NTT DATA One Platform

Client Presentation 201

Contents

What is the One NTT platform

Date

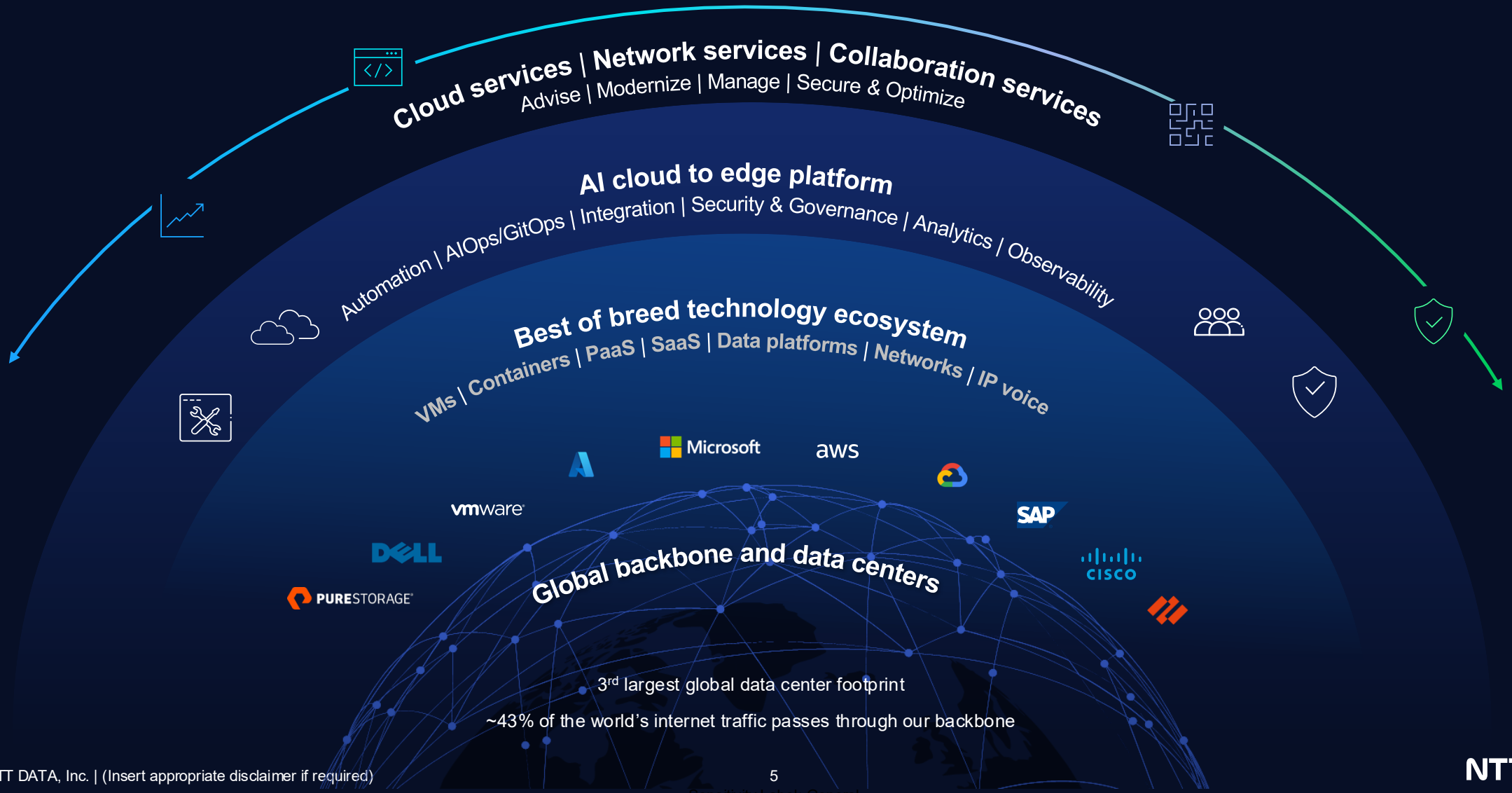
What problem are we trying to solve?

The current common problems around the delivery and support of IT and Business solutions:

1. The need for **cost efficiency**, **quality**, and **agility**.
2. **Complexities** in consumption and governance
3. Internal teams **focus** more on technology than the core business
4. Difficulty in finding the right **talent** at an affordable **cost**
5. The need for tool integration and **control**

NTT DATA's Adaptive cloud to edge platform

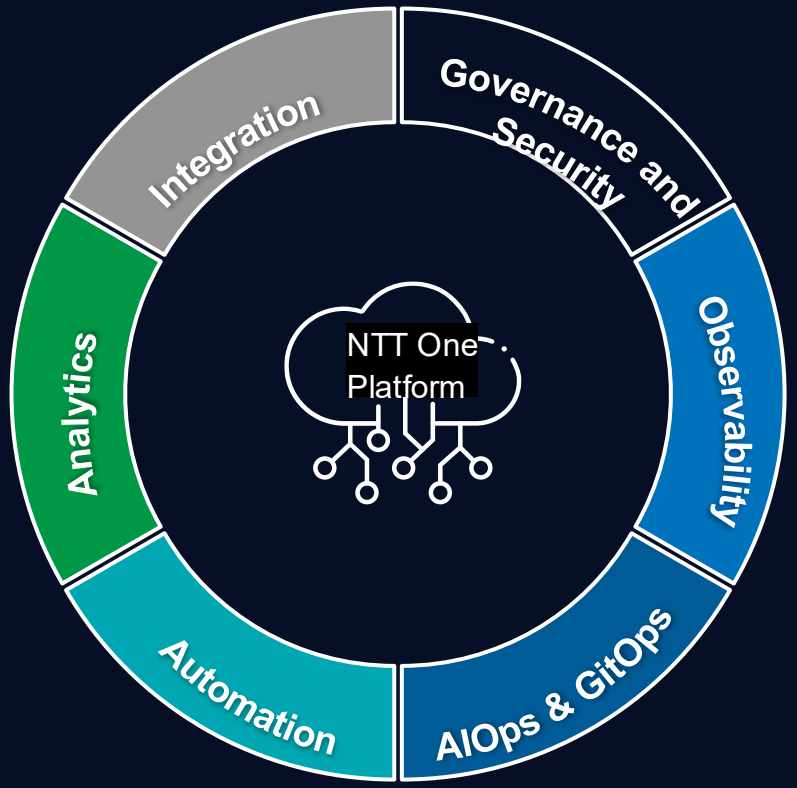
From data center and networks to cloud and business critical applications



How do we solve those problems?

Our next-generation **composable platform** that:

- **Accelerates** the **Delivery**
- **Consolidates** the **client's experiences**
- **Optimizes** services



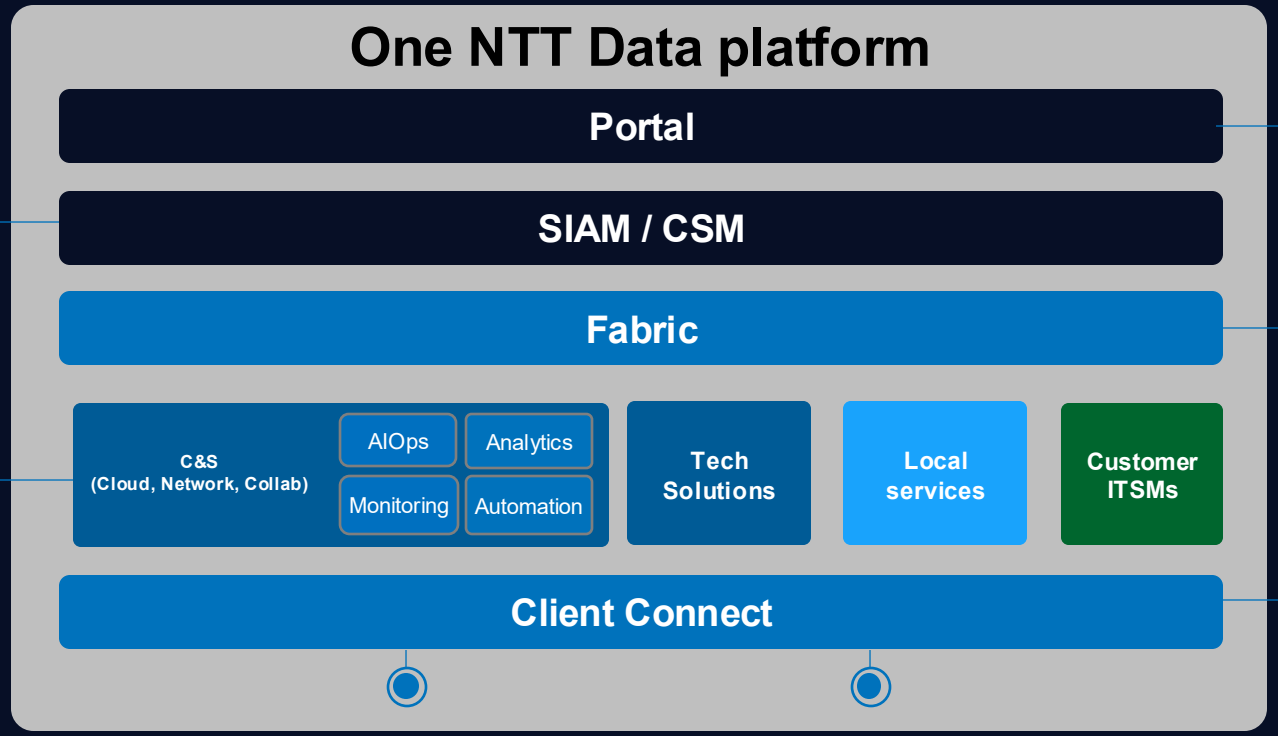
Our platform is a cloud-native, secure AI-powered multi-tenant Services Platform. It manages all the services NTT DATA provides across Cloud, Security, Networks, Communications, and more.

One NTT Data platform

Enabling a Unified and Optimized Delivery Experience

Global Client Service Mgmt (SIAM) with Case, Entitlement, and ITIL-aligned process management as a single point of contact for all services

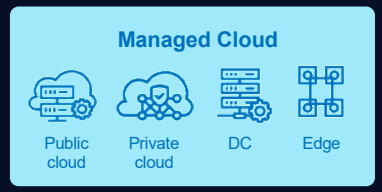
Fulfillment teams, internal "**Centers of Service.**" **and Customer** ITSM systems

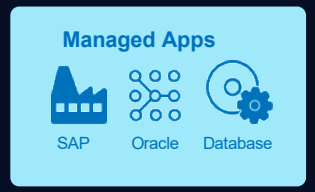


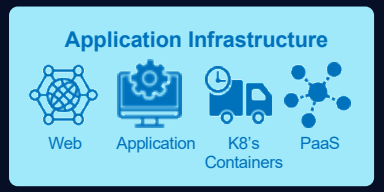
Single self-service Portal and Omnichannel engagement into the requests, status, and health of client services

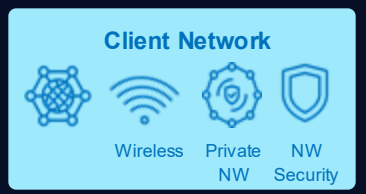
Digital Services Fabric with modular components, **API Enabled**, for **integration, automation, and data analytics** for a cross-technology set of capabilities

Secure, **unified connection platform**, with Service-specific agents, to minimise the number of remote connections









Enabling Cloud and Security

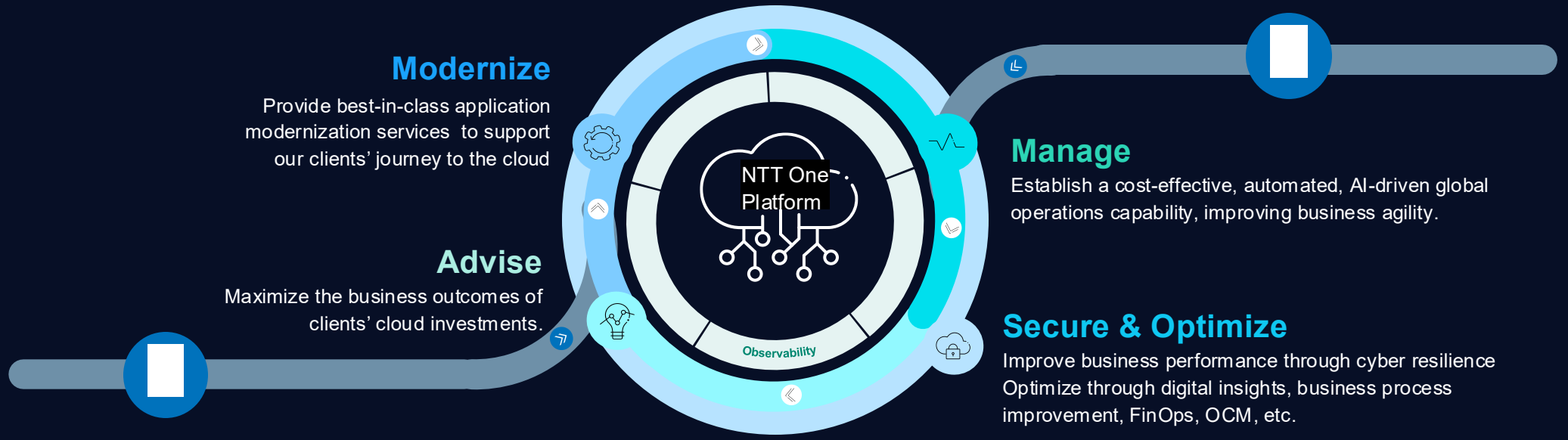
Supporting the end-to-end delivery of Cloud and Security across all stages

Modernize

Provide best-in-class application modernization services to support our clients' journey to the cloud

Advise

Maximize the business outcomes of clients' cloud investments.



Manage

Establish a cost-effective, automated, AI-driven global operations capability, improving business agility.

Secure & Optimize

Improve business performance through cyber resilience
Optimize through digital insights, business process improvement, FinOps, OCM, etc.

Advise

Cloud Advisory Services

- Cloud Strategy
- Cloud Economics
- Cloud Operating Model
- Cloud Operations

Modernize

Modernization & Migration

- App Mod and Mgmt
- Cloud Migration
- 360 Observability
- Site Reliability Engineering

Packaged Applications

- SAP S4/HANA
- ControlPanel GRC
- ERP Support Services

Manage

Modern Run

- Cloud Operations
- Integrated Support and Platform
- Integrated Security
- Secure Digital Workplace

Secure

Integrated Cloud Security

- MDR
- Cloud Native App Protection
- Network Protection

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What value do we add to clients?

Driving better business outcomes

Rapid client integration

Plug and play into client environments

Onboarding time between **4 hours** to **1 week**

Multitenant with client isolation

Reduces cost of operation and overhead in managed services

0 USD upfront setup cost

Automation ensures quality and experience

Accelerate operations and reduce time for changes

10s average automated resolution time vs **20m**

Observability

Provide more insights and enhance visibility to react faster.

30% incident reduction and **70%** alert correlation

Technology abstraction

Homogeneous operational model over all the IT estate

120+ technologies supported and consolidated

Drives Business **Efficiencies** through Automation, Integration, and Abstraction

Reduces IT Operation **Cost**

Improves Operational **Excellence**

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Features and Automation

What the platform does and how

Date

Key differentiation and benefits

High level overview

Differentiated platform features

Consolidated Experience
Self service and omnichannel SIAM services

Fast Repeatable deployments
With automated orchestration across multiple domains

Accelerated time to resolve
With automated correlation, deduplication, and enrichment of events using ML and AI

AI and ML Observability and ITOM
Proactive incident and capacity detection with no human intervention

Continuous compliance and remediation
Automated continuous checking of key best-practice parameters of the solution. It avoids configuration drift and enables further automation

Business and operational benefits

Simpler consumption of services
Allowing clients to focus on their core business and offering friction-free services.

Increased agility and quality
Acceleration of client's digital transformation journey at a lower cost. Moving from 2 days to 10 minutes

Reduced downtime and reduced cost
More than 30% improvements in overall uptime and reduction of time to service requests

Increased visibility and insights
Pre-emptive issue(s) detection,~95% tickets are proactive

Increased security posture and risk reduction
Reducing 30% of the traditional security incidents increases the client's reputation and decreases risk.

Platform modules - Features

Detailed Functionality

Consolidated Visibility

Monitor - Multi Domain observability

Truth – Consolidated CMDB

Enrich – Automated discovery and CMDB enrichment

Discover* – GenAI-assisted migration

Single pane of Glass for all services

360 Observability (APM)

Insightful Analytics

Report – Automated client-facing service reporting

Forecast – Capacity forecasting

Problem – AI-backed recurring problem detection and management

Root cause analysis - assigns root cause based on historical data

Cost – Cloud Cost reporting and optimization

Advanced Automation

Remedy – Autohealing solution

Correlate – Smart Clustering &automated multidomain correlation

Context - Event and Incident context enrichment

Remote – Cross-domain orchestration

GitOps, AIOps

Code – GitOps support solution

Skeleton – IaC Landing Zones

Deploy – CI/CD based deployment

Insight – Anomaly detection

Copilot* – GenAI-backed engineer support

Continuous Security

Compliance – Continuous compliance checks and remediation

Patch – Advanced automated patching and reporting

Vulnerability assessment – Security report for the IT state

Connect – PAM with session recording

ISO20k, 27k, SOC2 Type2

Open Integration

Events - Metric and Event integration

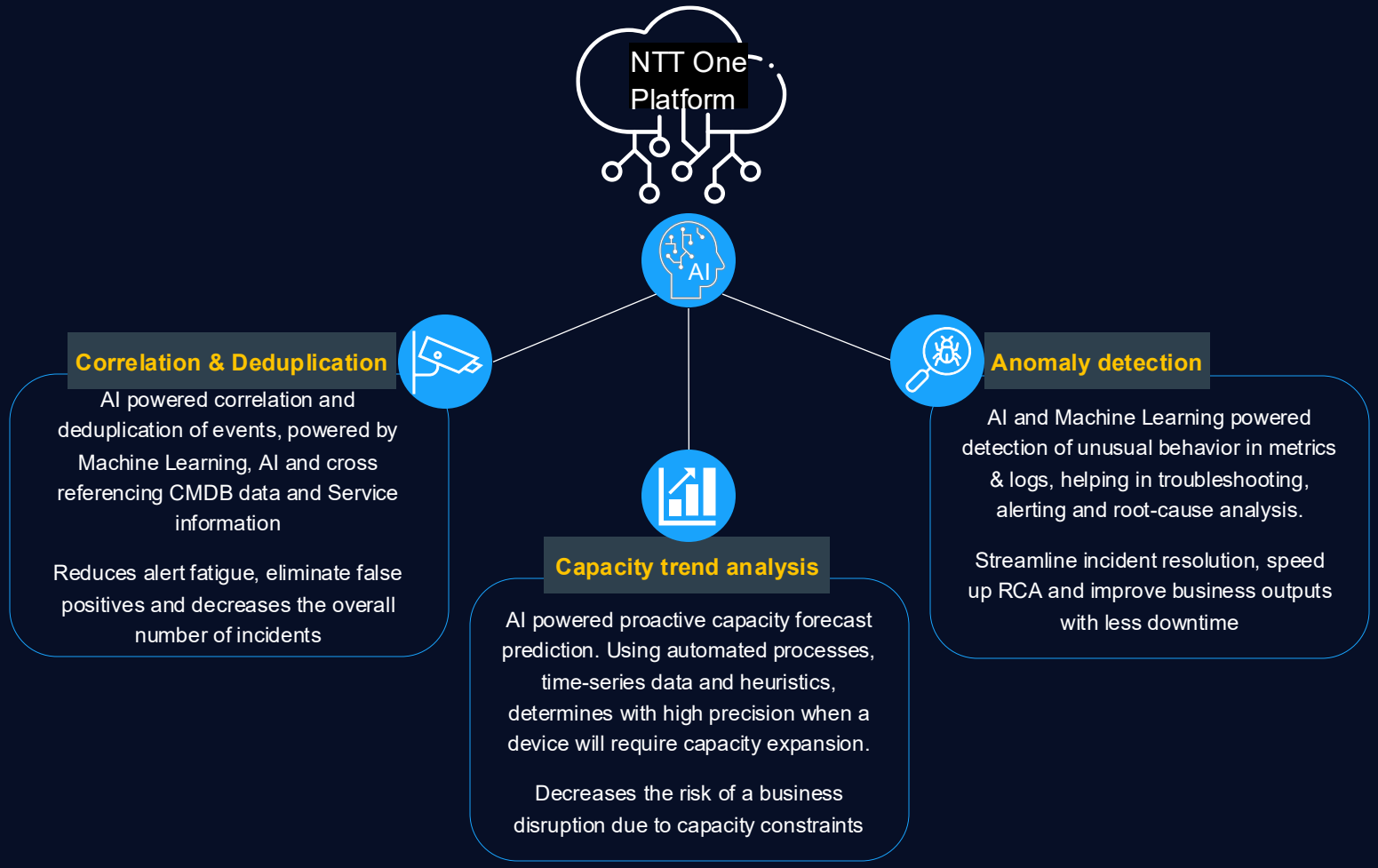
ITSM - Ticketing Integration

Identification - Single Sign-on with Client IdP

Automation - Client Automation integration

Portal - Custom Portal development

AIOps embedded in the platform

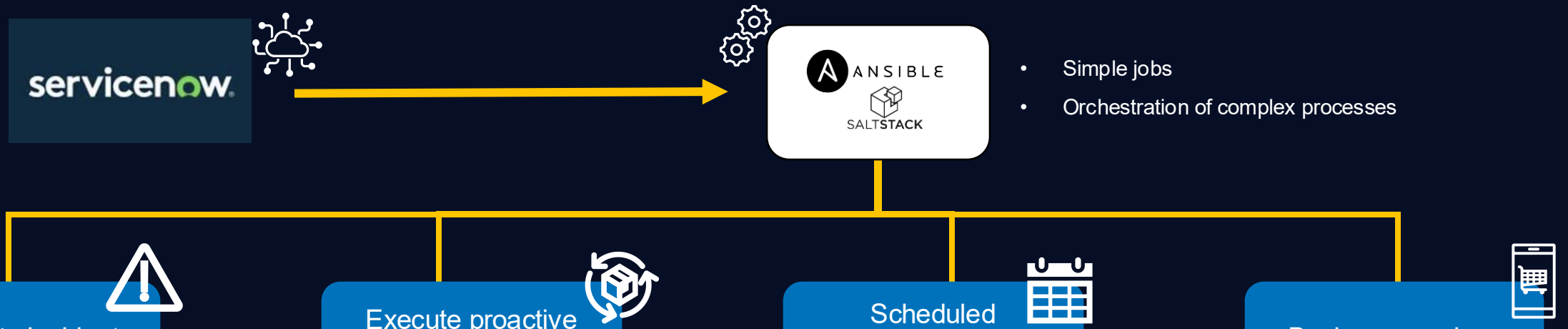


Great benefits by leveraging our AIOps features

- Downtime reduction, ensuring critical systems remain available close to a 100% of time
- Maintain optimal system performance and avoid service disruptions
- Swiftly identification of anomalies to ensure smooth and stable user experience
- Overall operational optimization, risk reduction and positive contribution to a healthier bottom line

Automation – The last step to improve the service

Embedded automation is the last key point in our platform. AIOps is combined with our Automation stack so we can execute automation jobs from the ITSM console. This model accelerates the resolution and provides our customers with better service and SLAs.



Known resolution processes could be applied to tickets according to specific parameters

In some situations, to avoid future incidents, some tasks could be executed when certain conditions are met.

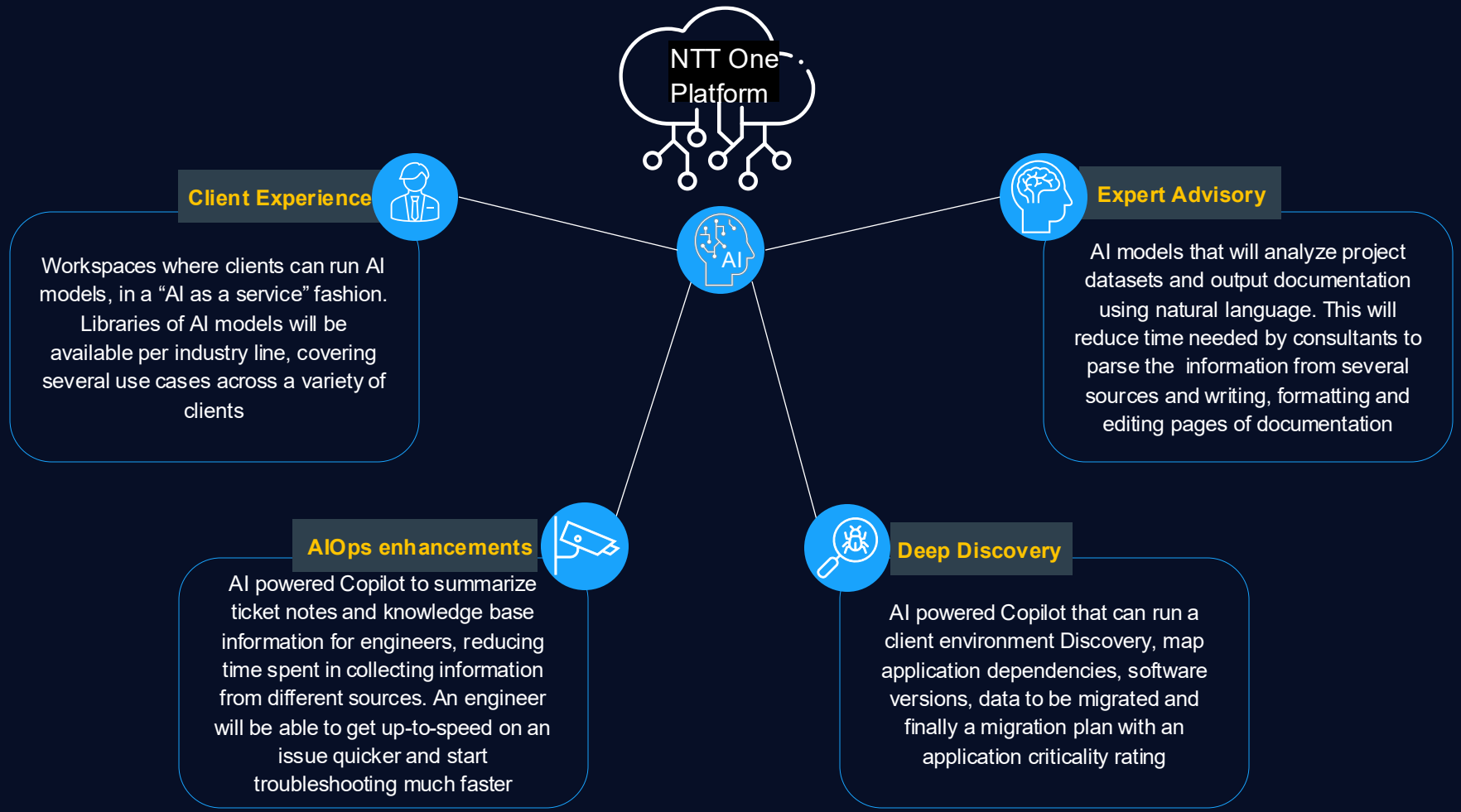
Maintenance actions that need to be carried out regularly can be programmed in the systems, like Patching, Compliance checks, Discovery, etc…

Routines for customer apps could be also executed on demand or regularly.

Extending the power of Gen-AI

NTT DATA keeps innovating, investing extensively in Research and Development to become more efficient, agile, increase operational excellence and client satisfaction

One of the biggest advantages of our platform is that all developments will benefit all our customers

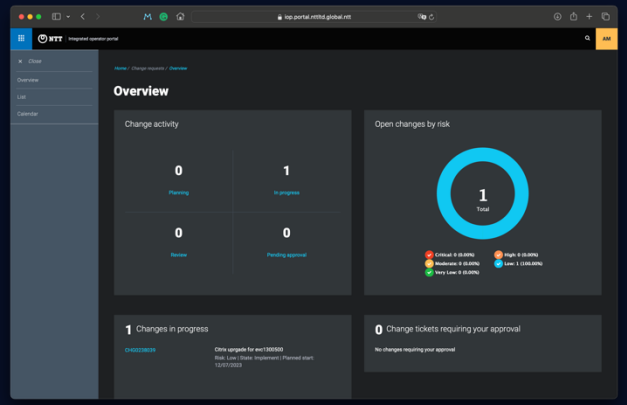


Portal - Applications

Enabling a comprehensive digital client experience

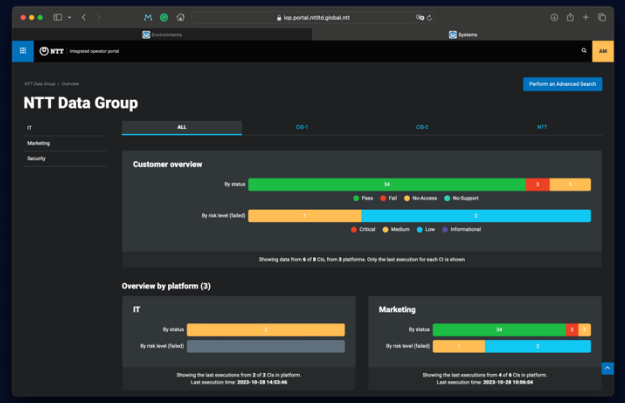
Service Management

- Case Management
- Change Management
- Problem Management
- Service Issue Managemen
- Alert Management



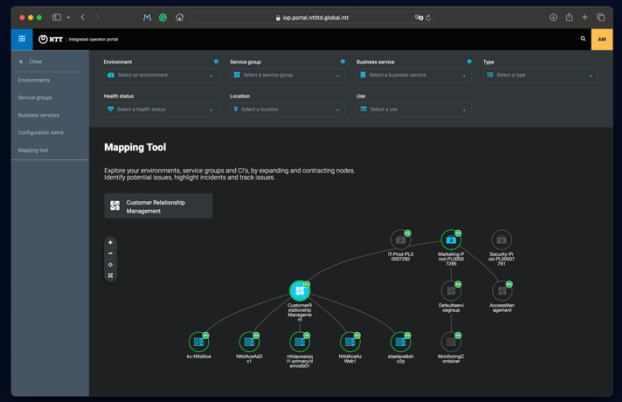
Security

- MDR solution interactions
- Patch Management
- Compliance Management



Environments

- Client environment visibility
- Server and Cloud and CI information
- Performance management
- AIOps visibility



Case and Reporting Management

- Customer requests and incident reporting
- Service Catalog
- SLA management and reporting

Partner, Security and Compliance accreditations

Comprehensive coverage across the most relevant market trends

Public Cloud Expertise

Microsoft Partner | Azure Expert MSP

Microsoft

aws partner network

Advanced Training Partner

aws certified

AWS PARTNER NETWORK

aws partner network

Premier Consulting Partner

MSP Partner
Migration Competency
DevOps Competency
Solution Provider
Channel Partner

Premier Partner

Google Cloud

SAP expertise

Microsoft Partner

Microsoft

Gold Cloud Platform
SAP on Azure Advanced Specialization

SAP

SAP Pinnacle Awards 2021 Winner

SAP Certified
in **Global** Cloud and Infrastructure Operations

SAP Certified
in **Global** SAP Business Suite Solutions Operations

SAP Certified
in **Global** SAP S/4HANA Solutions Operations

SAP Certified
in **Global** Hosting Operations

SAP Certified
in **Global** SAP HANA Operations

Certifications

International Organization for Standardization — ISO — Certified

ISO 27001

ISO 27017

ISO 27018

AICPA Service Organization Control Reports — SOC — Certified

SOC2 Type 2

Service Control Reports

Expertise

NTT has expertise and experience supporting other industry and global standards including **NIST, CIS, PCI/DSS, FDA, ITAR, FTI** and **GDPR.**

Platform costs

Cost Model

How much does the platform and its options cost?

Our platform is not sold standalone, it underpins NTT Data Inc services

All the costs are included in the CPQ rate-cards

There are extra charges for:

1. **Ticketing** integration services (ITSI)
2. Custom **portal** developments
3. Custom **integrations** (CMDB, Monitoring)

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Key Takeways

Key Takeaways

What to remember

1 Enables a **consistent** client **experience** for clients across the NTT DATA portfolio

2 Provides a secure **AIOps** and **automation** platform and framework that enables modern, optimized services

3 Very **extensible** and can be **integrated** and customized to fit client needs

4 Used across all the customer's base, **benefitting them all** with every improvement


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Annex

Business Values delivered by our platform

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Features embedded

Fulfillment platform to support Multi Cloud Services

Integration

Integration Service Platform

Analytics

Cost Advisory

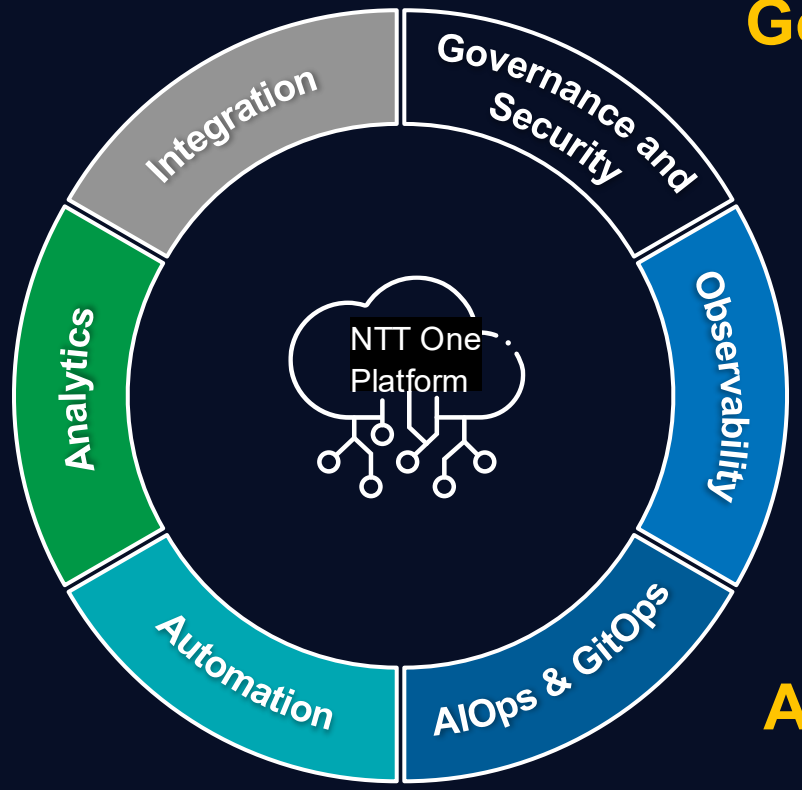
Anomaly Detection

Forecasting and Capacity Planning

Automation

Fast, repeatable deployments

Accelerating time to resolve



Governance and Security

Consolidated Service Delivery and SLA reporting

Continuous Compliance and Remediation

Document Exchange

Observability

AI & ML enhanced observability and environment view

AIOps & GitOps

AI backed Problem Management

Infrastructure as Code

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Business Values

Observability

Value	Proof Point
Provide more insights and enhance visibility to react faster	70% alert reduction due to correlation analysis
AI driven detection of events that could cause business issues	Incidents created by using the Forecasting and anomaly detection engine avoids 30% of the false alerts coming from static thresholds and reduces 20% the number of incidents by acting before these could happen. Reduction in the number of incidents also reduces reporting on them.
Customers view of managed services based on environments, service groups and business services	Relationships between the different managed elements is built in the CMDB, providing an accurate representation of the customer's platforms (from business point of view) in real time, reducing the effort on the creation of equivalent dashboards by 99%.
Unified monitoring of all the elements in the CMDB	A single monitoring platform (independently of the Public Cloud, Private Cloud, physical kit or application) 100% integrated with the CMDB reduces the time needed to onboard or change the managed elements by as much as 30 minutes per CI on average.

Business Values

Security and Integration

Value	Proof Point
Remove risk from the managed environments and ensure Compliance to customer's standards	Reporting and verification checking time reduced by 99% (from days down to real time web browsing in seconds/minutes) via acePortal's Compliance
Faster Audits and Forensics	60% less time to obtain forensics data and compliance checks via aceConnect platform security features like Session recording and auditing.
Improved security at lower costs for the managed elements via standard secure and simple access management	• NTT DATA's accesses via aceConnect reduce the time needed to onboard new customers by using standard blueprints down to 1 hour. • Security features with PAM included in the managed services reduce the customer's cost on them down to 0.

Business Values

Automation

Value	Proof Point
Automated remediation of known errors without human intervention	30% Incidents fully automated (reduction in them of the time to resolve and the incidents to handle)
Automated enrichment of events, automated context gathering	Decrease of 30 minutes on average per incident
Automated event correlation and deduplication using AI	70% less incidents in the ITSM
Automated deployments using Infrastructure as Code blueprints and templates	• Time needed to deploy environments reduced from more than 2h down to 5 minutes • Average time needed to architect new environments reduced from more than 2 days down to 2 hours • Reduction of issues by deploying code right the first time by 90%
Automated orchestration of known environments	Reduction of command execution time by more than 90% in activities such as Disaster Recovery and creation of test environments

Business Values

Governance

Value	Proof Point
Single source of truth for all the managed services with automated CMDB enrichment	• Complete elimination of inconsistencies in CMDB • Reduction in reporting down to seconds for reports on the managed services contracted • Zero-time effort to update the data available in the CMDB (from the usual 15 minutes per managed element being changed/patched)
Auto-Discovery of environments and CMDB auto-population	Reduction of time needed to onboard new customers by 60%
Variable billing to adapt to the customers business drivers and transformation activities	CMDB governance provides real-time visibility of the customer managed services costs, rather than obtaining a lengthy report every month, reducing the time needed to get billing information by 99% and the discrepancy of services down to zero

Business Values

Governance

Value	Proof Point
Evidence on governance activities available in real time	Change Management process 100% available in real time, including approvers. Reduction in time spent in Audits (as in PCI platforms) by 80%, from usual 2 hours down to 10 minutes.
Full Visibility of the service being delivered by NTT according to the agreements with the customer	SLA reporting module is available in real time, reducing the time needed to generate those reports and present them to customers by 99%.
Easy document management	• Single repository for all the documents exchanges between customers and NTT included in the managed services Portal. Zero-cost of it for customers • Reduction of 99% on the time needed to create such an environment and in 50% by searching and finding managed services documentation.

Annex

Portal Apps

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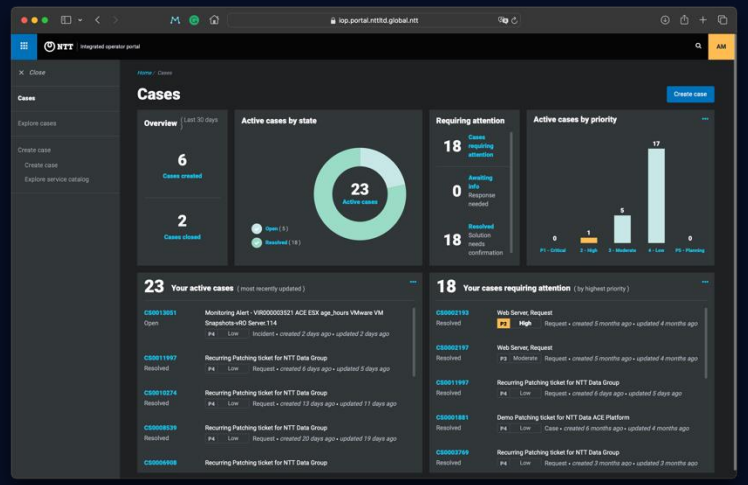
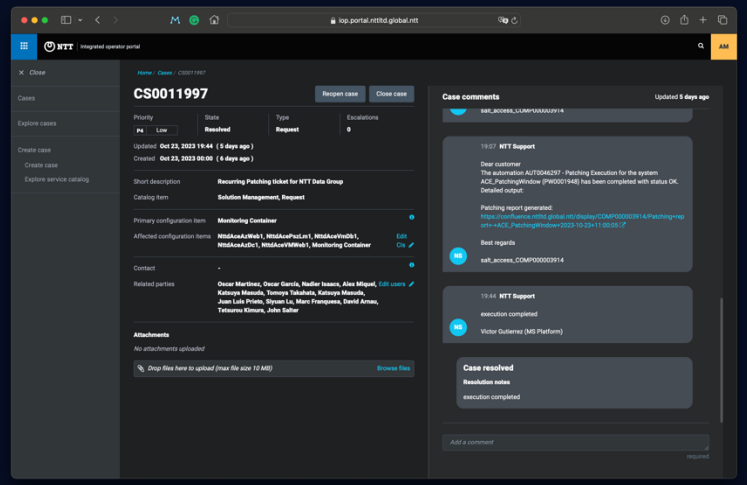
Portal – Portal Applications

Enabling digital client experience

Cases

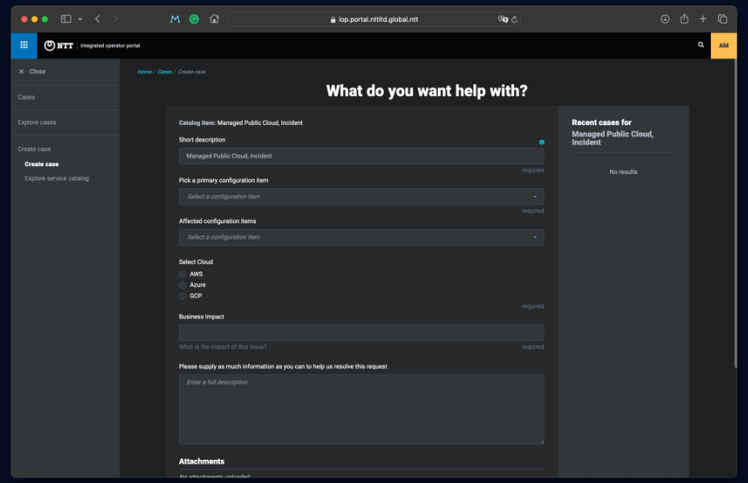
- Visibility of all the service requests and incidents and the state these are in
- Ownership and traceability for each of them
- Cases created automatically by ACE and by the customer are combined in the reports

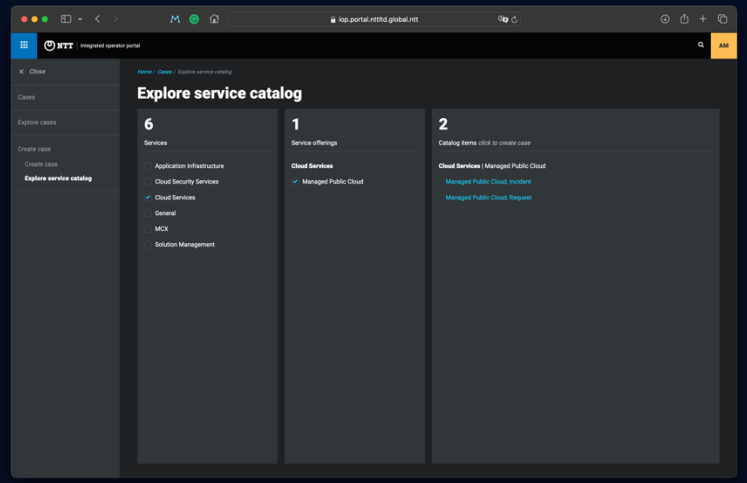




Service Catalog

- Allows for easy interaction between customers and engineers by deep-diving into the different contracted services when opening requests or incidents
- Right categorization in the catalog speeds up resolution and drives AI and ML



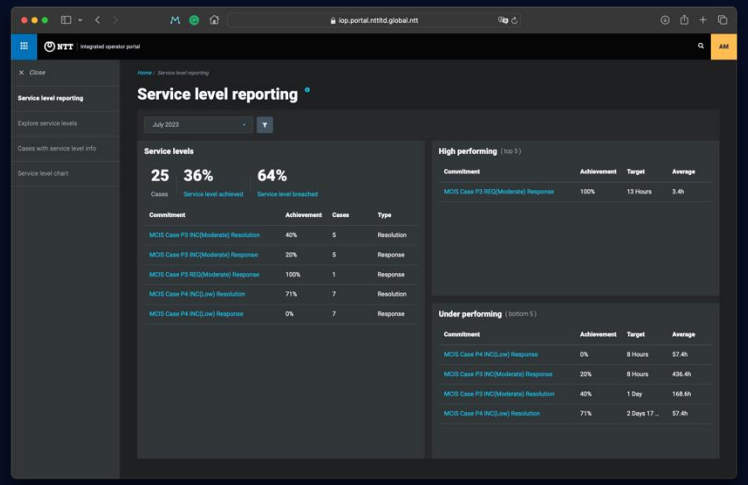


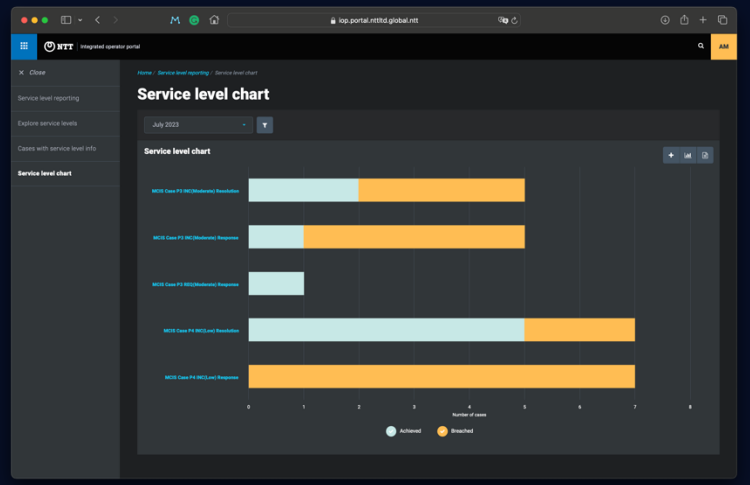
Portal – Portal Applications

Enabling digital client experience

SLA Reporting

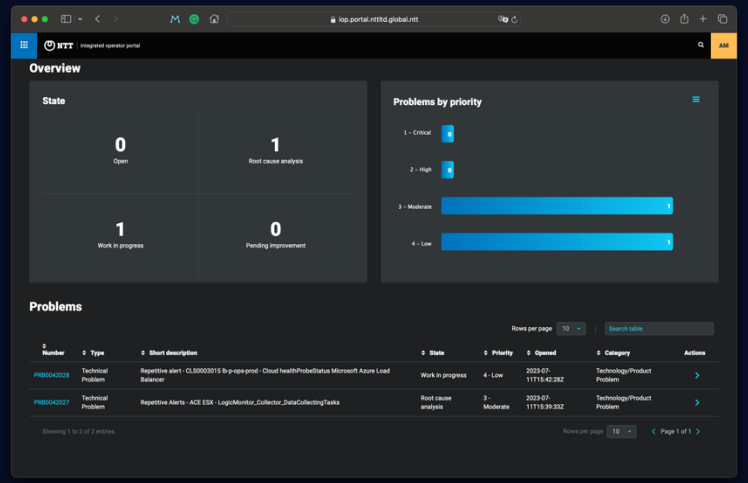
- Calendar month reporting on the achieved Service Level vs the committed SLA's
- Easy catch of the breached SLA's per case
- Full visibility, enabling drill down into detailed information, cases and activities executed
- Drives improvement of the offered service

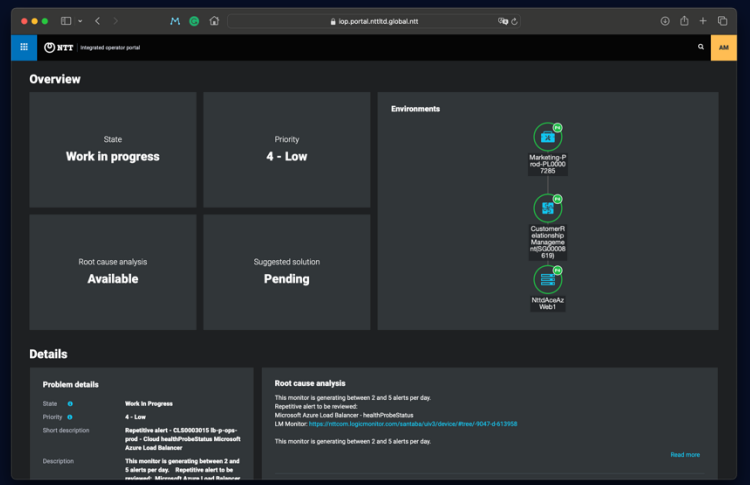




Problem Management

- Full visibility of the technical problems identified in their platform
- Comprehensive status of the problem management records and it's resolution
- Management board of the problem record, showing the status of the environments involved on the problem resolution



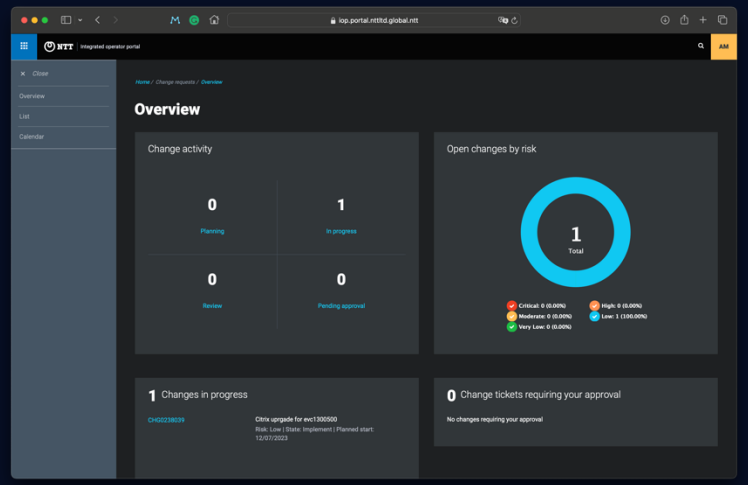


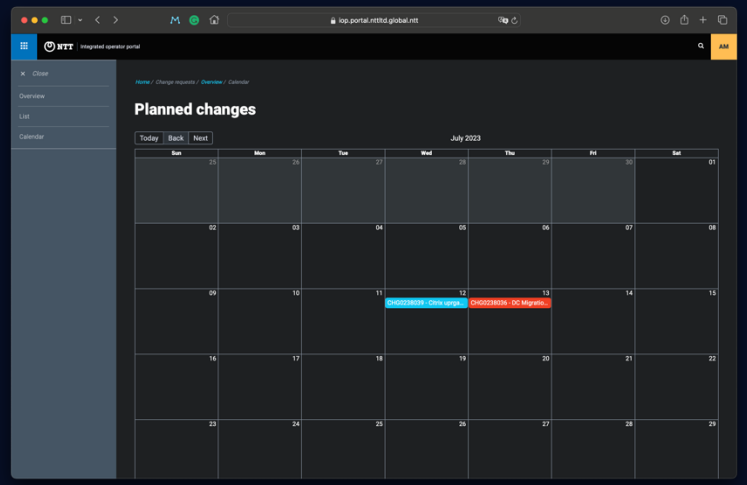
Portal – Portal Applications

Enabling digital client experience

Change Management

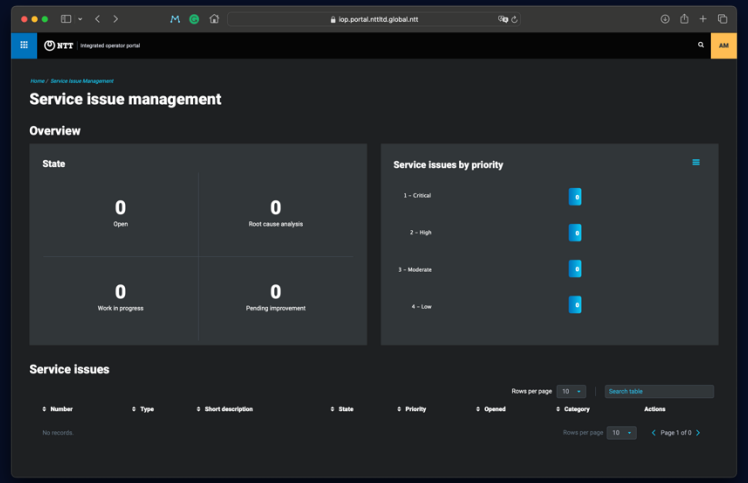
- Ownership and traceability
- Easy readable dashboard for changes
- Calendar view for a better analysis of the impact
- Classified by status to see what's imminent
- Ability to approve or deny changes

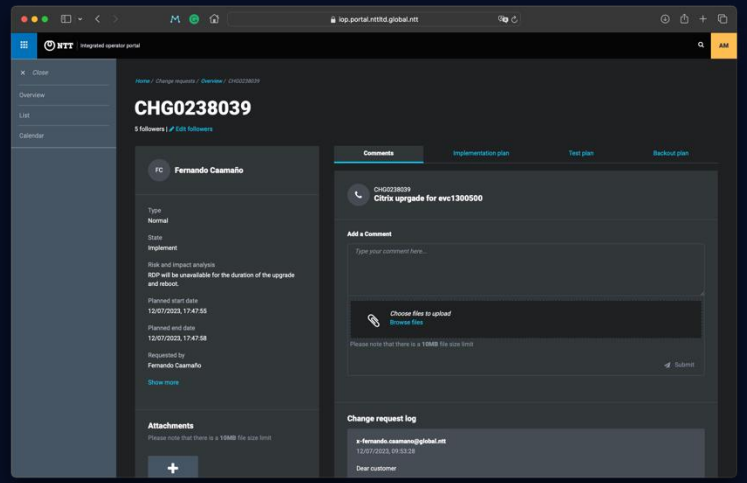




Service Issue Management

- Easy to consume dashboard for reporting on the Service Issues identified
- Clear view of their priorities, types and states
- Root Cause Analysis



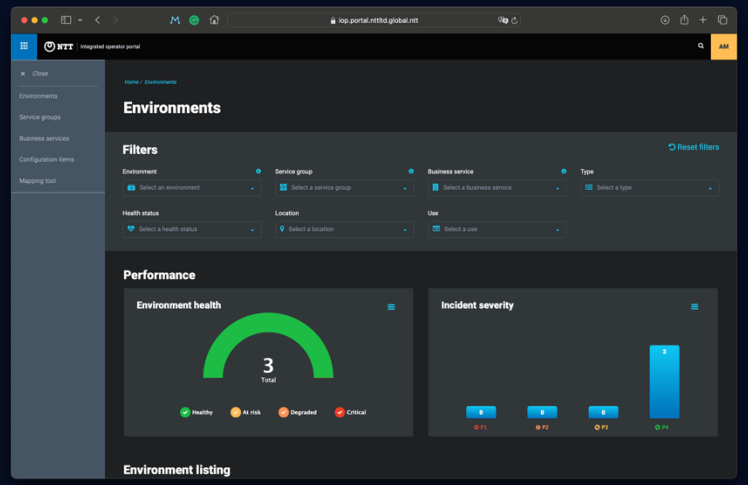


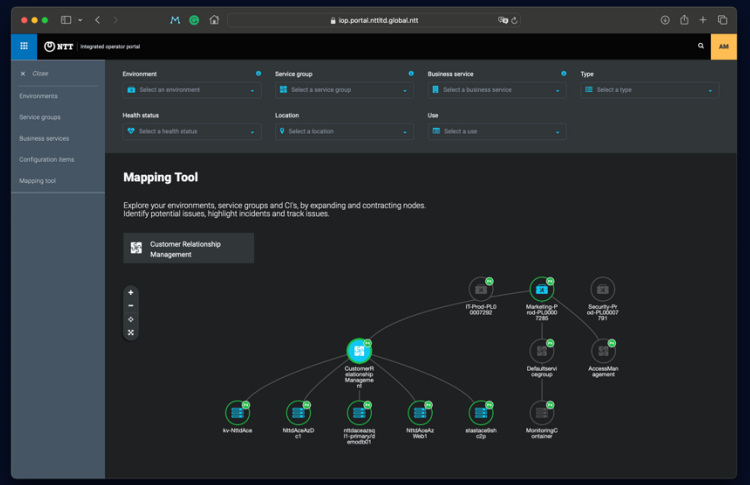
Portal – Portal Applications

Enabling digital client experience

Environments

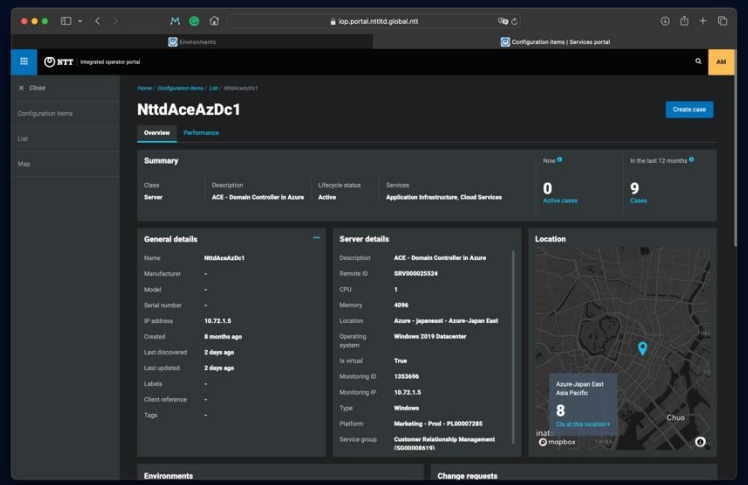
- Visual representation of the business applications and the different components that make up the solution
- Visual representation of the health of each component to allow for quick identification of potential issues
- Drill down into detailed information, monitoring, tickets, and possible actions

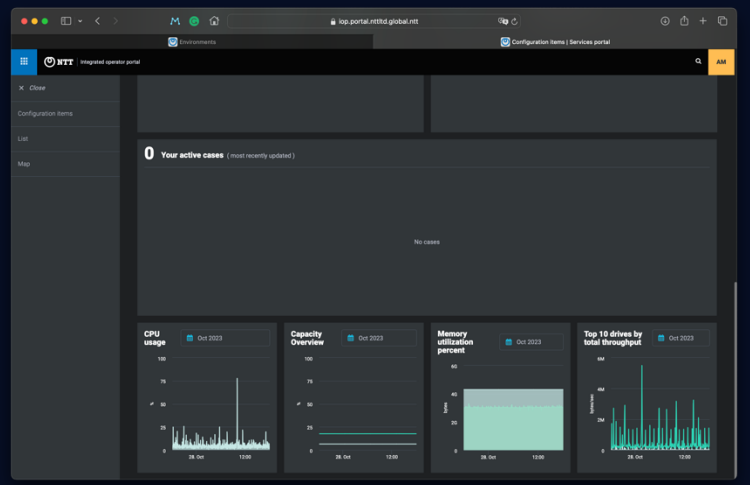




CMDB - CI

- Auto discovery of resources across managed platforms.
- Single source of truth for configuration and service representation
- Covers relations (impact analysis, dependencies, correlation)
- Automated enrichment for accurate and comprehensive CMDB data leveraged for the rest of the toolchain



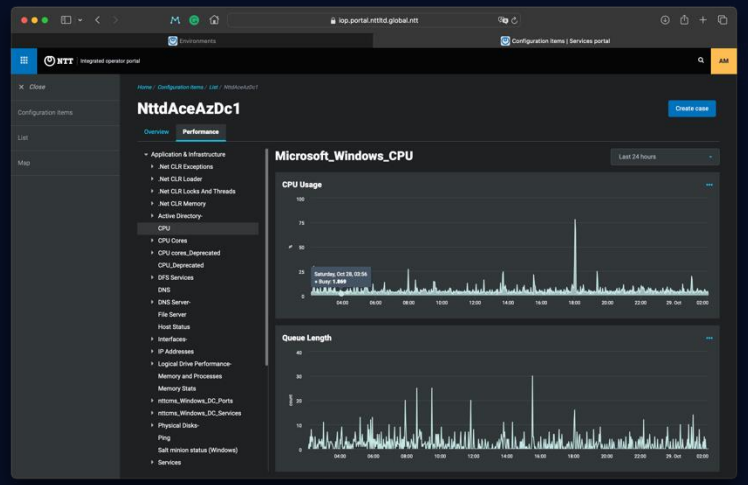


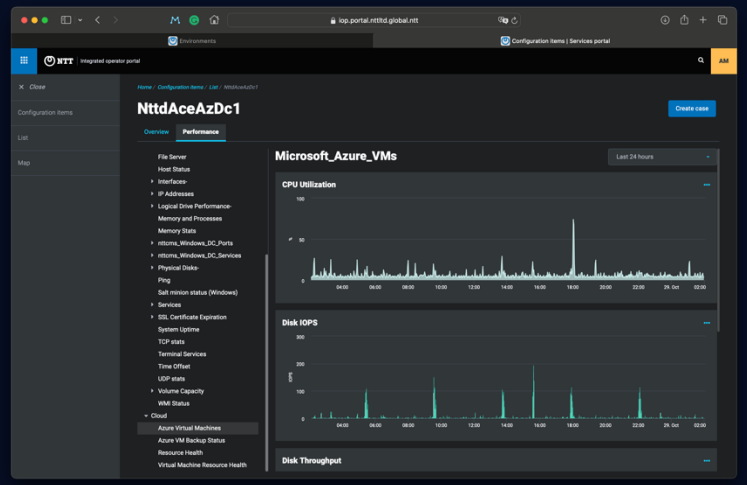
Portal – Portal Applications

Enabling digital client experience

Performance

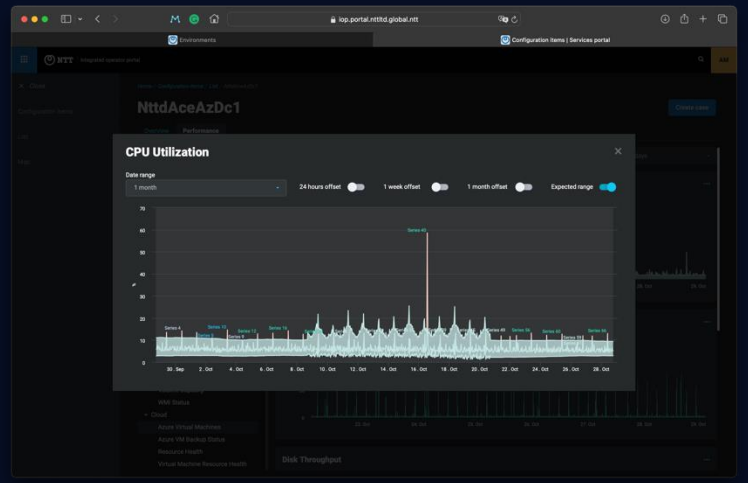
- Visibility of the unified monitoring solution across the stack.
- Complete MultiCloud (Network, Infra, Cloud, Application)
- Fully driven by aceTruth information (automated monitoring generation)

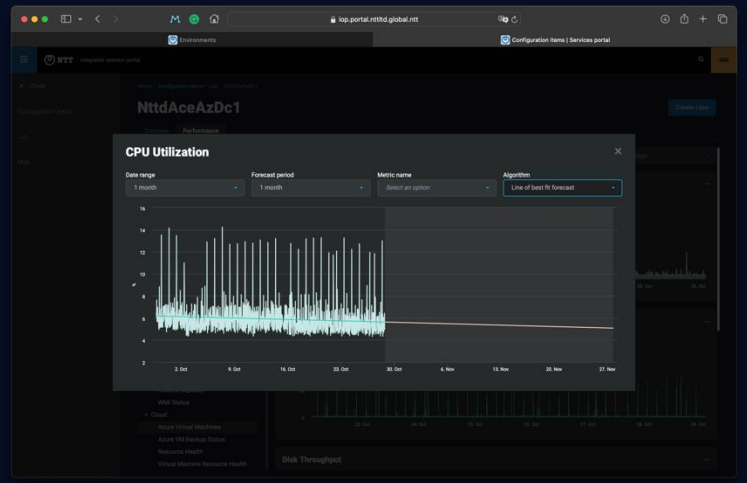




AIOPS

- With Anomaly Detection & Forecasting
- Streamlined RCA though the detection of unusual behavior in metrics and logs.
- Proactive capacity problem and proactive incident detection using automated process, times series data and heuristics.



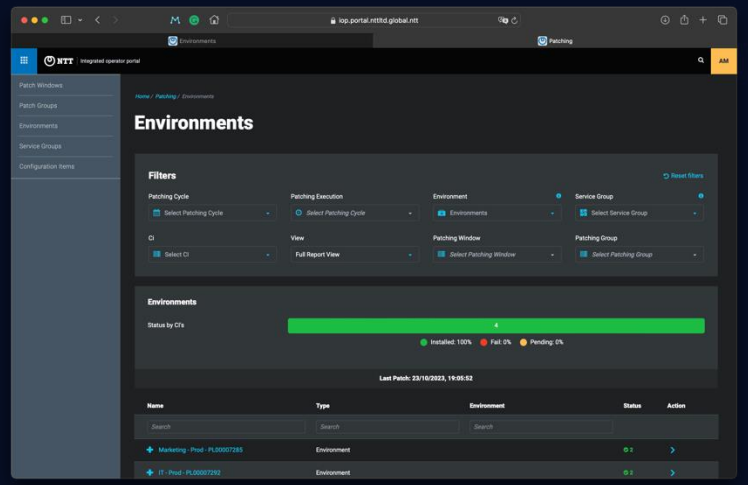


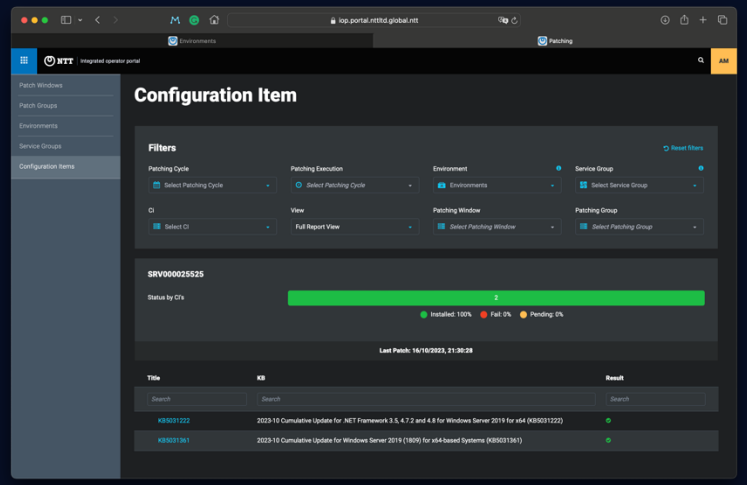
Portal – Portal Applications

Enabling digital client experience

Patch Reporting

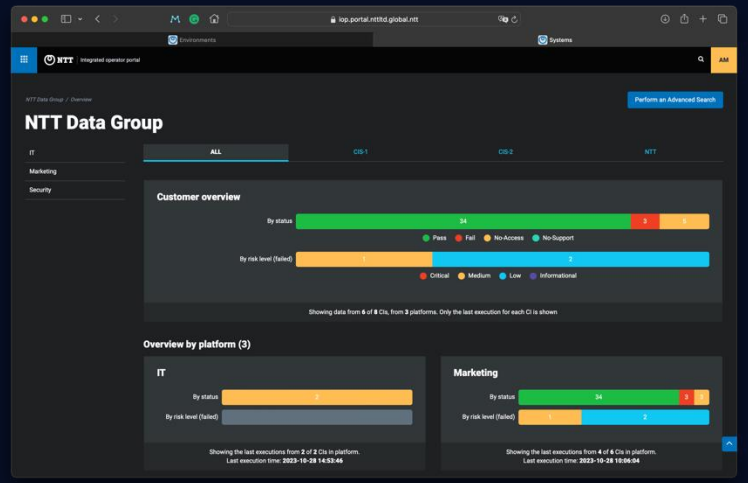
- Visibility of all the patching executed in the customer's environments
- Filtering available by Patching Group, Window, Cycle and Execution
- Visual identification of installed, pending and failed patches, including dates

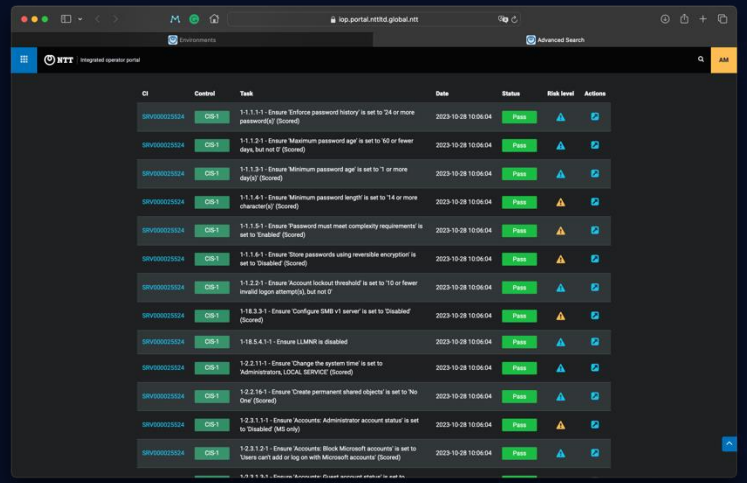




CaaS

- Recurring checks for compliance of the customer's platforms
- Automated continuous checking of key best-practice parameters of the solution
- Avoids configuration drift and enables further automation
- CIS-1, CIS-2 and custom NTT DATA compliance



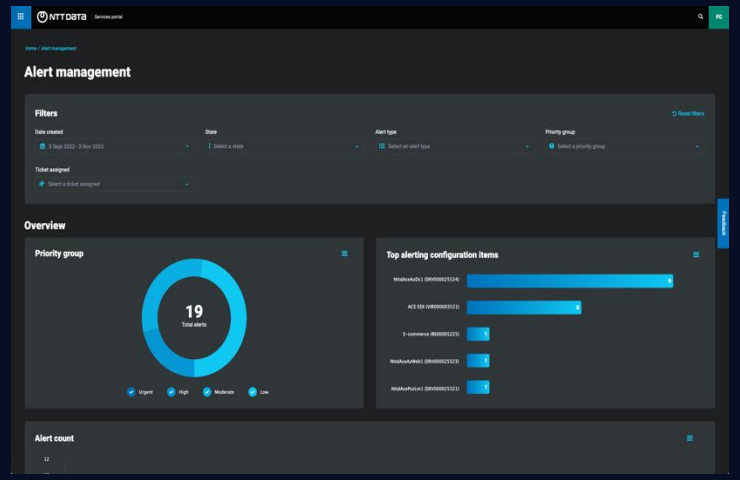


Portal – Portal Applications

Enabling digital client experience

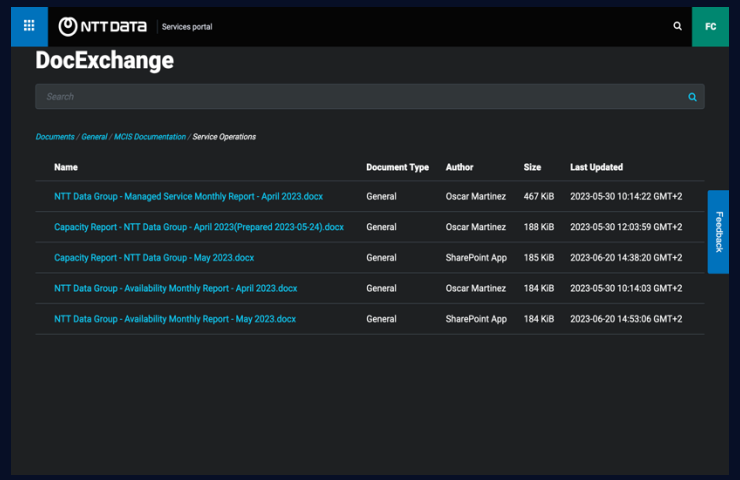
Alert Management Reporting

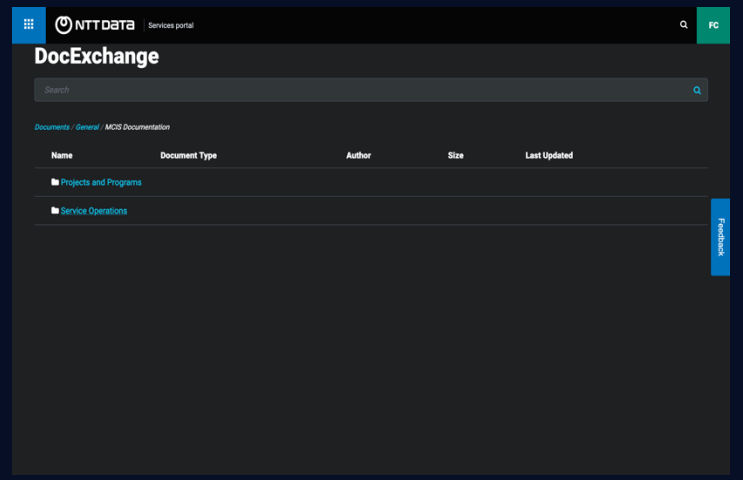
- Visibility of all the alerts happening in the customer's platform
- Includes the ones converted into tickets and the ones who did not create a case (automation, correlation …)
- Includes calendar reporting to see the evolution of specific types of alerts



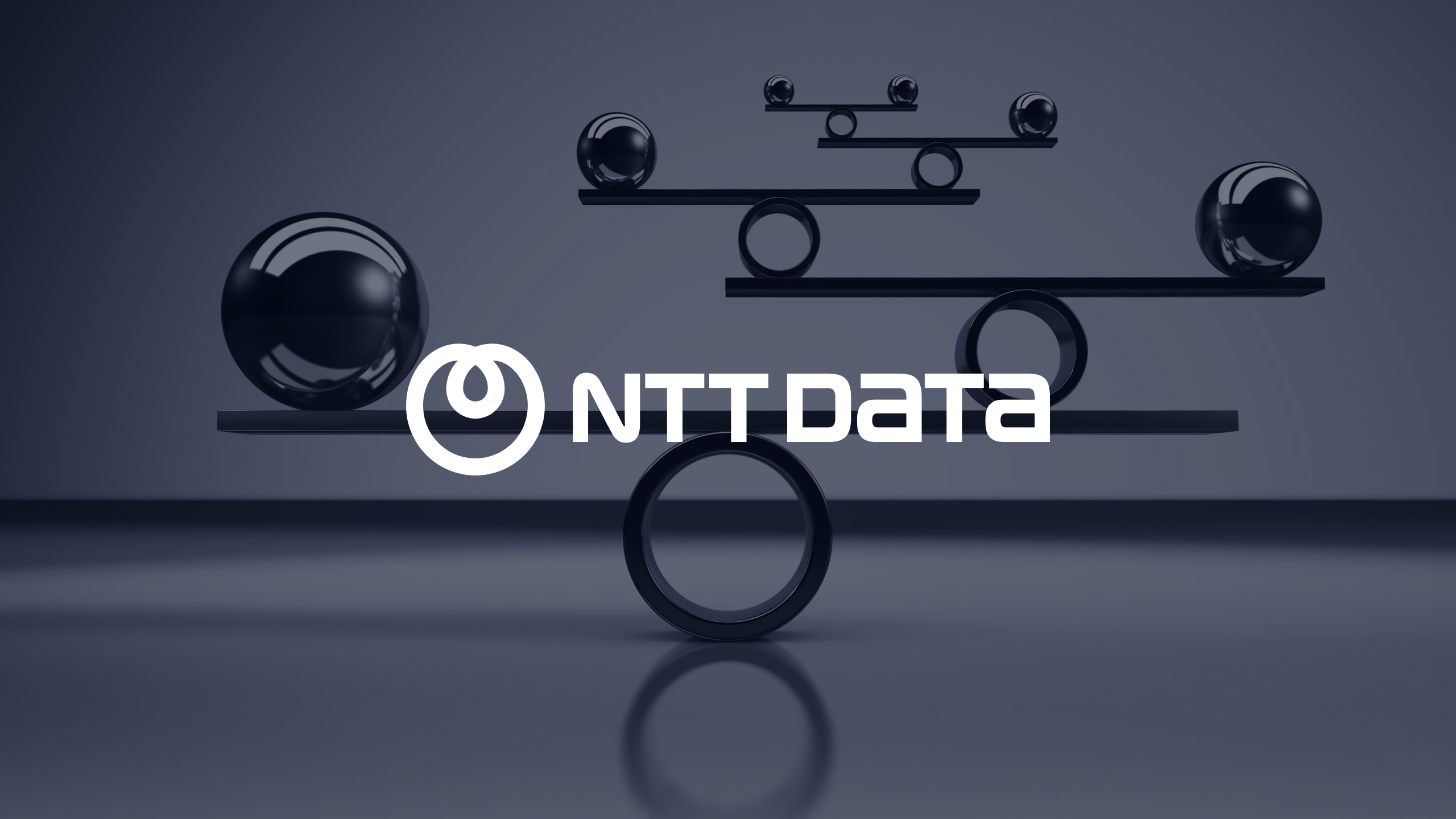
Doc Exchange

- Single location for document management between the customer's contacts and the teams delivering the service
- Bidirectional communication
- Fully customizable





Thank you


NTT DATA