

Service Definition Document for G-Cloud 15 Services

Network Assessment & Optimisation

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1 Service Definition for Network Assessment & Optimisation

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) Network Assessment & Optimisation 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 Network Assessment & Optimisation Services

Network Assessment & Optimisation Services support organisations in assessing the performance, resilience, security, and operational effectiveness of their enterprise networks. Leveraging industry best practices, proven assessment frameworks, and advanced tooling, these services identify improvement opportunities to enhance performance, stability, and readiness for cloud, hybrid, and AI-driven workloads.

Our services are:

- **Network Performance & Capacity Assessment** – evaluating throughput, latency, utilisation, and scalability to identify bottlenecks and optimise support for data-intensive and AI workloads.
- **Security & Resilience Review** – assessing network security controls, segmentation, and fault tolerance to improve risk posture, availability, and recoverability.
- **Optimisation & Improvement Roadmapping** – providing prioritised recommendations and actionable roadmaps to improve network performance, efficiency, and future readiness.

See Section 2 for full-service descriptions.

2 Service Descriptions

2.1 Network Performance & Capacity Assessment

2.1.1 Introduction

Network Performance & Capacity Assessment enables organisations to gain a clear understanding of how effectively their enterprise networks are performing against current and future demands. The service assesses network performance, utilisation, and capacity to identify constraints, risks, and improvement opportunities, ensuring the network can reliably support business-critical, data-intensive, and AI-driven workloads.

Typical use cases include:

- Identifying performance bottlenecks impacting business-critical applications
- Assessing network readiness to support AI, analytics, and high-throughput workloads
- Understanding current and future capacity requirements to support growth and change
- Informing investment and upgrade decisions with evidence-based insights

2.1.2 Scope

The service covers the assessment of network performance and capacity across enterprise environments, including on-premises, cloud, and hybrid networks. This includes analysis of throughput, latency, packet loss, utilisation, and traffic patterns across routing, switching, load balancing, and firewall components. The scope also considers peak demand, growth trends, and resilience characteristics to ensure networks can scale and perform reliably under increasing and evolving workloads.

2.1.3 Approach

The service is delivered using a structured, data-driven assessment approach informed by industry best practices and NTT DATA's experience assessing large-scale enterprise networks. We use a combination of network telemetry, monitoring data, and advanced analysis techniques to provide an accurate and objective view of network performance and capacity.

Findings are translated into clear, actionable recommendations, including optimisation opportunities and capacity planning guidance. Drawing on experience with some of the world's largest and most complex networks, the service provides a credible, low-risk basis for performance improvement and future network investment decisions.

2.2 Security & Resilience Review

2.2.1 Introduction

Security & Resilience Review supports organisations in assessing the effectiveness of their network security controls and resilience capabilities against current and emerging threats. The service provides a structured evaluation of security posture, fault tolerance, and recoverability to ensure enterprise networks are secure, robust, and capable of sustaining business-critical and AI-driven workloads.

Typical use cases include:

- Assessing the effectiveness of network security controls and segmentation
- Identifying resilience gaps that could impact availability and business continuity
- Evaluating network readiness to withstand failures, cyber incidents, and operational disruption
- Supporting risk management, compliance, and assurance activities

2.2.2 Scope

The service covers the review of network security and resilience across enterprise environments, including on-premises, cloud, and hybrid networks. This includes assessment of firewalls, segmentation models, access controls, traffic flows, redundancy, and failover mechanisms. The scope also considers alignment with organisational security standards, regulatory requirements, and resilience objectives to ensure networks are both secure and operationally robust.

2.2.3 Approach

The service is delivered using a structured review approach informed by industry security and resilience best practices and NTT DATA's experience securing large-scale enterprise networks. We assess both design and implementation, identifying gaps, risks, and areas for improvement.

Findings are presented with clear prioritisation and practical recommendations to enhance security posture and resilience. Drawing on experience from some of the world's largest and most complex network environments, the service provides a credible and low-risk foundation for improving network security, availability, and recoverability.

2.3 Optimisation & Improvement Roadmapping

2.3.1 Introduction

Optimisation & Improvement Roadmapping supports organisations in translating network assessment findings into a clear, prioritised plan for improvement. The service enables organisations to systematically enhance network performance, security, resilience, and operational efficiency while aligning improvements to business priorities and future technology requirements, including AI-driven workloads.

Typical use cases include:

- Converting assessment outcomes into actionable, prioritised improvement initiatives
- Supporting investment planning and business case development for network enhancements
- Aligning network improvements with business, security, and technology roadmaps
- Enabling phased modernization with minimal operational disruption

2.3.2 Scope

The service covers the development of a structured improvement roadmap based on network performance, security, and resilience findings. This includes prioritisation of initiatives, identification of dependencies and risks, and alignment to business objectives and technology lifecycles. The scope spans on-premises, cloud, and hybrid networks and considers readiness for future growth and AI-ready infrastructure.

2.3.3 Approach

The service is delivered using a structured, outcome-focused approach informed by industry best practices and NTT DATA's experience delivering large-scale network transformation programmes. We work with stakeholders to validate priorities, assess options, and define realistic improvement timelines.

Recommendations are presented in a clear, practical roadmap that balances quick wins with strategic enhancements. Drawing on experience with some of the world's largest enterprise networks, the service provides a credible, low-risk foundation for continuous network improvement and long-term resilience.

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