

Service Definition Document for G-Cloud 15 Services

Managed Network Monitoring & Management

NTT DATA UK LTD
Epworth House, 25 City Road, London, EC1Y 1AA
Tel.: +44 (0) 20 7220 9200
www.nttdata.com

Copyright NTT DATA UK Ltd 2026 All rights reserved
Proprietary and Confidential |

Table of Contents

1 Service Definition for Managed Network Monitoring & Management 3

1.1 Service Description 3

1.1.1 Use Cases 3

1.1.2 Scope 4

1.1.3 Approach 4

2 Commercial Arrangements 5

2.1 Parent Company Guarantee (PCG) 5

2.2 Use of subcontractors and partners 5

2.3 Pricing 5

2.4 Ordering and invoicing process 5

2.5 Client responsibilities 6

2.6 Accreditations 6

3 About NTT DATA 7

3.1 Globally 7

3.2 In the UK 7

3.3 How we help our clients 7

3.4 Trade body membership and accreditations 8

3.5 Services 8

3.6 Further information 8

Confidential

Copyright © 2026 NTT DATA UK Limited. ('NTT DATA') an NTT DATA Company. Any concepts and methodologies contained herein are proprietary to NTT DATA. Duplication, reproduction or disclosure of information in this document without the express written permission of NTT DATA is prohibited.

Trademarks, logos and service marks displayed in this document are registered and unregistered trademarks of NTT DATA, or other parties. All of these trademarks, logos and service marks are the property of their respective owners.

1 Service Definition for Managed Network Monitoring & Management

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Managed Network Monitoring & Management 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.

1.1 Service Description

Managed Network Monitoring & Management Services provide end-to-end, proactive management of enterprise network environments through a fully managed service model. Powered by NTT DATA's AI-driven management platform and supported by global operations capabilities, these services ensure secure, resilient, and optimised network operations across on-premises, cloud, hybrid, and AI-ready environments.

These services specifically focus on:

- AI-Driven Proactive Operations – continuous monitoring, anomaly detection, and predictive insights using NTT DATA's AI-enabled management platform to identify and resolve issues before they impact business services.
- 24x7 Managed Network Operations – round-the-clock monitoring, incident management, and change execution delivered by experienced network operations teams, aligned to defined service levels.
- Continuous Optimisation & Service Improvement – ongoing performance tuning, capacity optimisation, security posture improvement, and reporting to ensure networks evolve in line with business and technology demands.

The service enables organisations to offload day-to-day network operations while maintaining visibility, control, and assurance, allowing internal teams to focus on strategic initiatives and innovation.

1.1.1 Use Cases

Typical use cases include:

- Full operational management of complex enterprise networks across on-premises, cloud, and hybrid environments
- Proactive detection and resolution of incidents using AI-driven analytics and automation
- Operational support for business-critical, data-intensive, and AI workloads
- Continuous improvement of network performance, stability, and security posture

1.1.2 Scope

The service covers full lifecycle operational management of enterprise networking environments, including routers, switches, firewalls, load balancing, and associated cloud networking services. Scope includes 24x7 monitoring, incident and problem management, change execution, performance and capacity management, security event monitoring, and service reporting.

The service supports multi-vendor environments and extends across on-premises, cloud, hybrid, and AI-ready infrastructures. Service delivery is aligned to agreed service levels and operational requirements, ensuring consistent performance, availability, and security.

1.1.3 Approach

The service is delivered using a mature, ITIL-aligned managed services approach underpinned by NTT DATA's AI-driven management platform. The platform provides advanced telemetry, anomaly detection, predictive insights, and automation to proactively identify and resolve issues before they impact business services.

Global network operations teams apply industry-leading operational practices, supported by standardised processes, strong governance, and continuous service improvement. Drawing on experience managing some of the world's largest and most complex enterprise networks, NTT DATA provides a credible, low-risk managed service that delivers operational stability, resilience, and ongoing optimisation for mission-critical and AI-enabled network environments.

2 Commercial Arrangements

2.1 Parent Company Guarantee (PCG)

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

2.2 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.

2.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing associated with these services.

2.4 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

2.5 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.

2.6 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+

3 About NTT DATA

3.1 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.

3.2 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.

3.3 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

3.4 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

3.5 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

3.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com