficient optimisation of Cloud resources with significantly reduced Cloud costs. Through financial management practices and tools, we ensure cost transparency, prevent budget overruns and optimise spending to ensure efficient utilisation of cloud resources for maximum value.

- Optimisation is a critical part of establishing a steady, known cost profile of existing & future cloud services
- Enables organisations to effectively manage their costs, with streamlined mechanisms for extracting maximum value

2.8.2 Service

Optimise Infrastructure as a Service, Containerised and Storage workloads through the following activities:

- **Cost Planning**: determine the correct cost for applications running in the cloud
- **Cost Tracking**: ensure resources that are being used in the cloud are accurately tracked
- **Cost Savings**: locate wasteful resources e.g. resources have been initiated via a project but not closed down
- **Cost Optimisation**: continually reassess the services required to provide the desired availability and capability
- **Maturity**: monitor cloud spend, resources and savings using customized Dashboards that provide a comprehensive view of cloud footprint
- Optional Architecture reviews to identify where architecture can be optimised

2.8.3 Outcomes

- Reduce current cloud spend
- Control escalating costs, preventing budget overruns
- Ensure a sustainable approach to cloud usage
- Implement clear governance and reporting to provide appropriate visibility of cloud spend
- Improve communication and awareness on the importance of sustainable cloud FinOps practices

2.9 Legacy Modernisation Application

2.9.1 Introduction

Many organisations recognise the need to economise while enhancing constituent services, for example, consolidating data centres and considering how best to leverage new technology and the adoption of cloud to improve efficiency, share information and accelerate the delivery of services.

Legacy application portfolios can stand in the way of these objectives as they can be overly complex and outdated, require the organisation to support old programming languages, use obsolete data stores and unsupported technologies.

Legacy platforms are also disproportionately more expensive to maintain, and knowledgeable resources are becoming scarce. Replacing these systems is highly risky and usually associated with challenging business cases in terms of ROI. As a result, many organisations are considering an application portfolio analysis, consolidation, and comprehensive modernisation project.

Legacy Modernisation Services offer organisations a strong foundation for business growth while preserving existing investments and lowering costs of operation.

2.9.2 Service

Legacy modernisation consists of multiple service variations:

- Pre-modernisation services such as Architecture Assessment, Portfolio Rationalisation, Consolidation Planning, Knowledge Mining / Documentation and Application Retirement Planning
- Modernisation services such as Re-Hosting/Screen Scraping; for example, converting legacy green screen to GUI and wraps screen functions to Java or .NET components
- Microservice and Service-Oriented Architecture (SOA) Wrapping - creating a modern interface for existing legacy applications
- Re-Engineering/Re-Writing - mines the existing application's business logic to feed the re-engineering process
- Custom Development - involving the developing of modern, cloud native alternatives to exising applications
- Migration/Conversion - this extracts existing business logic and implements it in newer platforms, languages, or databases, post-modernisation migration services

2.9.3 Approach

Migrating to a modern, cloud-based applications platform is an increasingly attractive option for organisations. NTT DATA puts innovation to work for you by transforming legacy systems using modern programming languages, software libraries, protocols, processes, or hardware, enabling your organisation to better flex to constituent and legislative demands. NTT DATA uses a best practice methodology based on a proven five-step methodology known as the Application Renovation Methodology (ARM). This consists of the following:

- Solution Planning - Inventory Scan and Analysis
- Pilot and Calibration - Solution Design and Testing
- Renovate - Software Renovation / Data Conversion
- Validate - Test Data Generation / Comparison Testing
- Implement - Data Migration and Implementation

2.9.4 Outcomes

The key benefits of conversion to modern (cloud-based) technologies include:

- Reduced operational cost and support effort
- Access to new technologies and innovation - using up-to-date languages and platforms minimises operational risk
- Minimal impact to end users
- Improved user experience
- Reduced license fees - consolidating redundant, expensive legacy software and hardware support licenses with subscription-based pricing (SaaS/PaaS)
- Less hardware - modernisation leading to cloud migration eliminates costly hardware

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note the following details in relation to any direct award or competition under the G-Cloud framework agreement.

NTT DATA is not able to provide a Parent Company Guarantee (PCG). If your call-off order or competition requires a PCG, then NTT DATA will be forced to decline the call-off order or withdraw from the competition.

3.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

3.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing Document and SFIA Rate Table associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 14 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges and Managed Services Charges will be invoiced quarterly in the middle of each quarter

3.5 Consumer responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

3.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- Cyber Essentials
- Cyber Essentials+

4 About NTT DATA

4.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is the world's 6th largest global IT Services provider (reference: Gartner). It employs more than 130,000 people across 40 countries and has annual revenues of more than $22bn.

For more than 45 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across the Americas, Europe/Middle East and Africa (EMEA) and Asia Pacific regions. In EMEA, NTT DATA has operations in 39 cities across the region.

4.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham.

NTT DATA in the UK is a £400m per annum turnover organisation that focuses on supporting clients in Public Services, Telecommunications and Media, Insurance, Manufacturing, Consumer & Travel and Energy & Utilities sectors. Its operations are underpinned by ISO registrations (ISO9001, ISO27001 and ISO14001), Cyber Essentials+ and membership of UK professional bodies.

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients, companies include NTT Europe, NTT Security, Itelligence, and Dimension Data.

4.3 How we help our clients?

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

4.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

4.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

4.6 Further information

See https://uk.nttdata.com for further information, or contact us at nttdatauk.requirements@nttdata.com