



NTT DATA Business Solutions

Service Description Document for G-Cloud for:

Hexagon Cloud Application Services

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

We Transform Technology Solutions into Value

We understand our clients' businesses and know what it takes to prepare them for the future. At NTT DATA Business Solutions, we drive innovation across the full lifecycle, from advisory and implementation to managed services and beyond. We continuously improve technologies and digital solutions to ensure they deliver real value for organisations and for the people who rely on them.

Looking to transform, grow, and achieve greater success? We offer more than deep technical expertise. As a passionate and trusted partner, we connect your business opportunities with the latest technologies and provide a proven, pragmatic approach to delivering results smoothly and effectively. Our strong partnerships across the technology ecosystem give you access to innovative solutions and ongoing advancements. As part of the global NTT DATA Group, we are equipped to manage projects of any size, scale, or complexity.

With operations in more than 30 countries, we have helped thousands of organisations become more efficient and effective over the past three decades. Our global team of more than 14,000 experts supports clients on their journey towards becoming truly intelligent, data-driven enterprises, starting wherever they are today. We specialise in making complex technology solutions work in practice, delivering measurable outcomes for businesses and meaningful impact for their people. We transform technology solutions into value.

We are proud to be consistently recognised across the global technology and consulting ecosystem for our performance and innovation. These honours reflect our commitment to excellence in areas such as business transformation, intelligent technologies, and cross-portfolio delivery. Just as important as these achievements is our greatest differentiator, our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This recognition underscores our commitment to fostering a supportive, inclusive, and high-performing workplace, and reinforces our reputation as an employer of choice for technology professionals worldwide.

Hexagon Cloud Application Services

Introduction

Hexagon EAM is provided as a full Software-as-a-Service, and includes Platform services, Infrastructure services and Technical Managed Services to ensure the operation of the full Hexagon EAM stack with an application-level availability of 99.7%.

In addition to these core services provided under the Hexagon Cloud contracts, there are a range of services which can be performed by the Customer, or an implementation/support partner such as NTT Data Business Solutions

This price list relates to those services being provided by Hexagon under a VAR contract with NTT Data Business Solutions. Should customers wish these to be provide directly by NTT DATA Business Solutions, this can be performed based on pricing in our listing under “G54a SDD – Hexagon Cloud Application Services”. NTT Data Services offer the same technical services as listed here.

Maximize value, savings, and performance with Hexagon Cloud Application Services offerings.

Run the most integrated managed services for Hexagon software

- ✓ Global service portfolio available 24x7
- ✓ Subscription-based consumption model
- ✓ Fixed-price, outcome-based packaged services
- ✓ Broad portfolio to match your operational requirements
- ✓ Flexible scope with costs determined up front

Choose and pay only for the Hexagon Cloud Application Services you need

From daily admin tasks to highly specialized support, create your own menu of flexible services from our extensive packaged offerings, including:

Continuous, holistic application operations and monitoring

- Application operations package
- Application landscape monitoring package
- Core operations package for Hexagon EAM and Hexagon Databridge Pro

Upgrade and testing automation

- Cloud integration testing package
- Regression testing package
- Release version upgrade package

Data quality and volume optimization

- Data quality package
- Data volume package

Turnkey support

- All of the above

Simplify end-to-end management of cloud systems from Hexagon

The Hexagon Cloud Application Services delivers a full spectrum of value-adding support and solution improvement options, including:

Flexibility and simplification, both commercially and from a consumption perspective, which is central to the services innovation mindset of our organization

Expert resolution of issues and value maximization with a comprehensive portfolio ranging from stable application operations through higher value services, such as data management, release management, advanced monitoring, and Hexagon adoption.

Application Managed Services

The Hexagon Application Managed Services offering provides additional support, providing 24x7 monitoring and support by Hexagon, to proactively detect and fix errors, respond to incidents, and foster continuous innovation.

- Enhance and optimise solutions to meet business needs
- Lower total cost of ownership through best practices, tools, and expert advice
- Enable hybrid cloud landscape through seamless integration

Onboarding

Hexagon Cloud Application Services can be subscribed to at the time of purchasing or renewing a subscription to Hexagon EAM.