

Service Definition Document for G-Cloud 15 Services

Cloud Strategy, Delivery and Management – Lot 3

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1 Service Definition for Cloud Strategy, Delivery and Management

1.1 Introduction

This is the Service Definition Document for NTT DATA UK Ltd (NTT DATA) for Cloud Strategy, Delivery and 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.

1.2 Overview of Services

The following services help clients to plan, implement, optimise and manage their chosen cloud services. We apply industry best practice across all services and while we have standard methodologies and processes can tailor these to fit the specific needs of a customer.

- **Agentic AI Factory for Hyperscalers** – Assessment of enterprise AI needs, discovery of use cases and business case production, advisory on hyperscaler integration, design and build of agentic AI pipelines, migration of workloads to factory environments, and run and optimisation with lifecycle management and performance tuning.
- **Cloud Transformation with Agentic AI & Cloud Native Modernisation** – Assessment of legacy systems, discovery of transformation pathways, advisory on AI-enabled modernisation, design and build of cloud-native architectures, migration of applications, and run and optimisation with automation, monitoring, and iterative improvement.

2 Service Descriptions

2.1 Agentic AI Factory for Hyperscalers

2.1.1 Introduction

NTT DATA provides a structured approach to design, build, and operationalize Agentic AI Factories on leading hyperscaler platforms. It enables organizations to harness autonomous AI agents, orchestrate workflows, and scale AI-driven innovation across cloud environments. The methodology includes assessment of enterprise AI needs, discovery of use cases and business case production, advisory on hyperscaler integration, design and build of agentic AI pipelines, migration of workloads to factory environments, and ongoing run and optimisation with lifecycle management and performance tuning. This ensures AI factories are aligned with business objectives and deliver measurable value.

2.4.2 The Service

Key components of the service are:

- Assessment of enterprise AI needs to baseline current capabilities and identify gaps
- Discovery of use cases and business case production to prioritize AI initiatives with clear ROI
- Advisory on hyperscaler integration leveraging native services for scalability and compliance
- Design and build of agentic AI pipelines enabling autonomous agents for decision-making and workflow orchestration
- Migration of workloads to factory environments ensuring minimal disruption and optimized performance
- Integration architecture for seamless connectivity with enterprise systems and data pipelines
- Run and optimise with lifecycle management and performance tuning to maintain efficiency and scalability
- Comprehensive deployment roadmap aligned to organizational maturity and innovation goals

2.1.2 Outcomes

- Accelerated AI adoption through hyperscaler-native architectures and services
- Scalable and secure AI factory enabling rapid development and deployment of autonomous agents
- Improved operational efficiency and reduced manual intervention via AI-driven automation
- Clear alignment of AI initiatives with business strategy and compliance requirements
- Independent guidance to optimize hyperscaler capabilities and avoid vendor lock-in
- Future-ready AI ecosystem supporting continuous innovation and advanced use cases

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2.2 Cloud Transformation with Agentic AI & Cloud Native Modernisation

2.2.1 Introduction

This service enables organizations to accelerate their cloud transformation journey by leveraging Agentic AI and Cloud Native Modernisation. It focuses on building intelligent, scalable, and resilient architectures that integrate AI-driven automation and cloud-native principles. The methodology includes assessment of legacy systems, discovery of transformation pathways, advisory on AI-enabled modernisation, design and build of cloud-native architectures, migration of applications, and ongoing run and optimisation with automation, monitoring, and iterative improvement. This ensures a structured approach to modernization and AI adoption aligned with business objectives.

2.2.2 Service

Key components of the service are:

- Assessment of legacy systems to baseline current state and identify modernization opportunities
- Discovery of transformation pathways to prioritize initiatives and define optimal migration strategies
- Advisory on AI-enabled modernisation to embed intelligent automation and predictive capabilities into operations
- Design and build of cloud-native architectures including microservices, containerization, and serverless environments
- Migration of applications to modernized, cloud-native platforms with minimal disruption
- Run and optimise with automation, monitoring, and iterative improvement to ensure resilience, scalability, and cost efficiency
- Comprehensive transformation roadmap aligned to business objectives and organizational maturity

2.5.3 Outcomes

- Accelerated cloud adoption with AI-driven automation and operational efficiency
- Enhanced scalability, resilience, and agility through cloud-native architectures
- Reduced technical debt and improved time-to-market for new services
- Clear alignment of modernization initiatives with business and innovation goals
- Independent guidance to challenge vendor-driven approaches and ensure best-fit solutions
- Future-ready architecture enabling continuous innovation and AI-powered operations

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