

Service Definition Document for G-Cloud 15 Services

Quality Assurance and Testing (QAT) Services

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1 Service Definition Details for Quality Assurance and Testing (QAT)

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Quality Assurance and Testing 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

NTT DATA UK provides IT service operations and service management services through its Quality Assurance and Testing (QAT) Practice. The following services are designed to help clients plan and implement their cloud-based strategy:

- **AI Test Engine** – AI Test Engine is an innovative analytics driven testing engine leveraging intelligent robotic automation technologies such as Machine Learning, Test Analytics and Natural Language Processing to provide a view on test defect trends; optimize test suite removing redundancy; log analysis on untested areas; analysis on prioritizing the right test areas.
- **AI Intelligent Test Automation** – AI Test Automation is Quality Assistance Platform for Web and Mobile Web Applications that automatically generates test cases thereby improving the speed, coverage & efficiency of testing.
- **Customer Centric QA** – focuses on the testing and QA of the intersection between the needs of User, Business and technology to ensure every interface / interaction is feasible and relevant. Emergence of AI is resulting in re-imagined CX and end-to-end personal customer journeys, creating opportunities for organisations that require QA.
- **Smart End to End Test Platform Management** – accountable model helping our clients to address common and complex cloud environment bottlenecks.
- **Adaptive Performance Engineering** – service enables high responsiveness, availability and scalability checks that are precise to the root cause of performance issues engineered early and throughout the lifecycle.
- **Test Data Intelligent Services** – as agile and DevOps becomes common place, our Test Data Intelligence will provide a service that focuses on immediate test data access across Domains/IT pillars.

2 Service Descriptions

2.1 AI Test Engine

2.1.1 Introduction

AI Test Engine is an innovative analytics driven testing engine leveraging intelligent robotic automation technologies such as Machine Learning, Test Analytics and Natural Language Processing to provide a view on test defect trends; optimize test suite removing redundancy; log analysis on untested areas; analysis on prioritizing the right test areas.

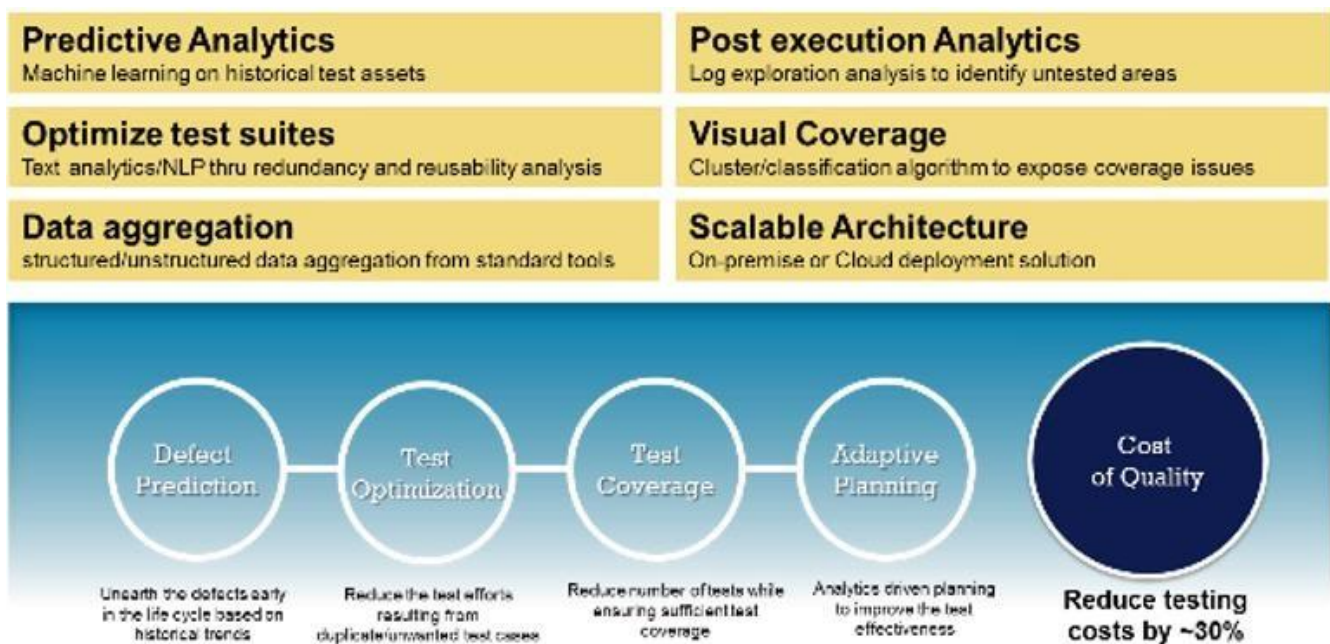
2.1.2 Scope

AI Test Engine is a Web based solution for analysing historical test artefacts such as test cases, defects and defect metrics of the project. It provides a platform for Data analytics, Visualization and in-built Testing domain knowledge that enables QA centric decisions. An innovative analytics driven testing engine leveraging intelligent robotic automation technologies such as Machine Learning, Test Analytics and Natural Language Processing.

2.1.3 Approach

NTT DATA's Test Engine covers the following key ingredients of:

- Predictive Analytics – uses Machine Learning on test assets to predict defect trends
- Test Optimisation – Test analytics enable through natural language processing (NLP) to help remove redundancy and duplication of test cases
- Test Coverage – reduces unnecessary testing through identifying low priority tests and stable features
- Adaptive Planning – Analytics driven planning to improve the test effectiveness



2.1.4 Outcome

- Improved traceability from test cases to requirements ensuring effecting quality
- Defect prediction so as to ensure testing is done on the priority areas
- Test optimisation by reducing unnecessary or duplicate tests
- Analytics driven planning to improve the test effectiveness
- Optimize coverage for Automation Test Scripts
- Comprehensive dashboarding / reporting that is dynamic in nature.
- Identifies redundant test cases to reduce TCO of Quality
- Target Supplier Defects Trends to look at improving code quality of Suppliers
- Improved Traceability from test cases to requirements ensuring effecting Quality.

2.2 AI Intelligent Test Automation

2.2.1 Introduction

NTT DATA's AI Test Engine is a best in class cloud based solution for analysing historical test artefacts such as test cases, defects and defect metrics of the project. It offers Data analytics, Visualization and in-built Testing domain knowledge that enables QA centric decisions. An innovative analytics driven testing engine leveraging intelligent robotic automation technologies such as Machine Learning, Test Analytics and Natural Language Processing with the proven ability to reduce the Total Cost of Quality.

2.2.2 Scope

NTT DATA's Intelligent Test Automation provides the following intelligent automation test capability for mobile and Web applications:

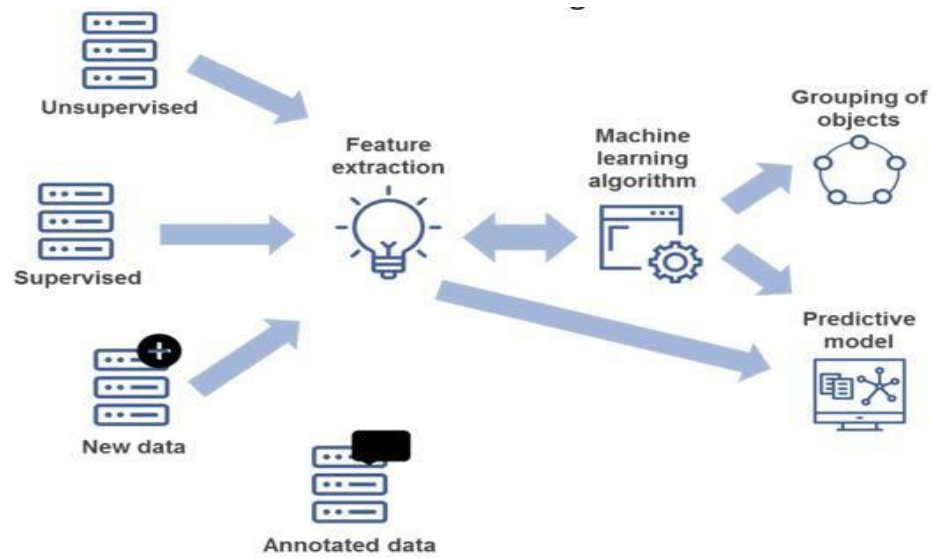
- Uses ML to fingerprint each application page to generate tests □ Execute in parallel to run thousands of continuous tests.
- Automates test-case creation
- Using ML exploration times are faster and more cost efficient
- Bots analyse and process data to present it in simple natural language
- AI generates self-healing tests via smart selectors
- Test data generation undertaken autonomously when exploring the application
- automatically identifies application changes and regressions over time
- Monitors real time site reliability and customer experience

2.2.3 Approach

NTT DATA's Intelligent Test Automation capability takes the following to mobile and Web application Automation testing:

- takes a systematic exploration to discover and interact with an application autonomously.
- can programme bots to analyse and process data in order to present it in a simple natural language.
- uses AI to generate self-healing tests, which significantly reduces the automated test suite maintenance effort.
- can carry out Test data generation data autonomously when exploring the application using the applications context to create data which matches the application inputs with Intelligent Automation evolving datasets.
- during exploration generates a Snapshot of the application. By re-exploring the application, Virtuoso will generate a new snapshot which allows page to page comparisons between snapshots where Virtuoso automatically detects changes to the element level.
- Besides defect detection, Snapshotting enables users to ensure that the expected changes have taken place, and can be used as reference for future changes.
- Improve Time to Market (TTM) through faster scripting
- Test full range of user journeys, not just happy paths.
- Learn quickly via a visual approach
- Reduced number of tests while increasing test coverage.
- Script-less Automation – removing the cost of script maintenance
- Integrates with the DevOps tool chain and supports CI/CD.

2.2.4 Outcomes



Client Outcomes of Intelligent Test Automation

2.3 Customer Centric QA

2.3.1 Introduction

NTT DATA's Customer Centric QA testing offer focuses on the intersection between the needs of User, Business, and technology parameters to ensure every interface / interaction is feasible, relevant & makes the right impact. Emergence of AI in design of CX is resulting in re-imagined customer experiences and end-to-end customer journeys that are integrated & more personal, creating huge new opportunities for organisations.

2.3.2 Scope

NTT DATAs customer experience testing covers range of areas:

- Uniform & Holistic CX Test Strategy & Governance
- Test Types: Usability; Compatibility; Accessibility; Visual Testing; Localisation; A to B Testing and Touchless Testing
- Holistic CX Assessment throughout SDLC to ensure continuous customer feedback
- CX Holistic Test Design to enable early customer feedback
- Exploratory & Analytics Driven testing Vs traditional Pass/Fail to target customer pain points earlier
- CX Diagnostics & Solutions
- User Experience Testing with AI to target the right testing in the right areas
- Market Readiness Testing & Centralised CX Dashboards to feed prioritisation of Testing

2.3.3 Approach

Our approach to providing our clients the best in the market customer experience testing is performed by 8 point plan:

1. Vision – Set the vision based on feedback (Act on Feedback). What is our client trying to fix, add and introduce. Understand the deep mind set and consult as appropriate.
2. Governance – Set CX testing part of the QAT governance. Know what and how to explicitly govern CX testing against vision & goals, SLAs and KPIs defined/to be defined.
3. Organisation – With vision in mind, set types of projects/programmes involved and their relevant to the type of CX testing requirements. Act as one (Open, Transparent, Collaborative).
4. Metrics – Type of metrics for CX testing, type of metrics to be worked from, Types of metrics collected and built up on to improve. Thought leadership, implementation on heuristic views/learning of customer behaviour.
5. CX Test Strategy – Explicitly create CX strategy at an organisation level. Embed explicitly QAT strategy into an existing organisational strategy.
6. Process & Data – Define process for customer journey, a tool set for customer journey. Define data and process.
7. Personalisation – Define strategy for offering the type of service(s). A model that can build a DNA of each customer /group of journeys.
8. Superior Service – Define strategy for optimising the customer journey for new and existing customers. Act on feedback, communicate findings and action.

Through working very closely with our clients and their end clients, collecting data, intentions we develop a 'Customer Journey Cycle Loop that defines typical and personalised journeys via:

Finding out what and how customer decides to buy, the decisions, customer uses the product/service, how customer decides to renew.

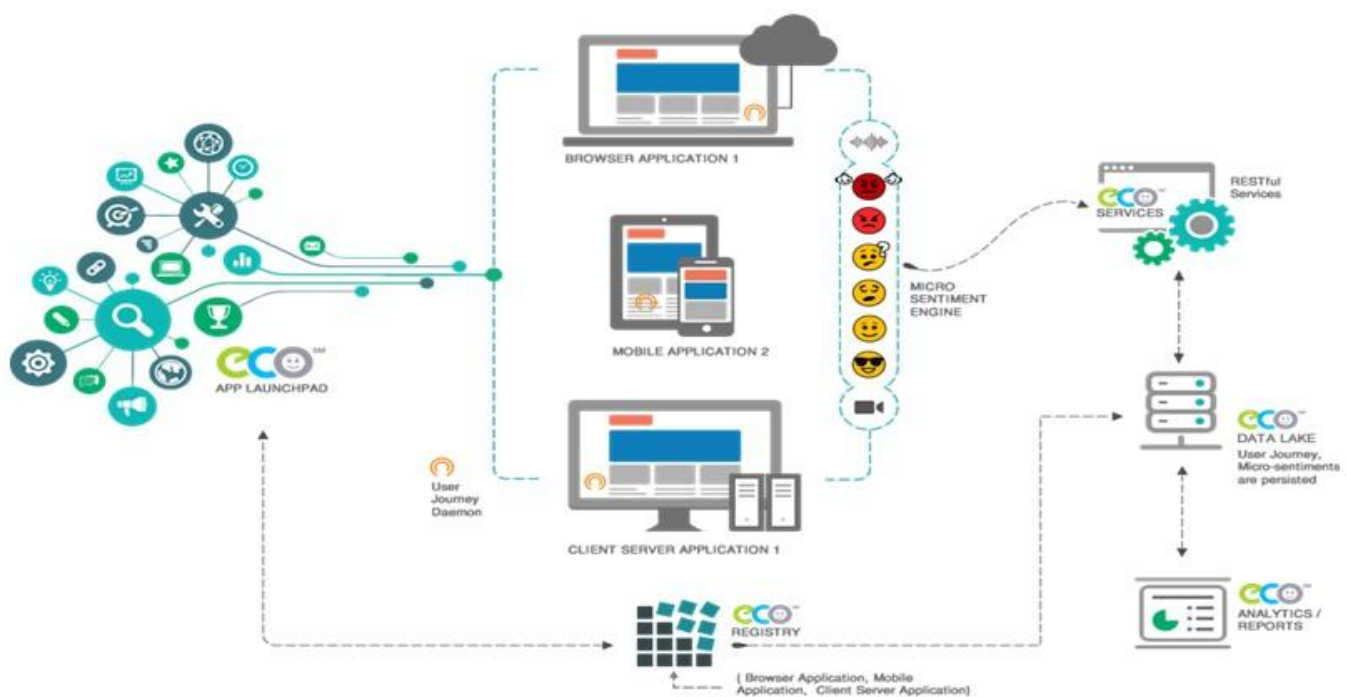
Through our rapid mobilisation programme we will:

- Engage – Engage with you from day one with our strategic and SME consultant(s)
- Discover – We will start an assessment and identify key areas in collaboration with you
- Design – We will design our service to your needs
- Delivery – We will implement the solutions and delivery

Please do note that our approaches are flexible to each of our clients, the above are provided as flavour of our capabilities and are not exhaustive or set in stone for each and every client.

2.3.4 Client Outcomes of Customer Centric QA

- CX Intelligent & Industry Driven Test Strategy to drive customer retention
- Drive higher Customer Conversion & Revenue through improved quality
- Improve Customer Satisfaction & Net Promoter Scores through better quality Products.
- Improves customer retention through early detection of defects thereby protecting Organisation brands.
- Increase brand image via holistic analysis.
- Provides competitive edge via real consumer journey testing.
- Customer centric design end to end testing.
- Multi-Channel testing – holistic view.
- Facilitating informed decision making.
- Facilitating early and improved product development.
- Consistent application experience across devices and platform.
- Improves customer experience via personas and individualization
- Overall CX cost reduction with multi-platform and channel testing
- Faster turnaround of early pain point areas through early and continuous testing.



Our customer experience testing practice comes with years of experience and best industry trends embedded in through our client development, industry insights and foresight vision.

With our testing, it's a one stop platform with many testing platforms combined seamlessly and without adding any complexity to the client or clients end customer making it very simple and easy to integrate with your environment.

NTT DATA does not only get clients up and running with best in class customer experience testing. We ensure that our working practices, tools, technologies and skills evolve around the industry trends, consumer trends and at the same without compromising quality. Our core staff skilled in ITIL will ensure that testing is integrated from inception to BAU delivery.

We can provide this service as 'One individual service' or a fully managed service according to your requirements.

Whatever your need will be, we are fully experienced and ready to engage with your business in providing you range of resource, cost model together with the type of testing service you like us to provide to you.

- By adopting our QAT services you can also benefit from other benefits that are not provided as part of the flexible packages elsewhere in the market place:
- Warranty Testing all the way from testing to service delivery – a truly end to end service with ITIL best practice in mind.
- Selection of the level of service requirement to your business needs
- Continuous global 24x7 user support and service management dependent on the service packages purchased
- One point of accountability for consistent support levels
- Greater transparency to keep solutions running at peak performance.
- Proactive 'Ready for Business' (RFB) health checks that monitor and manage systems and processes to maximise uptime by identifying potential issues before they impact the business
- Cost savings and productivity improvements.

Should you wish to choose a package that provides service support as well as CX testing. Our service desk is UK based and is managed by UK staff.

2.4 Smart End to End Test Platform Management

2.4.1 Introduction

NTT DATA's Smart End to End Test Platform Management overcomes business risks and the backdrop related test environment management hurdles. NTT DATA provide an accountable model helping our clients to address common and complex environment bottlenecks. NTT DATA provide a centralised robust and flexible environment solutions to client needs with single ownership approach of managing test environments to each of test type needs in any delivery lifecycle be it traditional, agile or bimodal.

2.4.2 Scope

Below are our typical services in relation to Test Environment Management, please note this is not exhaustive or fixed list. We very much believe in being flexible to our client needs and that no one size, model fits all needs. We like to be robust in our approach yet elastic enough to be able to stretch in order to design and deliver so that clients achieve their business goals through world class smart test platform management.

- Governance and Reporting – Providing governance over the end to end management from strategy to BAU.
- Self Service Portal – Customer interaction portal, Test environment request, Mapping of environment to release cycle & changeback
- End to End Automation – Test Infrastructure management of workflows automation and integrations
- Computing Resources – Computing of resources, CPU, Memory, Storage and network
- Infrastructure Provisioning – Environment provisioning, security management governance and control.
- Service Virtualization and Testing – Create dependent system components that are needed to exercise an application under test (AUT)
- Test Data Management – Test data automation managing quality of data, test data masking and tracking
- Continuous Integration Toolset – Integrating or building a tool chain to manage effectively and efficiently throughout delivery lifecycle.
- Scaling of Environments - Containerization for streamline environment set up

Our capabilities include scope include:

- Demand Capture
- Centralised Inventory database
- Test Environment Booking
- Capacity and Demand Management
- Test Environment Configuration
- Test Data Management
- Provisioning Checklist
- Automation Provisioning
- CI CD Tool Orchestration
- Test Environment Change
- Deployment Version Tracking
- Stakeholder Engagement

2.4.3 Approach

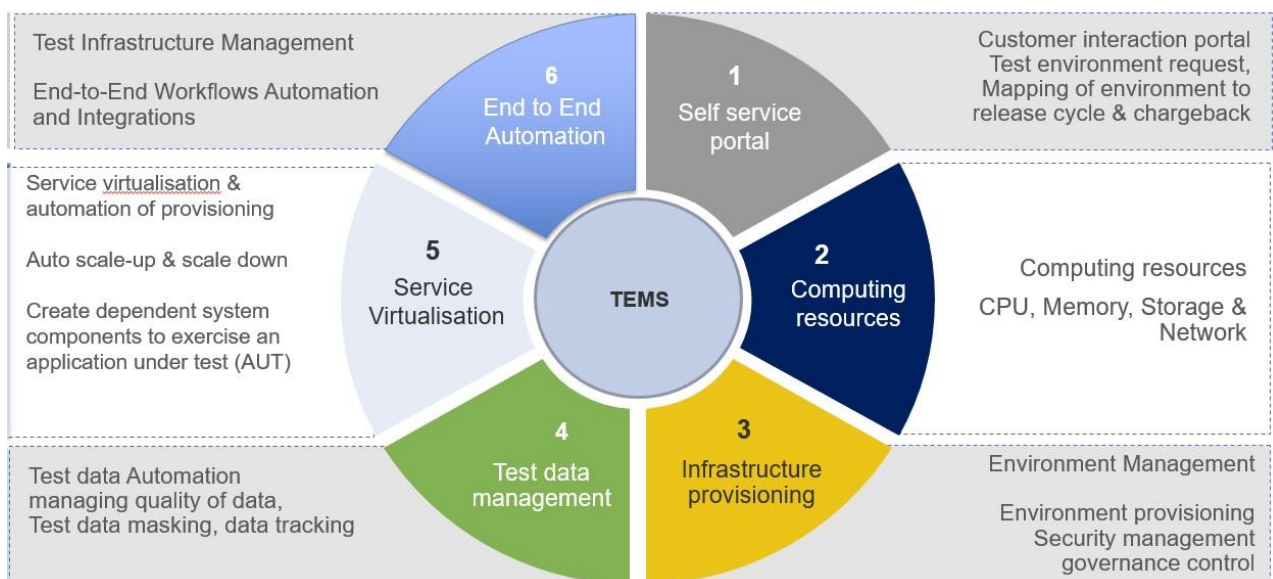
NTT DATA approach is categorized into 4 main stages:

1. Access and Analyse – Discovery of clients' environment Vs client, pipeline needs and industry best practice.
2. Design – TEMs strategy & Roadmap
3. Implement – Implement the strategy
4. Manage and Optimize – On-going management subject to service offerings taken and optimize current offerings with roadmap in mind.

Once operational environment lifecycle involves:

- Design test environment based on testing requirements
- Build provision test environments based on test design and test requirements document
- Manage and support test environment, perform day to day operations such as monitoring, control
- Refresh and Reuse involves cleansing of the test environments for next /ongoing sets of projects

NTT DATA approach to test environment platform provides the user with the ease request, book, use and dispose of the environment all the way to the service delivery operations 'business as usual'. NTT DATA work with all stakeholders, other vendors as appropriate to address the tactical and long term needs of the clients.



Services:

Automating end to end environment management through a self-service Portal, such as:

- Environment requests/booking
- Track environment booking status
- Monitoring environment issues against environment configuration issues
- Environment conflict view
- Provide ability to capture and display critical test environment configuration information for all nonproduction environment resources.
- Automated production of environment schedules showing utilization per project or per environment/system.
- Automatic impact analysis of project delays to environment resources showing downstream impacts to future project allocations
- Track environment change requests

Centralised dashboard:

- Ensure and track the release, environments, environment requests and environment handover
- Ensure the right environments are allocated to the right releases at the appropriate time to avoid misconfiguration

Automated deployment (CI & CD):

- Manage and maintain repeatable deployment processes and plans at all levels, especially in cases where there are multiple independent release deployment
- Provide scripted command to automated deployment tools during the execution of deployment plans.

Productivity Improvement:

- NTT DATA team will increase productivity through creation and enforcement of standards and best practices across the releases process as well as more efficient allocation of test environments to support releases.

2.4.4 Client Outcomes of Smart End to End Test Platform Management

- Quality Assurance built in from beginning supporting shift left principle from inception.
- End to End Governance
- Centralised Dashboard
- Clear Metrics to support informed decision making
- Improves time to market by gaining early insights of environment outage
- Repeatable and scalable solution
- Reduce risk of environment outages / misconfiguration □ Enterprise & Portfolio wide KPI and Metrics management SLA's
- Aggregate, correlate and Analyze delivery information across enterprise
- Speed up software release schedules
- Increase team productivity
- Reduce risk of environment outages / misconfiguration

2.5 Adaptive Performance Engineering

2.5.1 Introduction

NTT DATA's Adaptive Performance Engineering builds in performance from the 1st Design that covers how all parts of the system fit together, which leads to an approach that caters for a better Customer Experience. To achieve a responsive, scalable solution, performance must be engineered early and throughout the lifecycle. Trying to address performance improvements during the tail end of the SDLC costs significantly more, in terms of the implementation of performance fixes and the delay as a result of deploying such improvements. Additionally, the damage to the reputation of the Client in not meeting customers performance expectations are a key driver to test early and often. NTT DATA's approach to Adaptive Performance Engineering extends the traditional lines of QA focus for preproduction to continuous monitoring of data and live systems in the live Operational environment.

2.5.2 Scope

The aim of NTT DATA's Performance Engineering is to provide a service that is automated, precise to the root cause of performance issues, covers the full application stack and enables better customer experiences. To achieve a responsive, scalable solution, performance must be engineered early and throughout the lifecycle. Below are the key ingredients of NTT DATA's performance Engineering service offering. Below are the key ingredients of NTT DATA's performance Engineering service offering:

Customer Experience – by automatically capturing errors, crashes, network requests, pageload details, a better customer experience can be achieved. NTT DATA can optimise customer experience by capturing the performance of every user journey interaction

Performance Automation - Automatically discover and map your application estate simply by monitoring dynamic microservices running inside containers to detect poorly performing microservices.

Full stack – NTT DATA's Performance Engineering capability will provide a view of the entire application stack, from the performance of applications, cloud infrastructure and user experience.

Performance Tuning AI Powered – NTT DATA's capability in Performance Engineering can detect problems and identify their root cause & business impact. Through our extended analytics and artificial intelligence capability, NTT DATA can demonstrate a view of what the users wants and optimise the system through to reduce operational costs.

CI / CD Analysis – NTT DATA's service offering uses the Jenkins/Grinder plugin to automate test execution and report generation performance will be continuously assessed. NTT DATA will also leverage the Jenkins Performance Plugin for continuous monitoring within each cycle.

Code – NTT DATA's code level performance assessment provides immediate, automated, code-level diagnostics that will enable Telefonica to drill into all services and components called upon within each user interaction. Our service offering can analyse response times and understand the impact of methods and database statements on user experience. Such deep diagnostic capabilities enable you to identify the root-cause down to the individual line of code.

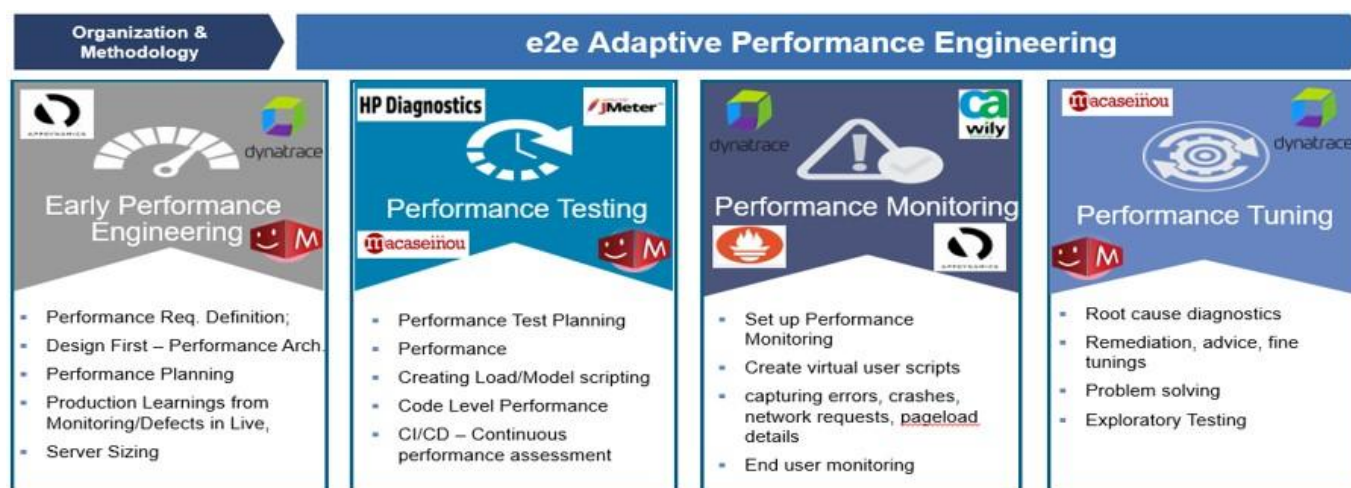
Performance Monitoring – service offering will automate your monitoring tasks and export different types of data into your third-party reporting and analysis tools. End User Monitoring gives you clear understanding of how application performance impacts customers and the Business. It also enables correlation between crashes/downtime and business outcomes thereby helping the QAT team & the Business to prioritise the right scenarios/ critical customer journeys to test. Continuous monitoring of data and systems in the live operational environment will be a key part of extending the traditional QA remit to performance and bridge the gap between Operations and pre-production.

2.5.3 Approach

NTT DATA's Adaptive Performance Engineering provides a service across the full lifecycle that is automated; precise to the root cause of performance issues; covers the full application stack; and enables better customer experiences. To achieve responsive, scalable solutions, performance must be engineered early and throughout the lifecycle. Below are the key ingredients of NTT DATA's Adaptive Performance Engineering service offering with 4 phases focused on:

- **Early Performance Engineering** – includes performance req. definition; Design First; Performance Planning; Server Sizing
- **Performance Testing** – Performance Test Planning; Performance Testing; Code Level Performance; CI / CD Performance Assessment
- **Performance Monitoring** – Set up Performance Monitoring; Capture errors, crashes, network requests; End User Monitoring
- **Performance Tuning** – Root cause Diagnostics; Remediation; Problem solving; Exploratory Testing

Our approach to providing our clients the best in the market performance engineering is captured below:



2.5.4 Client Outcomes of Adaptive Performance Engineering

- Optimises customer experience by capturing the performance of every user journey interaction.
- Improves time to market by gaining early insights
- Automatically detects problems, errors, crashes and identifies their root cause & business impact through extended analytics.
- Use our Test Prediction Engine AI capability and our e2e Tool chain to provide a view of what the users want.
- Code level performance assessment provides immediate, automated, code-level diagnostics
- End User Monitoring of application performance provides insights on the impacts to customers and the Business.
- Provide insight from learning from crashes/downtime and business outcomes to prioritise the right scenarios/ critical customer journeys to test.

Our customer experience testing practice comes with years of experience and best industry trends embedded in through our client development, industry insights and foresight vision.

With our testing, it's a one stop platform with many testing platforms combined seamlessly and without adding any complexity to the client or clients end customer making it very simple and easy to integrate with your environment.

NTT DATA does not only get clients up and running with best in class customer experience testing. We ensure that our working practices, tools, technologies and skills evolve around the industry trends, consumer trends and at the same without compromising quality. Our core staff skilled in ITIL will ensure that testing is integrated from inception to BAU delivery.

We can provide this service as 'One individual service' or a fully managed service according to your requirements.

Whatever your need will be, we are fully experienced and ready to engage with your business in providing you range of resource, cost model together with the type of testing service you like us to provide to you.

2.5.5 Client Outcomes of Adaptive Performance Engineering

- Provides a clear understanding of how application performance impacts customers and the Business.
- Captures the performance of every user journey interaction.
- Reduces TCO of Quality by detecting and resolving performance defects earlier.
- Enable better Customer Experience through scalable and performant products.
- Enables learning from real-user experience.
- Provides a clear understanding of how application performance impacts customers and the Business.
- Captures the performance of every user journey interaction.

2.6 Test Data Intelligent Services

2.6.1 Introduction

As enterprises look to deliver high-quality applications a test data strategy and service is a key enabler for enterprise agility, security, and cost efficiency. As agile and DevOps becomes common place Organisations need to heighten focus on immediate test data access across Domains/IT pillars. NTT DATA's Test Data Intelligent Service provides a service that responds to those needs.

2.6.2 Scope

NTT DATA's Test Data Intelligent Services provides the following intelligent test data services:

- Automation to deliver copies of test data
- Easy to stand up new data environments.
- Data Anonymisation and pseudonymisation
- Masking, sub setting, and synthetic data creation
- Unites disparate Tools that interact with test datasets along the delivery pipeline
- Test data delivery and control of data can be executed via self-service interfaces for the user's needs.
- Developers or testers can bookmark and reset, archive, or share copies of test data.
- Full-size test data copies can be provisioned in a fraction of the space of subsets
- Facilitates creation of Synthetic Data
- Automated data provisioning

2.6.3 Approach

NTT DATA's Intelligent Test Data Management Service takes the following approach:

- The initial design process for Test Data Intelligent Services will be to run a workshop to determine requirements and advise on suitability of use cases for our Test Data Intelligent Services. Typically, this is followed by a Proof of Concept to allow our customers to better understand how Test Data Intelligent Services works to help clients identify opportunities to use the technology and also where there are limitations.
- The next stage is to set some success criteria, such as using a Customer baseline of what is currently carried out in terms of test data management in terms of the amount of effort it takes today verses the reduced time taken to manage test data using our Tools, framework, processes, and expertise.
- The customer is closely engaged with progress throughout so has full visibility of progress.
- The measured output will be then shared with the captured benefit.

2.6.4 Client Outcomes Test Data Intelligent Services

- Identify defects earlier when less expensive to fix through reduced wait times for data.
- Latest masked production data readily available in minutes helps improve the quality of testing.
- Reduces TCO of Quality by detecting and resolving defects earlier.
- Increased test coverage through scientific approach to data profiling.
- Increased test coverage through scientific approach to data profiling.
- Availability on demand of an accurate Test data set.
- Reduce storage costs by sharing common data across environments.
- Data Reusability reducing time to test and improving Time to Market (TTM).
- Reduced test cycle time.
- Test Data set compliant to required data security standards available.

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