

Service Definition Document for G-Cloud 15 Services

Cloud Managed Service

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1 Cloud Managed Service

1.1 Introduction

The leading 'hyperscale' public cloud service providers (e.g. AWS, Microsoft Azure, Oracle Cloud, Google Cloud) offer a rich variety of Infrastructure as a Service (IaaS) and Platform as a Service (PaaS) capabilities to support their customers' application development and integration needs. The cloud service providers are responsible for the stability of their platforms, but the customer remains responsible for ensuring the correct combination of services is chosen and configured correctly and that solution components are maintained and patched. Specialist technical and management skills and expertise are required to ensure that appropriate governance, integration and development techniques and financial management is applied.

The NTT DATA Cloud Managed Service reduces the burden on customers by offering the specialist management and technical skills to ensure that the customer's use of public cloud platforms remains governed, supported, and maintained in line with the client required operational service hours and coverage.

2 Service Description

2.1 Approach and Scope

Customers use public cloud services for a variety of reasons, but these normally fall into two main categories:

- Workload re-hosting (e.g. a “lift and shift” of an existing application from an on-premise data centre)
- Creation of new solutions using cloud-native capabilities

Regardless of type of cloud services being utilised, NTT DATA leverages a standard set of management and technical processes, tooling and automation to optimise your cloud services. We also apply our cloud service and operations management framework to ensure that your chosen combination of IaaS and PaaS services is controlled and managed effectively and remains aligned with your strategy.

We can guide, manage and implement the rollout of the appropriate mix of services to achieve your goals, supporting an agility and pace of change that matches your organisation. Our service ensures that you avoid service sprawl, and that your cloud service investment provides secure, stable, reliable and adaptable cost-effective solutions.

Some of the common ways in which we help customers realise the potential of public cloud services through our Cloud Managed Services Provision include:

- **Incident, Problem and Change Management** using best practice frameworks to ensure that services are stable and adhere to operational and service level agreements. This type of service management frequently spans multiple suppliers including the cloud service provider and additional third parties
- **Proactive Monitoring and Reporting** of services to identify potential issues and manage performance and capacity across the entire end to end solution
- **Automatic backups, DR planning** and application/integration failover to minimise disruption to your operations when disasters occur
- **Configuration and Release Management** to manage your code and configuration changes throughout the development lifecycle, with minimal to zero downtime for your customers
- **Patch Management** to pre-agreed schedules for host operating systems, middleware and database services to ensure services are secure and stable
- **Automated environment build and tear down** for PoC, Development, Test and even Production environments
- **Automated scale up/scale out** to support production high workload volumes during peak period processing together with scale down during quieter periods
- **Licence Management**. Software licensing for cloud is often radically different from the per user/per processor licensing models traditionally used by large software vendors. Our Cloud Managed Service experts can advise on the most cost effective licensing approach for cloud
- **Cost Optimisation** through careful choice of appropriate provisioning plans and components in addition to using our automation toolkits to minimise billing hours
- **Connectivity Management** of the Cloud estate to your on premise applications, particularly during transition phases, providing a secure and reliable extension of your current on premise estate to provide a hybrid on premise/public cloud solution
- **Infrastructure as Code (IaC)** Adopt an IaC approach to cloud native features, services and functionality at the operational level. Support would include cloud native and third party templates and services such as Terraform, Git, Chef, Puppet and Ansible.
- **CI/CD Code Pipeline Automation** support for cloud native and third party DevOps toolchains as part of CI/CD approach. This includes the configuration or addition of a public cloud policy gate to existing CI/CD pipelines upon receipt of the related work query item and required parameters request. Utilising toolchain tools such as Jira, Jenkins, Chef, Puppet or Ansible.
- **Serverless and container Support** for cloud native and third party Kubernetes services. Which is term support serverless applications. Services would include monitoring, performance

optimisation, policy assignments and governance, high availability and disaster recovery, scaling support, capacity management, storage allocation, changes to container instances and any management and modification to resource and security groups.

- **Site Reliability Engineering (SRE)** provides platform reliability, observerability, automation, TOIL reduction and service levels to provide scalable, dependable cloud native applications and systems that provide maximum up time.

2.2 Client Outcomes

Effective IT Operations Management applied to the unique characteristics of cloud through our Cloud Managed Service Provision gives you:

- Stable And Secure Environments Without Compromising on Agility
- High Service Quality Through Best Practice and Industry Standards
- Effective Event, Incident and Problem Management
- Ongoing Performance and Cost Optimisation of Cloud Environment
- Flexible Cloud Operations to Match Investment Profile And Peak Demand
- Service Coverage and Hours Tailored to Your Needs
- Access to Expertise to Match Your Organizational Requirements
- Automation-First Approach that Drives Speed, Efficiency and Accuracy
- Predictable and Cost-Effective Solution

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note that NTT DATA is not able to provide a Parent Company Guarantee (PCG).

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 associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 15 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 based on milestones, with Managed Services Charges invoiced quarterly in advance

3.5 Client 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
- ISO 45001 Health and Safety Management Systems
- 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 a top tier global IT Services provider (reference: Gartner). It employs more than 190,000 people across 70 countries.

For more than 50 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 Europe, the Americas, the Middle East, Africa, and Asia Pacific regions.

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
- Automotive
- Banking and Financial Services
- Education and Research
- Energy and Utilities
- Healthcare
- Insurance
- Life Sciences and Pharma
- Manufacturing and Consumer Packaged Goods
- Retail
- Telco, Media and Technology
- Travel, Transportation and Logistics

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.

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