

Service Definition Document for G-Cloud 15 Services

Enterprise Network Services

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1 Service Definition for Enterprise Network Services

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Enterprise Network 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 Enterprise Networking Services

The following services enable organisations to design, implement, and evolve enterprise-grade networking solutions that are secure, scalable, and optimised for AI-ready infrastructure.

- **Enterprise Networking Services** – Provides design and delivery of enterprise-grade networking solutions incorporating routers, switches, load balancing, and firewall technologies to enable secure, resilient, and high-performance connectivity for traditional and AI-driven workloads.
- **AI-Ready Secure Network Architecture & Implementation** – Delivers modern, scalable network architectures designed to support AI workloads and data-intensive platforms, applying the latest technologies and industry best practices across on-premises, cloud, and hybrid environments.
- **Network Modernisation, Optimisation & Resilience** – Enables the evolution of enterprise networks to support AI-ready infrastructure, improving performance, security, availability, and operational efficiency while aligning with changing business and technology demands.

See Section 2 for full-service descriptions.

2 Service Descriptions

2.1 Enterprise Network Services

2.1.1 Introduction

NTT DATA's Enterprise Networking Services support organisations in the design and delivery of secure, resilient, and high-performance networking solutions that underpin critical business operations and digital transformation initiatives. The service enables reliable connectivity for both traditional enterprise applications and emerging AI-driven workloads, leveraging modern networking technologies and industry best practices.

Typical use cases include:

- Modernisation of core enterprise networks to improve performance, resilience, and security
- Deployment of secure connectivity to support cloud, hybrid, and AI-driven platforms
- Enablement of high-throughput, low-latency networking for data-intensive and AI workloads
- Standardisation of networking technologies across enterprise environments

2.1.2 Scope

The service covers the design, implementation, and integration of enterprise networking components, including routers, switches, load balancing, and firewall technologies. It supports on-premises, cloud, and hybrid environments and addresses key non-functional requirements such as security, availability, scalability, and performance. The scope includes networking foundations required to support data-intensive and AI workloads, including high-throughput connectivity and secure traffic management.

2.1.3 Approach

The service is delivered using an industry-leading, structured approach informed by NTT DATA's thought leadership in enterprise networking and security. We work closely with industry-leading technology vendors to design and implement solutions that leverage proven, current, and emerging networking platforms.

Delivery is underpinned by established implementation methodologies and best practices, ensuring consistent, high-quality outcomes while managing risk and complexity. Our approach combines deep technical expertise with strong governance, enabling secure, scalable, and resilient network solutions that are aligned to both current and future business needs.

Drawing on experience delivering and operating some of the world's largest and most complex enterprise networks, the service provides a credible, low-risk option for organisations seeking a trusted partner. This experience informs practical, real-world designs that are operationally sound, secure by design, and capable of supporting large-scale, mission-critical and AI-driven workloads.

2.2 AI-Ready Secure Network Architecture & Implementation

2.2.1 Introduction

AI-Ready Secure Network Architecture & Implementation enables organisations to design and deploy modern, scalable, and secure network architectures capable of supporting AI workloads and data-intensive platforms. The service ensures that network foundations are optimised for high-performance computing, large-scale data movement, and secure east-west and north-south traffic across enterprise environments.

Typical use cases include:

- Design of high-throughput, low-latency networks to support AI, analytics, and machine learning platforms
- Enablement of secure east-west traffic flows for distributed AI and data processing environments
- Integration of AI platforms across on-premises, cloud, and hybrid infrastructures
- Modernisation of network architectures to support GPU-based and data-intensive workloads

2.2.2 Scope

The service covers the design and implementation of AI-ready network architectures across on-premises, cloud, and hybrid environments. This includes network segmentation, high-performance connectivity, secure access controls, and traffic optimisation to support AI and data platforms. The scope addresses scalability, security, resilience, and performance requirements, ensuring networks are capable of supporting current and future AI workloads.

2.2.3 Approach

The service is delivered using an industry-leading architectural and implementation approach informed by NTT DATA's thought leadership in secure networking and AI-ready infrastructure. We collaborate with leading technology vendors to design solutions that leverage modern networking, security, and automation capabilities aligned to industry best practices.

Delivery follows proven implementation methodologies that ensure consistency, security by design, and operational readiness. Drawing on experience delivering complex, large-scale networks for some of the world's largest organisations, the service provides a credible and low-risk option for implementing AI-ready network architectures that are secure, scalable, and fit for mission-critical workloads.

2.3 Network Modernisation, Optimisation & Resilience

2.3.1 Introduction

Network Modernisation, Optimisation & Resilience supports organisations in evolving their enterprise networks to meet changing business, security, and technology demands. The service focuses on modernising legacy networking environments, optimising performance and operational efficiency, and improving resilience to ensure continuous, secure connectivity for both traditional and AI-driven workloads.

Typical use cases include:

- Modernisation of legacy network infrastructure to improve scalability, security, and performance
- Optimisation of network performance to support data-intensive and AI workloads
- Enhancement of network resilience, availability, and fault tolerance for business-critical services
- Reduction of operational complexity through standardisation and improved network design

2.3.2 Scope

The service covers the assessment, redesign, and enhancement of enterprise network environments across on-premises, cloud, and hybrid platforms. This includes network refresh and upgrade activities, performance tuning, resilience and high-availability design, and integration of modern networking and security capabilities. The scope addresses non-functional requirements such as availability, scalability, security, and recoverability to ensure networks remain robust and future-ready.

2.3.3 Approach

The service is delivered using a structured, best-practice-led approach informed by NTT DATA's deep experience in enterprise networking transformation. We work with industry-leading technology vendors and apply proven modernisation and optimisation methodologies to ensure safe, controlled evolution of existing network environments.

Our experience delivering and operating large-scale, mission-critical networks for some of the world's largest organisations ensures a credible, low-risk approach. Network changes are designed to minimise disruption while improving resilience, performance, and security, enabling organisations to confidently support evolving digital and AI-driven business demands.

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