

Service Definition Document for G-Cloud 15 Services

Intelligent Infrastructure Lifecycle Services

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1 Service Definition for Intelligent Infrastructure Lifecycle Services

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Intelligent Infrastructure services on the G-Cloud Framework. The information provided in this document is required by the G-Cloud framework and is designed to help clients determine how these services can meet their requirements.

1.2 Overview of services

1.2.1 Intelligent Infrastructure Lifecycle Services

Intelligent Infrastructure Lifecycle Services deliver end-to-end visibility, optimisation, and adoption across hardware and software ecosystems. By combining observability, software-defined infrastructure, and lifecycle management, these services reduce risk, control costs, and accelerate technology utilisation—helping organizations align IT strategies with business goals and maximize return on investment.

Services offered are:

- Observability Services
- Software Defined Infrastructure Services (SDIS)
- Adoption Lifecycle Services

See Section 2 for full-service descriptions.

2 Service Descriptions

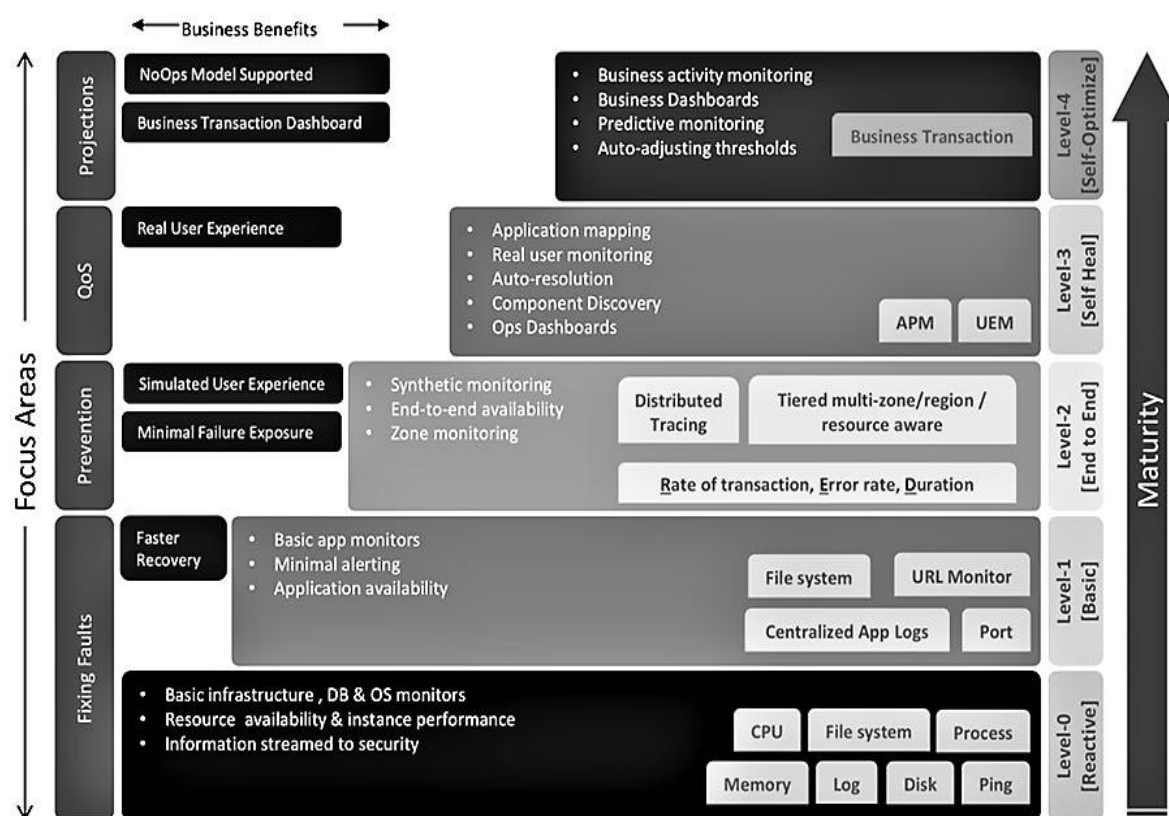
2.1 Observability Services

Observability provides full-stack visibility across applications, infrastructure, and networks. It uses real-time metrics, logs, and traces to identify performance issues, optimize operations, and improve user experience. NTT DATA's approach includes proactive monitoring, intelligent alerts, and analytics to accelerate problem resolution and align IT performance with business outcomes.

Multi-vendor expertise: Cisco, Splunk, Logic Monitor, Dynatrace, Solarwinds, Data dog.

2.1.1 Observability Maturity Assessment (OMA)

NTT's observability maturity assessment (OMA) provides Clients with the expertise needed to complete a performance observability maturity assessment pertaining to their IT estate. The main objective of the assessment is to utilize a consultative approach and practical framework to develop a potential plan to move 'the organisation' up the observability maturity model.



By leveraging the Observability Maturity Assessment (OMA) delivered by our consulting team, Clients take an important first step towards understanding and improving the organization's performance management and operational maturity.

In Scope

Analysis of the Client's observability gaps and overlap between current and desired future states

Review of current processes and procedures related to:

- (1) Application development, testing and deployment
- (2) Monitoring, troubleshooting and incident management
- (3) Availability and continuity management
- (4) Financial, project and portfolio management
- (5) Change and configuration management

Recommendations and a high-level roadmap to achieve short and long-term performance management goals.

Assessment Execution

The maturity assessment has four (4) key milestones:

- **Plan:** NTT shares maturity assessment preparation questions. Review any known issues within the environment to be discovered and schedule key stakeholder workshop
- **Collect:** NTT executes key stakeholder workshop, using our proven OMA consulting framework whilst also referencing the data captured during the plan stage.
- **Analyse:** NTT analyses the data captured and prepares the data for presentation and review with the Client.
- **Present:** NTT delivers a high-level presentation covering findings, recommendations, and general roadmap to achieve short- and long-term performance management goals.

Workshops

The observability maturity assessment is based on an analysis of the Client's current state, desired future state, a gap and overlap analysis of organization, process and technology, and expert recommendations. Any additional time or delays are out of scope and shall be subject to separate Fees. Workshops are delivered remotely, unless otherwise stated in the Statement of Work.

Outcomes

Outcomes	Description	Acceptance Criteria
NTT Observability Maturity Assessment Report	A high-level report covering findings, recommendations, and general roadmap to achieve short- and long-term performance management goals	NTT Observability Maturity Assessment Report is acceptable if it contains the following sections: • IT Alignment with Business • Alignment of Business and IT Objectives • IT Organisation Overview • Process Overview • Review of Observability and Support Tool Landscape • Process Overview • Process Maturity • Review of Observability and Support Tool Landscape • Observability Maturity Assessment showing current state and desired target state • Consolidated view of NTT's observations, recommendations and suggested next steps

2.2 Software Defined Infrastructure Services (SDIS)

2.2.1 SDIS overview

In today's fast-paced digital landscape, Digital IT infrastructure is the backbone of your business. Whether it's secure networking, a robust hybrid datacentre infrastructure, ironclad cybersecurity, or a transformative digital workplace & CX, your IT needs to deliver real business value. It's not just about keeping the systems running; it's about leveraging technology to drive innovation, enhance productivity, and achieve your strategic objectives.

NTT DATA SDI Services is a Premium Support Service that provides proactive, personalized, and predictive support that enables you to optimize your infrastructure, reduce costs, and empower your business. We go beyond traditional support by combining real-time digital insights with intelligent automation to anticipate your needs, prevent problems, and deliver exceptional value.

SDI Services leverages advanced analytics to deliver actionable insights from diverse vendor platforms, offering a unified view of software and hardware assets. Our multi-vendor technical expertise helps clients reduce operational complexity and maximize benefits from software-defined investments and legacy hardware.

Components of SDI Services:

- **SLA (Service Level Agreement):** The foundation. Guarantees technical performance and reliability.
- **ULA (Utilization Level Agreement):** Optimises resource utilization and controls costs.
- **VLA (Value Level Agreement):** Aligns IT services with business objectives and measures success based on outcomes.

Asset Availability Support

Through asset availability support, our clients will benefit from high quality operational support including:

- **Break fix maintenance support** with rapid issue resolution to maximize business availability of the in-scope assets with the help of NTT DATA experts and includes flexible support SLA options.
- **Ticket management** - 24x7 multi-channel support through phone, email, portal, chat and Mobile app to log and track incidents and service requests.
- **Primary point of contact** for remote support, hardware replacement, OS updates, Subscription Software's and OEM escalations supported by access to vendor TAC support. Accountability to track incidents & requests through to resolution.
- **Deep multi-vendor multi-product expertise** from global delivery centers leveraging service platform automation and best practices for continuous service improvement.
- **Data-driven operational insights** via the NTT DATA Services Portal covering overall ticket volume, ticket history, tickets pending client action, associated service levels etc.

2.2.2 Asset availability plans

	 Remote & Software support	 Parts Only	 Engineer Only	 Onsite
 Engineer to Site			Business Hours x NBD 24x7x4	
 Parts to Site		Business Hours x NBD 24x7x4		Business Hours x NBD 24x7x4
 Incident Response	30 mins	30 mins	30 mins	15 mins
 Remote Support	Level 1 -3 24x7	Level 1-3 24x7	Level 1-3 24x7	Level 1-3 24x7

Asset availability support is a service in respect of both Hardware and their associated Software Configuration Items including the licenses (perpetual or subscription). The following plans exist:

- **The Onsite Plan** offers parts and engineer on site for purposes of onsite repairs and replacement when needed.
- **The Engineer Only Plan** offers engineer on site for purposes of onsite repairs when needed. This plan is not available in all regions, please check with your Account Manager.
- **The Parts Only Plan** offers parts on site for purposes of onsite replacement when needed.
- **The Remote plan** offers remote resolution of software or configurations where on-site visits are not required.
- **The Software Plan** offers remote resolution of subscriptions where the technology comes with embedded support and no additional service SKU is needed by the OEMs

As standard, across all plans, Remote support is provided on a 24/7 basis for all vendors.

2.2.3 Hardware Insights (included with Asset(s) Availability)

SDI Service (Plus) offers valuable insights into hardware assets, including life cycle status, security notifications, and service entitlement coverage status. This is achieved through NTT DATA's automated discovery platform, providing visibility, tracking, and control of multi-vendor assets.

An interactive asset reporting and analytics dashboard is provided on NTT DATA Services Portal. Depending on the client infrastructure design & security requirements data access will be granted via suitable method (one of three data collection methods). The high-level architecture is depicted below.

2.2.4 AI-Assisted Benchmarking

The AI-Assisted Benchmarking Dashboard is a cornerstone feature of our SDI Services, moving beyond traditional IT asset reporting to deliver actionable strategic intelligence. This dynamic, data-driven platform empowers clients to proactively manage their IT estate, quantify and mitigate risks, and optimize capital expenditure.

2.2.5 E-S-G Insights

The NTT DATA E-S-G Insights Dashboard is a powerful extension to our SDI Services, providing clients with unprecedented visibility and actionable insights into the environmental, ethical, and risk impact of their IT infrastructure. Leveraging the comprehensive multi-vendor asset data collected via NTT DATA's automated discovery platform, which underpins our Hardware Insights platform, this dashboard enables organizations to measure, track, and optimize their holistic E-S-G footprint.

This dashboard specifically quantifies and tracks key environmental, governance, and social metrics, ensuring a holistic view of IT's impact:

- **Operational Carbon Footprint (Estimated Scope 2 Emissions):** Provides precise calculations of the estimated carbon footprint (tCO₂e) of in-scope hardware assets and their corresponding Scope 2 emissions. These figures are derived from typical power ratings for device types and relevant geographic grid emission factors, offering a clear view of ongoing operational impact.
- **Embodied Carbon Footprint (Estimated Scope 3 Emissions):** Delivers estimates of the environmental impact across the full lifecycle of hardware assets, including emissions from manufacturing, transportation, and end-of-life phases. These crucial estimates are based on industry-standard Lifecycle Assessment (LCA) data relevant to the specific hardware models.
- **Governance & Risk Footprint (Mitigation and Compliance):** Quantifies and prioritizes IT asset liabilities by tracking Last Day of Support (LDoS) breaches, End-of-Life (EoL) statuses, and continuous compliance coverage against global frameworks (SBTI, CDP).
- **Social & Circularity Impact (Ethical End-of-Life):** Measures the ethical and community contribution of IT assets by tracking hardware Circularity metrics, device donation volumes, and alignment with accessibility and inclusion goals.
- **Estimated Energy Consumption (Maximum Potential):** The dashboard quantifies the estimated energy consumption (kWh) of in-scope hardware assets based on nameplate data and vendor datasheets, assuming 100% utilization. This metric is crucial for establishing consistent baselines and identifying equipment with the highest potential energy draw, guiding effective optimisation strategies.

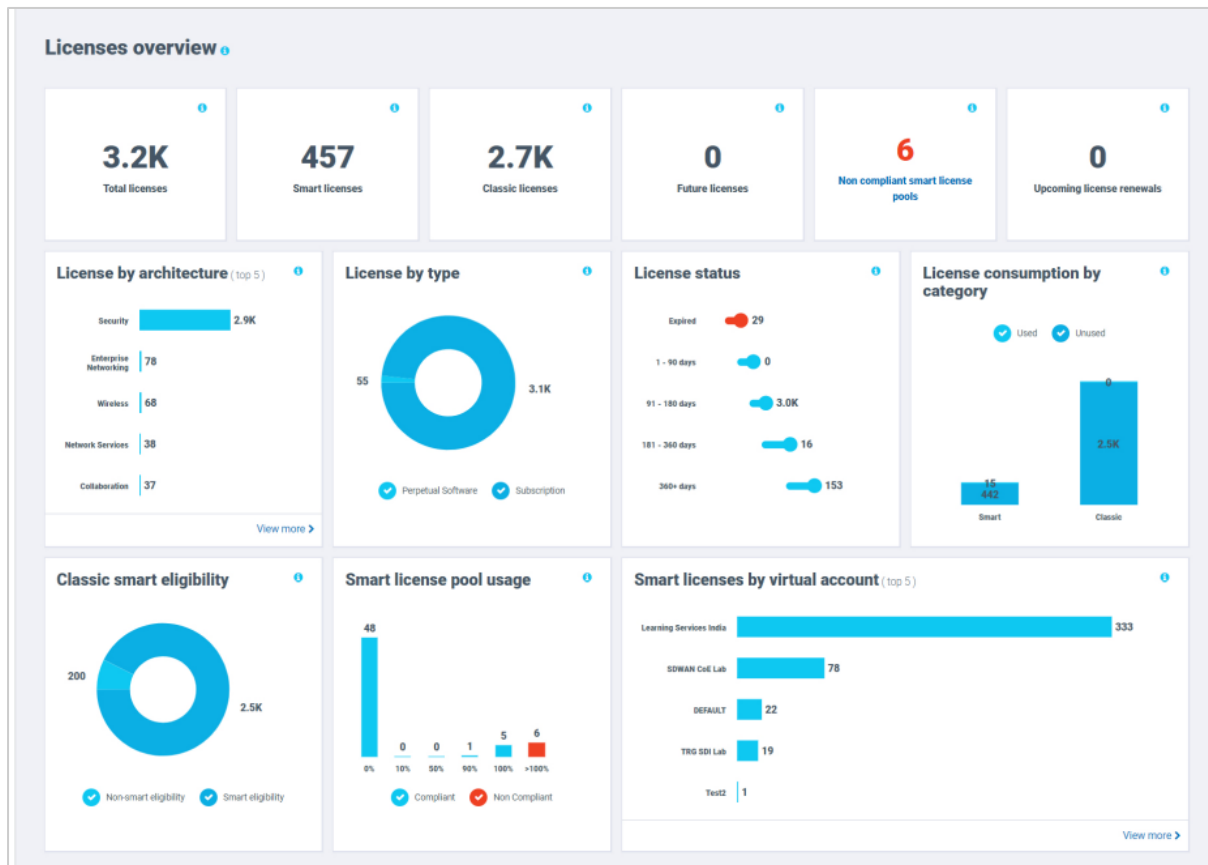
The **E-S-G Insights Dashboard** goes beyond mere reporting, transforming complex environmental, governance, and social metrics into clear, actionable recommendations designed to drive tangible results. It enables clients to:

- **Identify Optimal Upgrade Paths:** Proactively highlights older, less efficient hardware within their estate and recommend optimal upgrade paths based on both lifecycle status (G-Pillar Risk) and environmental impact.
- **Showcase Quantifiable Savings:** Clearly demonstrates and quantifies the potential emissions savings (CO₂e) and energy savings (kWh) that can be achieved through targeted tech refreshes, infrastructure consolidation, or even premise configuration improvements (e.g., dynamically switching off unused network interfaces during off-peak hours).
- **Enable Sustainable Configurations and Circularity:** Identifies opportunities to activate and optimize built-in energy-saving features within existing hardware through analysis of configuration data, ensuring maximum efficiency, and promotes hardware Circularity by tracking ITAD integration and device reuse.

2.2.6 Digital Wallet

The Digital Wallet offers a unified platform for optimizing license lifecycle management across multiple vendors, providing full visibility and actionable insights for perpetual subscription software, smart accounts, and Enterprise Agreements. It provides information on purchased inventory, compliance, utilization, license entitlements, and expiry.

Our licensing experts provide quarterly recommendations to optimize return on investment throughout the software lifecycle, from procurement to adoption and utilization.



Licensing overview charts typically includes but are not limited to:

- Total Licenses - a count of the total number of licenses purchased
- License Type - a breakdown of the various types of licenses that can be associated with a Smart Account
- License Usage - the percentage of used licenses in a license pool
- License Status - progression of the licenses towards their expiration date
- License by Account(s) – Account(s) specific license insights if any
- Enterprise Agreement insights – Entitlements, Consumptions including under or overconsumption insights.

2.2.6.1 Proactive License Recommendations

Based on the Digital Wallet insights, NTT DATA experts provide the following value-added license management scope and deliverables:

1. Offers scheduled license renewal planning and optimization recommendations.

Clients will be proactively advised by NTT DATA license specialist regarding license purchases based on upcoming license expiry insights thus mitigating potential risk due to expiry.

2. Monthly Meetings (for initial 2 months):

Once Client's licenses are onboarded into the Digital Wallet, NTT DATA licensing experts will provide a demo of the Client's Digital Wallet for the first two months. This demo ensures that the features of the Digital Wallet can be fully realized by the user and ensures insights are understood and utilized to maximum effect.

3. Quarterly Meetings (standard focus areas):

On a quarterly basis NTT DATA licensing experts will engage with the Client to review the status of the license estate and provide recommendations based on analytical insights. Below are a few sample data points that will be explored during quarterly meetings:

- Compliance risk statistics
- Software lifecycle statistics
- EA migration recommendations (as applicable)
- Guidance on available EAs

2.3 Adoption Lifecycle Services

Adoption Lifecycle Services from NTT DATA optimize technology investments through proactive lifecycle management and accelerated software adoption. We provide assessments, gap analysis, upgrade planning, and change management to reduce risk, control costs, ensure compliance, and drive ROI. Our approach simplifies integration, boosts productivity, and helps achieve business outcomes faster.

Multi-vendor expertise: Cisco, Palo Alto, Fortinet, Checkpoint, HPE Aruba, Juniper, etc.

2.3.1 Service Overview

Technology is evolving swiftly to meet the demands created by the emergence of dynamic digital business models. Application migration to the cloud is accelerating and subscription software is replacing perpetual licensing in line with cloud-first corporate strategies.

Infrastructure vendors are universally adopting software licensing and subscription models in selling technology and cloud solutions, placing increasing demands on enterprises to:

- maintain visibility of their hardware and software infrastructure estate; and
- manage subscriptions, support contracts, end of life dates across multiple vendors licensing models, and navigating subscriptions fragmentation.

NTT DATA's Adoption Lifecycle Services supplement our flagship Software Defined Infrastructure (SDI) Services portfolio, incrementally supporting clients' technology and software lifecycle needs – from managing consumption and True Forwards; through to activating and adoption of technology use cases; and providing comprehensive visibility and support in managing the lifecycle of software and hardware assets.

2.3.2 Service Features and Key Benefits

NTT DATA recognises the varying needs of our clients to support the data acquisition and analysis to drive business outcomes. To address this, the Adoption Lifecycle service packages incrementally focus on the following key areas.

2.3.3 Enterprise Agreements and Infrastructure Software License Consumption And True Forward Insights

We provide quarterly reports on EAs and a la carte license consumption, providing insights into over- and under- consumption.

Annually, we will support clients in optimising and adjusting EAs and cost planning based on the consumption report.

2.3.4 Software License Inventory and Adoption Analysis

Included with the Advanced Connected and Connected Pro packages, the Software license inventory and adoption analysis provide a detailed view at the software license portfolio financial and consumption status, together with an evaluation of software adoption – identifying barriers to adoption and opportunities for optimisation on a quarterly basis.

2.3.5 Software and Technology adoption and activation success plan

We will create a success plan to address barriers and realise opportunities for SDI service outcomes, software and technology adoption and optimisation. The success plan will include the governance model, roles and responsibilities on the client side and NTT Data to ensure the desired software and technology use cases activation. The success plan will be reviewed and updated on a quarterly basis.

2.3.6 Hardware and Software Asset Management

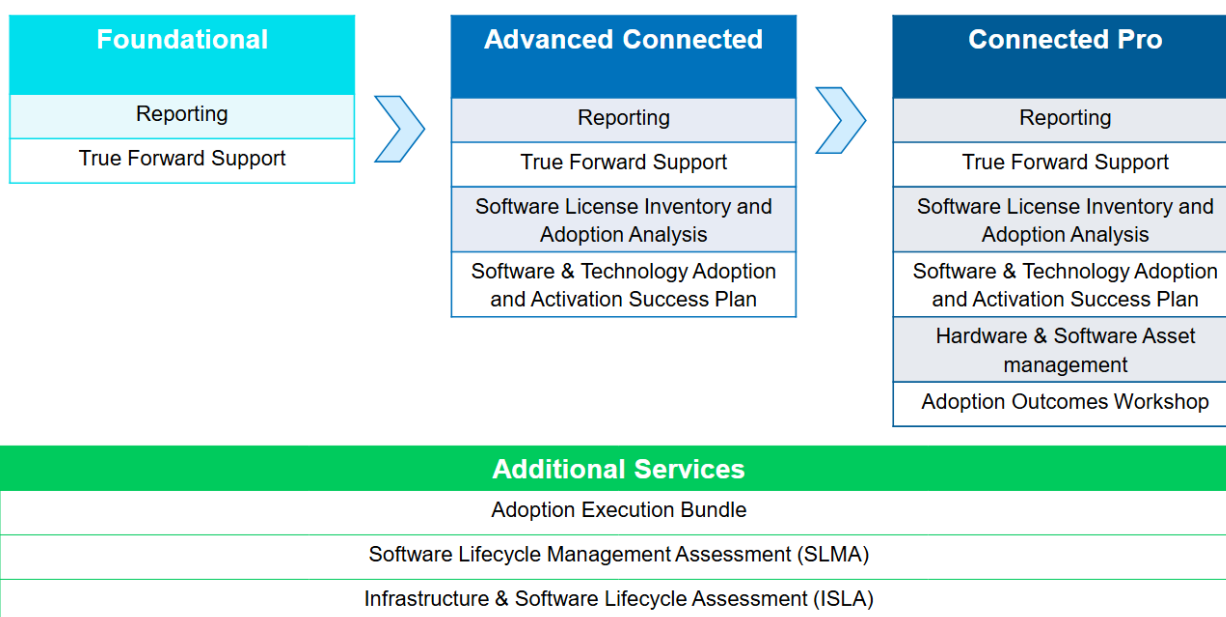
Consolidated hardware and software asset management reports are created every 6 months and reviewed with the client. These reports provide insights into hardware product information, install locations, last date of support, contract coverage and coverage status, software inventory overview, EA eligibility, software geographical deployment, license fulfilment, software purchase history and software usage and compliance.

2.3.7 Adoption Lifecycle Services Packages And Deliverables

Our Adoption Lifecycle packages guide clients through their digital transformation journey, focusing on understanding and meeting client business outcomes, enhancing client experiences, and optimizing for sustainable growth and success.

There are 3 packages, each with incremental value and outcomes:

- **Foundational** – focusing on license consumption and True Forward support.
- **Advanced Connected** – adds software license inventory and adoption analysis, and adoption success plans to the Foundational outcomes.
- **Connected Pro** – adds client success planning with an in-depth adoption outcomes workshop, software and technology success and activation planning, as well as hardware and software asset management reporting to the Advanced Connected package.



2.3.8 Infrastructure and Software Assessment (ISLA)

ISLA offers a streamlined approach to IT landscape assessments. Unlike ongoing monitoring solutions, ISLA delivers a deep dive analysis and digital presentation of a client's software and hardware landscape, which include expert recommendations, all packaged in a single engagement. It is particularly suited for organisations seeking visibility of their IT environments or those looking to optimize their IT operations for greater efficiency and cost savings; helping clients to make informed decisions about upgrades, licensing, and overall IT strategy.

ISLA is a comprehensive IT infrastructure and software lifecycle one-time deep analysis designed to provide a holistic view of clients' entire IT landscape. It combines the strengths and deliverables of Technology Lifecycle Management Assessment (TLMA) and Software Lifecycle Management Assessment (SLMA), offering a more integrated analysis compared to the two individual assessments.

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