



Service Description Document for :

ServiceNow Managed Services



January 2026 | Document Version 0.1

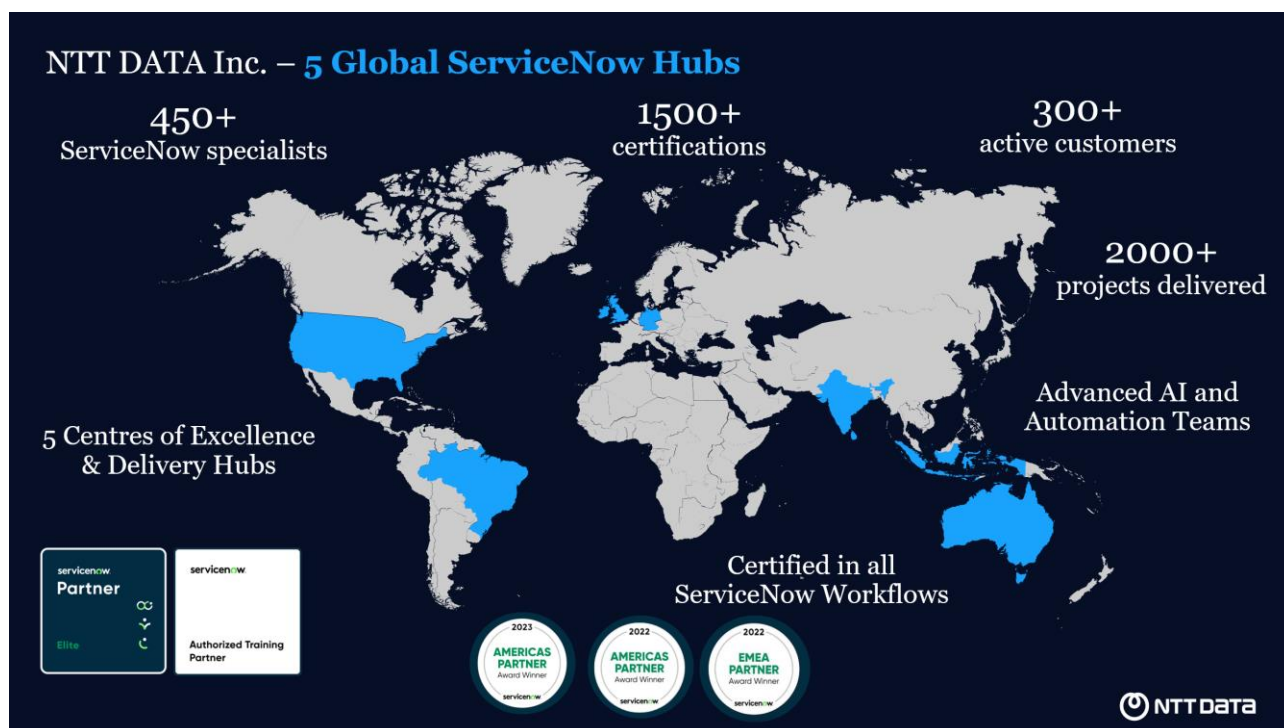
NTT DATA Business Solutions

We drive our customer's digital transformation journey on ServiceNow.

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve our customer's ServiceNow solutions to make them work for companies – and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for ServiceNow Products: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our strategic partnership with ServiceNow gives you access to innovative solutions and developments and drive your journey into the AI space through an Agentic Workforce. Being part of the global NTT DATA group enables us to master any scope of project.

With operations across North and South America, Europe, India and APAC, we have enabled thousands of companies to become more efficient and effective during the last decades. Our 450+ specialists with over 1,500 certifications around the world drive and accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making ServiceNow work for companies – and for their people: We enable our customers to realise maximum value from their ServiceNow solution.



We are proud to be consistently recognised within the ServiceNow Partner ecosystem, having won multiple ServiceNow accolades over the years. We are also delighted to announce our recent strategic partnership with ServiceNow, becoming their strategic delivery partner for AI as we become the leader in, and largest consumer of, ServiceNow's AI Platform.

These awards and our global relationship celebrate the exceptional performance of one of the world's foremost ServiceNow partners, underscoring our commitment to excellence and innovation. Additionally, our greatest asset and our most significant differentiator is our people. In 2024, NTT DATA Business Solutions was named a Global Top Employer in 29 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

ServiceNow Managed Services

NTT DATA Business Solutions are a leading Elite Global ServiceNow Partner. We understand the business of our clients and know what it takes to transform it into the future. We partner with our customers to drive digital transformation. We provide a complete offering for Service Operations for ServiceNow subscriptions and licensing to advisory and implementation, to managed services and beyond. We continuously improve ServiceNow solutions and technology to make them work for institutions and companies – and for their people.

Our clear focus on ServiceNow, combined with our own products, services and solutions make our value proposition unique. Once you decide to transform, we support you end-to-end and around the world.



NTT DATA Business Solutions was founded in 1989 in Bielefeld, Germany, and was one of the first SAP partners and through a 33-year journey the company has expanded to a 1.423 BEUR company with 13,500 employees operating in over 50 countries. We have extended our partnership with some of the world's most influential software vendors including becoming a ServiceNow Elite Partner with specialisation across the Now platform portfolio to enable organisations to operate their business through the ServiceNow platform.

NTT DATA Business Solutions business portfolio

As a ServiceNow Elite Partner, NTT DATA Business Solutions provides a comprehensive ServiceNow Managed Service designed to maximise long-term value from the ServiceNow platform across its full lifecycle. Built on unrivalled experience and deep technical and functional expertise, our managed service ensures the platform remains stable, secure and continuously optimised, enabling organisations to realise measurable business outcomes, improved digital services and sustained return on their ServiceNow investment.

Our strength lies in platform-wide managed services, underpinned by unrivalled experience and expertise in ServiceNow Technology Workflows, including ITSM, ITOM and ITAM. We support some of the world's most digitally dependent organisations, helping them increase service reliability, improve operational efficiency and gain greater visibility and control across their technology estate. Whether organisations are re-platforming core applications to the cloud, operating large and complex communications networks, adopting IoT-enabled operating models, or supporting users who rely on an ever-expanding portfolio of digital and IT services, our managed service enables confident, resilient and well-governed operations.

Our specialists bring extensive experience across some of the most complex and mature ServiceNow environments in operation today. Through proven best-practice frameworks, embedded service operations

AIOps accelerators and deep knowledge of the ServiceNow platform, we provide proactive, outcome-focused management that goes beyond day-to-day support. We focus on continuous optimisation, service quality improvement and insight-led decision-making, ensuring the platform consistently delivers business value as organisational needs evolve.

As a strategic ServiceNow partner, NTT DATA Business Solutions works alongside customers to ensure ServiceNow remains aligned to business priorities and future direction. We help organisations move beyond functional use of the platform to unlock its full potential as a strategic system of action, supporting operational excellence, scalability and ongoing digital transformation.

Managed Services

NTT DATA Business Solutions Managed Services provide flexible, expert ServiceNow support designed to meet the unique operational and strategic needs of your organisation. Our managed service ensures the ongoing stability, performance and optimisation of your ServiceNow platform, supporting smooth day-to-day operations, rapid issue resolution and a seamless transition from existing services or providers. Delivered by a ServiceNow Elite Partner with deep platform expertise, our approach protects value today while enabling continuous improvement and long-term outcomes.

We offer a range of managed service models, enabling organisations to choose the level of engagement, flexibility and control that best aligns to their operating model, scale and ServiceNow maturity:

- **Dedicated Experienced Team**
A fully aligned, named team that acts as an extension of your organisation. This model provides end-to-end platform support with deep knowledge of your ServiceNow environment, business priorities and governance processes, delivering consistency, accountability and a strong partnership approach.
- **Shared Resource from a Named Pool**
Access to a pool of named, highly skilled ServiceNow specialists shared across multiple clients. This model offers a cost-effective way to access expert capability while maintaining service continuity, quality assurance and familiarity with your platform configuration and standards.
- **Draw Down Support Hours**
A flexible model based on pre-purchased support hours that can be used as required. Ideal for ad-hoc support, specialist advice, minor enhancements or optimisation activities, this approach provides control over cost while enabling rapid access to expert assistance when needed.
- **Staff Augmentation**
Experienced ServiceNow professionals embedded within your internal teams to provide additional capacity or specialist skills. This model supports peak workloads, complex requirements or temporary capability gaps, while allowing you to retain direct management and oversight.
- **Transition Service**
A structured onboarding and transition service designed to ensure continuity and minimise risk when moving from legacy platforms or incumbent providers. This includes knowledge transfer, service stabilisation and alignment to agreed operating models, ensuring a smooth and controlled transition into steady-state support.

Enhanced Benefits

Our managed service is designed to provide more than technical support, delivering assurance, transparency and continuous value through a comprehensive set of benefits:

- **24/7 Ticket Logging via NTT DATA Solution Manager**
Customers have round-the-clock access to the NTT DATA Solution Manager for ticket logging, ensuring issues, requests and queries can be raised at any time. This provides a consistent, auditable entry point for all support activity, improving traceability, prioritisation and responsiveness.
- **Clear and Predictable Support Coverage**
Standard support is provided from 9am to 5pm, Monday to Friday (UK time), excluding public holidays. Defined coverage windows ensure clarity on availability, response expectations and escalation paths, supporting effective service planning and governance.

- **Standardised and Measurable SLAs**

Our managed service operates against clearly defined Service Level Agreements, ensuring consistent service delivery across all customers. SLAs provide transparency on response and resolution targets, support performance management and enable continuous service improvement through regular review.

- **Expert L2–L3 Support with Consultancy-Led Approach**

Our experienced support teams resolve L2–L3 tickets across incidents, service requests, problem management and change. Beyond resolution, teams provide advisory input and best-practice guidance, helping customers address root causes, reduce repeat issues and optimise platform usage.

- **Robust Governance and Account Management**

An assigned UK Account Manager provides a single point of contact for service governance, overseeing day-to-day performance, coordinating resources and ensuring alignment to agreed objectives. Regular service reporting, reviews and SLA monitoring ensure transparency, accountability and continuous alignment to business needs.

- **ITIL-Aligned Service Management Processes**

ITIL-based processes for incident, change and problem management underpin our managed service, ensuring structured, repeatable and reliable support. This reduces operational risk, improves service quality and supports controlled change across the ServiceNow platform.

Together, these benefits ensure NTT DATA Business Solutions Managed Services deliver dependable operations, expert guidance and sustained value from your ServiceNow platform, while providing the assurance of working with a trusted, strategic ServiceNow partner.

Adoption & Value Realisation

NTT DATA Business Solutions Managed Service is designed to drive sustained platform adoption and accelerate value realisation from ServiceNow, ensuring the platform delivers measurable business outcomes long after go-live. Built on extensive experience supporting complex and business-critical ServiceNow environments, our managed service focuses on embedding ServiceNow into day-to-day operations, increasing utilisation, improving service quality and ensuring continued alignment to organisational priorities.

Our deep expertise across ServiceNow Technology Workflows, including ITSM, ITOM and ITAM, enables organisations to move beyond basic functional use of the platform. Through proactive management, optimisation and best-practice guidance, we help customers increase maturity, standardise processes and unlock greater insight and automation. This approach ensures ServiceNow is consistently used as a system of action, supporting improved decision-making, operational efficiency and service resilience.

Value realisation is underpinned by strong governance and transparency. An assigned UK Account Manager provides a single point of accountability, supported by structured service reporting, SLA monitoring and regular service reviews. This governance model ensures performance is visible, risks are managed, and opportunities for optimisation and improvement are identified and prioritised in line with business objectives. Clear ITIL-aligned processes for incident, problem and change management provide stability and control, enabling organisations to confidently evolve their ServiceNow platform.

Platform adoption is reinforced through a consultancy-led support model that combines expert L2–L3 resolution with ongoing advice and optimisation. By addressing root causes, improving service quality and continuously refining how the platform is used, we help drive consistent adoption across teams and functions. The result is a ServiceNow platform that is trusted, well-governed and fully embedded into operational processes.

Through its Managed Service, NTT DATA Business Solutions enables organisations to protect and extend the value of their ServiceNow investment. By combining experience, platform expertise and robust governance, we ensure ServiceNow continues to evolve in line with business needs, delivering sustained value, higher adoption and long-term operational excellence.



Business Facilities and locations

In the United Kingdom we are in London, Coventry, Glasgow, and Dublin.

We have offices all over the world including in Brazil (6), Canada (1), United States (2), Australia (5), China (4), India (4), Indonesia (1), Malaysia (1), Singapore (1) and Thailand (1).

Number of employees

NTT DATA has around 13,500 employees.