



NTT DATA Business Solutions

Service Description Document for G-Cloud for:

Hexagon (HxGN) EAM Cloud Implementation Services

Document Version 1.00

NTT DATA Business Solutions is a partner of Hexagon and provides all Hexagon products in the same form as if they had been purchased from Hexagon

HxGN EAM Cloud Implementation Services

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.

Transforming Through Expert Partnerships and Specialised Services

NDBS is a global organisation dedicated to the implementation and support of HxGN EAM technology solutions. We are one of Hexagon's Premium Partners – a small group of companies awarded by Hexagon as being their most trusted, experienced, and strategic partners. We are backed by our strong parent company, NTT Group, who are 55th on Fortune Global 500 of companies and one of the world's largest IT service providers, so that our customers can find comfort in our financial stability and depth of resources. Our expertise with HxGN EAM is also end-to-end, meaning we have project implementation expertise, support, and skills across all business areas such as Asset Management, Work Order Management, Materials Management, Procurement, SAP Integration and Data & Analytics, whilst our key skillsets remaining in the implementation of core asset systems.

We are proud to be recognised widely within the Hexagon eco-system, and as a premium partner of Hexagon and with our expertise across all of Hexagon's EAM solutions, you can take comfort that NDBS will always look to advise on the future as well as the present.

We firmly believe success is driven by our respective teams working in harmony as a single team with a common goal. This focus on culture is fundamental to our approach.

NTT DATA Business Solutions business portfolio

Software-Solutions

Hexagon Software & Technology - As a Hexagon partner, we offer and resell the full range of Hexagon software and technology and understand better than anyone how to generate unprecedented results by using HxGN EAM.

Own & Partner software products - our own software products provide value-added functionality and features for various industries and business areas. They are designed to optimise your processes and allow for seamless integration into your existing IT landscape, whether that be on premise or in the cloud.

Business Transformation Services

Advisory services – we understand your business needs and guide you in developing an IT strategy and roadmap that sets the stage for sustainable innovation and continuous improvement.

Co-innovation Services – From ideation to process automation or business model innovation, we make sure you utilise the opportunities of emerging digital technologies where it makes the most sense for your company.

IT Adoption & Value Realisation

Implementation Consulting Services - to optimise your business processes. We design and implement HxGN EAM technology, supplemented by best practices and custom-built extensions to meet industry and line of business requirements.

Application Management Services - as your long-term partner, we ensure that your IT is resilient, high performing and future proof. Our flexible service concepts cover on-demand HxGN EAM support as well as tailored optimisation and enhancements.

Managed Cloud Services – we can take care of your cloud transformation and operate your cloud-based IT environment, from technical management to managing security, cloud platform and infrastructure operations.

Solutions - our packaged solution approach, includes a suite of industry, line of business and technology solutions to help you leverage, pre-built content, and accelerators for fast and tangible results.

Business Readiness & Adoption Services - you can be sure that your transformation projects deliver their value to the business as we help you to manage change as an integrated part of a Project methodology.

Cloud Infrastructure

As a full stack provider, we can provide highly flexible and scalable cloud infrastructure for optimal IT operations and business support – using our data centres worldwide or leveraging hyperscale resources from our partners Amazon Web Services (AWS), Microsoft Azure (MS Azure) and Google (GCP).

Please note that for HxGN EAM Cloud solutions, all components are hosted and managed by Hexagon directly, rather than by NTT DATA.

In summary we offer implementation and advisory consulting services associated with the HxGN EAM application toolsets and NTT DATA Business Solutions IP across:

- Focused on adoption of HxGN EAM Best Practices
- NTT DATA solutions to enhance or extend existing HxGN EAM solutions
- Collaborative Implementation Approach of HxGN EAM solutions
- Dedicated UK implementation and support teams, flexible shoring models
- One-Stop-Shop for HxGN Solutions
- Implementation of HxGN EAM
- Implementation of HxGN Databridge Pro
- Implementation of Infor ION
- Implementation of HxGN EAM Integrations
- Value Acceleration Services for supporting Data, Training, Testing, Organisation Change



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.

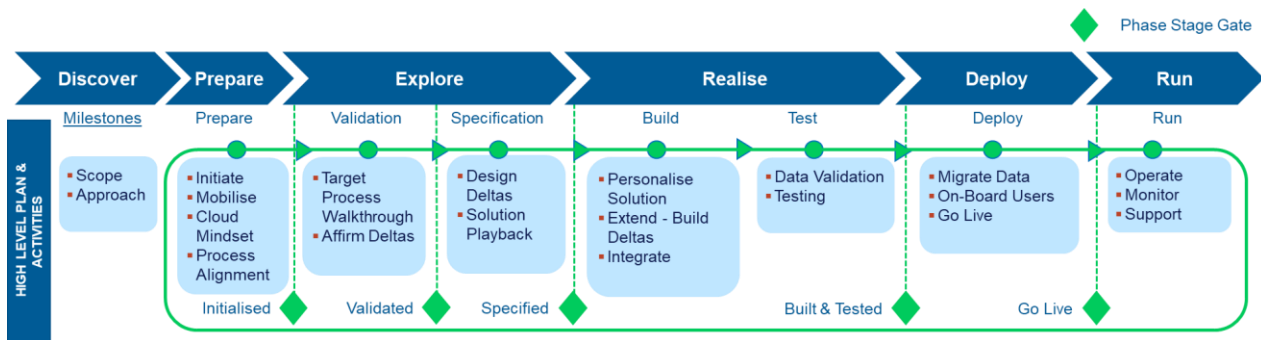
NTT DATA Implementation Approach

NTT DATA Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the HxGN EAM software, available through our Lot 3 listing – Cloud Support - NTT DATA Business Solutions HxGN EAM Cloud Implementation Services. These services cover:

- Application skills for implementation, configuration, testing support.
- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the HxGN EAM platform

Customers achieve fast and cost-efficient deployment of HxGN EAM products and innovations through a consistent and proven methodology.

The implementation approach encompasses the management of the key workstreams throughout the 6 phases of implementation (top axis). Key activities during each phase of the implementation include:



Discover Phase Activities:

- Solution scoping via the HxGN EAM Discovery Workshops
- Value discovery (optional, if required)

Prepare Phase Activities:

During Prepare, the client team are introduced to the NTT DATA project team. This phase is all about planning and preparing for the start of the project.

Explore Phase Activities:

The Explore phase of a project bridges activities primarily related to preparation with those related to solution build, development, and implementation. Explore is the structured assessment of a businesses' ability to adopt a solution based on the solutions standard processes, with the aim of cost efficiency and speed of implementation.

Explore – Solution Validation

The initial period at the start of Explore is entitled Solution Validation. The purpose of Solution Validation is to agree the processes based primarily on the HxGN EAM standard solution or the HxGN EAM Elevate template. The HxGN EAM Elevate template represents pre-configured business processes to ensure a shorter time to value. HxGN EAM Elevate provides a wealth of pre-configured business processes that supplement and build onto the standard HxGN EAM solution.

Explore – Solution Specification

The "Explore – Solution Specification" sub phase builds on "Explore – Solution Validation" to capture details to support the solution design. This is achieved by:

- Capturing personalisation details needed to build the solution.
- Undertaking detailed design workshops for the agreed deltas.

Realise Phase Activities:

During the “Realise” phase, the project prepares the solution based on the configuration options available within the Solutions for the organisation.

Deploy Phase Activities:

Deploy is where the project team prepare to take the designed, built, and tested solution live for the countries, Companies and Locations that are included in the project.

Run Phase Activities:

The Run phase will represent “business as usual” for those companies within the Deployment. It encompasses the activities that are undertaken on an on-going basis to keep the solution running satisfactorily and to support continuous business improvement.

Our approach embeds the following principles:**START with STANDARD FUNCTIONALITY**

with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including Process Flows, pre-configuration, Test Scripts, Data Migration Assets, and end-user documentation and help.

VALIDATE the SOLUTION

Validation to Best Practices and Fit-Gap Analysis.

MODULAR and AGILE

HxGN EAM provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits. Each functional area is broken down into a build cycle to provide focus on both the solution and the data requirements for the functional area.

PRE-ASSEMBLY & CLOUD READY

Optional pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.

QUALITY BUILT-IN

A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.

A FOCUS ON ADOPTION

Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

Software Support is provided by HxGN EAM Enterprise Support. Additional cost options are available for enhanced support from HxGN EAM and details are available on request.

NTT DATA can also provide additional application and technical managed service support for the application which enhances the HxGN EAM Enterprise Support with additional support for the application and the technical elements of the application. This can include 'how do I?' and 'break-fix' type support.

Maintenance Windows

For Hexagon Cloud, there is a bi-monthly maintenance window for the deployment of interim patches. In addition, there are up to 2 major upgrade windows per year (May and November). Details of all maintenance windows and release/patch contents are published by Hexagon.

On-boarding and Off-boarding and Access to Data

Prior to the execution of the Order, we will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

NTT DATA shall undertake on-boarding and off-boarding activities agreed within the Order and an exit plan in line with Call-Off Contract terms which will be charged for accordingly.

When offboarding, for the HxGN EAM solution, Hexagon provides the entire HxGN EAM database dump file at the end of the service. It is the customer responsibility to download any interim data prior to contract termination. Additional cost options can provide enhanced support from NTT DATA to support the customer in the offboard and data extraction elements up to the contract termination.

For the private hosted solutions, the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NTT DATA to support the extraction of the data.

Business Continuity

For HxGN Cloud, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

For private hosted solutions, a disaster recovery plan would require discussion with the Client based on their specific needs.

Enhanced Business Continuity coverage is available as an additional cost service.

After Sales Support

Hexagon provides Enterprise Support for the duration of the subscription (software support). NTT DATA can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NTT DATA can provide specific detail on application.