



Service Description Document for :

ServiceNow Implementation Services



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NTT DATA Business Solutions is an Elite ServiceNow Partner and provides all ServiceNow products in the same form as if they had been purchased directly from ServiceNow

NTT DATA Business Solutions

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.

ServiceNow Implementation 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 by providing complete implementation services for ServiceNow, as well as advisory and consultancy services. 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 specialises in helping organisations maximise their ServiceNow platform to deliver enhanced outcomes, improved digital services, and the highest levels of ROI from their ServiceNow investment. Our unrivalled expertise in ServiceNow enables us to work with some of the world's most digital dependent organisations to enable their service operations maturity enables them to confidently unlock their digital transformation potential whether that is re-platforming core business applications to the cloud, operating large communications networks, transforming business models to IoT, or meeting the daily needs of users to consume a growing number of digital and IT services.

Our specialists have delivered many of the most advanced Service Operations deployments of ServiceNow, and our best practice methodologies, service operations AiOps intellectual accelerators, and our depth of expertise in the ServiceNow platform means we are the first choice of digital first businesses. Our expertise in enterprise digital operations platforms [ERP, FMS, HCM, EAM] means we are able to extend the power of ServiceNow Employee, Industry and Creator workflows across businesses as they look to streamline, simplify and automate how their business works on the Now platform.

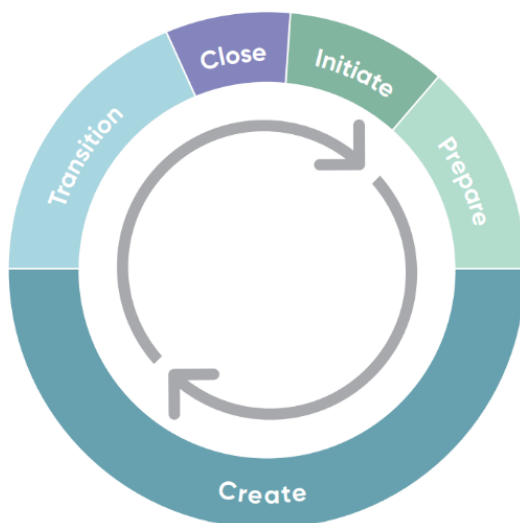
NTT DATA Business Solutions have adopted the ServiceNow Implementation Methodology (SIM) to ensure our customers follow the ServiceNow best practice delivery approach. By utilising a framework approach with

core components, we deliver outstanding services to customers that are standardised, repeatable, and scalable to meet the global demands of the largest and most complex customers.

Our SIM powered approach includes.



SIM contains five stages that are applied adaptively, based on the type of engagement and/or the product(s) in scope:



Initiate: Understand the customer, begin the preparation work, staff the delivery team, formally kick-off engagement.

Prepare: Hold workshops to understand process and platform needs. Finalize engagement timeline and refine configuration requirements (stories).

Create: Run Agile Scrum cycles to realize business objectives and value through rapid configuration and transparent reporting.

Transition: Support user acceptance testing (UAT); provide customer support readiness, go-live, and post go-live support.

Close: Formally close engagement, solicit internal feedback of lessons learned, and assess success.

Software-Solutions Implementation

Our implementation services span the full lifecycle, delivered through a trusted partnership approach that focuses on measurable business value at every stage. We begin with ServiceNow Advisory and Strategy, working closely with stakeholders to align platform capabilities with business priorities, inform investment decisions and define clear, outcome-driven objectives. This is supported by ServiceNow Design & Definition, where we create scalable, user-centred solutions that translate strategy into practical, deliverable designs aligned to both current needs and future growth.

NTT DATA Business Solutions deliver structured, efficient deployments tailored to organisational requirements, ensuring speed to value without compromising quality or governance. This is underpinned by a clear ServiceNow Roadmap, providing a phased and prioritised plan to scale, optimise and extend platform capabilities over time. Our approach ensures that every deployment is not only technically robust, but also tightly aligned to long-term business outcomes and return on investment.

We complement delivery with strong operational and optimisation services that protect and enhance value over time. ServiceNow Ongoing Support and Enhancement maintains platform health, drives continuous improvement and ensures the solution evolves in line with organisational change. ServiceNow Service Operations capabilities across incident, problem and change management, combined with enhanced visibility and monitoring, improve operational control, resilience and insight. We also deliver specialist solutions such as Certificate Management, automating the full certificate lifecycle to reduce security and availability risk, and Cloud Management, enabling effective governance, standardised provisioning and improved cost control across cloud environments. Organisational Change Management (OCM) underpins all services, supporting adoption through structured communication, training and stakeholder engagement to ensure lasting value.

As an elite ServiceNow partner, we offer and resell the full range of ServiceNow Technology, Employee, Industry and Creator Workflow solutions, with deep expertise in delivering trusted, measurable outcomes from the platform. Our specialist knowledge includes ITSM, enabling standardised and efficient service delivery; ITOM, providing discovery, service mapping and proactive operations; ITAM, delivering end-to-end asset visibility and financial control; and a robust CMDB, forming a trusted data foundation for decision-making and automation. We also bring advanced capability in Operational Technology Visibility (OTV) and OTV with Response (OTVR), extending ServiceNow into OT environments to discover, monitor and respond to operational assets and risks. This breadth and depth of expertise enables organisations to fully deploy, adopt and maximise the power of their ServiceNow platform, delivering sustained, long-term business value through a trusted partnership.

Business Transformation Services

Advisory Services – We work closely with stakeholders to understand your business objectives, operational challenges and technology landscape. Using this insight, we define a clear ServiceNow strategy and roadmap that aligns platform capabilities with business priorities, establishes strong governance, and sets the foundation for sustainable innovation, measurable value and continuous improvement over time.

Co-innovation Services – From early ideation through to process automation and new business model innovation, we collaborate with your teams to identify and validate high-value use cases. By applying emerging digital technologies and ServiceNow capabilities where they deliver the greatest impact, we help you rapidly prototype, scale and embed innovative solutions that drive efficiency, agility and competitive advantage.

The Implementation Team

We have outlined below a typical implementation team composition of both NTT DATA Business Solutions and customer stakeholders to drive a successful assessment.

Organisation	Resource Type	Details
NTT DATA Business Solutions	Project Manager	Responsible for running the project on a day-to-day basis and be the point of contact during this programme of work.
NTT DATA Business Solutions	ServiceNow Technical Architect	Will oversee the design and configuration of the implementation of the ServiceNow modules, ensuring alignment with business requirements and operational improvements.
NTT DATA Business Solutions	ServiceNow Developer	Configuring the agreed solution, architectural approach, configures all ServiceNow modules associated workflows, and integration with downstream systems, and ensures solutions meet business requirements. They will also deliver demos, testing & knowledge transfer.
Customer	Senior Stakeholders	Head of areas/ services within the Customer Organisation
Customer	Asset Stakeholders	Asset and Config Leads

Customer	Architecture Stakeholders	Technical and Security Architects
Customer	CMDB/ Change Stakeholders	Environment and Testing Leads, Security Specialists
Customer	Service/ CI Stakeholders	Service/ CI Owners and Leads
Customer	Service Delivery Stakeholders	Service Delivery Managers, Service Desk Analysts and Transition Leads
Customer	Service Management Stakeholders	Service Management and QA Leads
Customer	ServiceNow Administration and Development	Product Owner, Admin or Developers

Adoption & Value Realisation

Through Implementation Consulting Services, we optimise business processes by designing and deploying ServiceNow solutions tailored to strategic objectives, operational priorities, and line-of-business requirements. Our full implementation programme encompasses structured deployment, hypercare to provide intensive support during go-live, and smooth transition into steady-state operations. All implementations are guided by industry best practices and enhanced with custom-built extensions, ensuring scalability, sector alignment, and long-term effectiveness. Each deployment is approached holistically, integrating technical configuration, process improvement, and user experience design to maximise efficiency and minimise disruption to ongoing operations.

A strong focus on Organisational Change Management (OCM) ensures adoption is maximised and value is realised quickly. By engaging stakeholders, delivering targeted training, and embedding structured communication strategies, we accelerate user uptake and embed ServiceNow into everyday operations. This approach ensures that the platform is not just implemented but embraced, resulting in higher compliance, faster resolution times, and improved service delivery across the organisation.

In addition, our methodology emphasises continuous value realisation post-implementation. We establish metrics and performance indicators to track the impact of ServiceNow on business operations, enabling organisations to measure ROI, identify optimisation opportunities, and prioritise enhancements that deliver the greatest strategic benefit. By combining technology, process, and people-focused strategies, we help organisations transform ServiceNow into a central enabler of operational excellence, innovation, and sustained competitive advantage.



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.