# NTT DATA and Cisco:

together, we make you unbeatable

# Content

An enduring partnership,
focused on the future

Results-driven and
future-focused

A track record
you can trust

List of
abbreviations

**For over 30 years, leading organizations around the world have turned to us to tackle challenges, unleash potential and deliver results.**

**Why?**

Because of an exceptional partnership – best-of-breed NTT DATA services and Cisco technology solutions – and a shared commitment to unlocking your long-term success.

NTT DATA and Cisco.
When compromise is not an option.

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# An enduring partnership, focused on the future

**Think back 30 years. The internet was in its infancy. Cloud, IoT and AI existed in some form but were more science fiction than mainstream. And if you wanted to make a change to a network, it meant a truck roll.**

In 1991, the partnership between NTT DATA and Cisco was only just beginning and our focus as NTT DATA was mostly on reselling networking hardware.

Since then, we've seen technology evolve almost beyond recognition and our partnership has responded in kind: transforming networking, opening up the cloud, expanding the edge and defining infrastructure with software.

We were the first to apply IoT to the challenge of wildlife conservation, protecting the endangered black rhino through the Connected Conservation project. We powered the advancement of science by connecting ALMA, one of the world's largest telescopes, to the scientific community.

Today we continue to evolve, giving you the services and technologies you need to accelerate your own transformation in every industry and on every continent.

> " Over the last 30 years, we've seen technology evolve beyond recognition and our partnership has responded in kind.

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# Results-driven and future-focused

## Innovative solutions for infrastructure enabling business success

NTT DATA and Cisco are committed to delivering innovative solutions that align with your business priorities and help you maximize the value of your technology investments.

This means leveraging our deep industry expertise to understand your unique strategic requirements and operational challenges, and providing tailored solutions that directly address your objectives.

## Strategic solutions for future resource planning

We know if you're standing still, you're going backward, which is why we're committed to understanding and prioritizing your needs so we can work together and plan for future infrastructure requirements.

**From strategic consulting to digital experiences, the solutions we deliver exceed expectations and support future growth.**

Our strategic consulting services focus on aligning solutions with your long-term goals, to go beyond immediate technology needs. With a vast global network of technical experts, we deliver comprehensive solutions tailored to drive agility and resilience in your infrastructure.

## Maximize your Cisco solutions

For many of our clients, their Cisco infrastructure is a carefully considered and significant investment. By unlocking the full capabilities of their Cisco infrastructure, we ensure our clients receive optimal value from their investment, driving measurable outcomes and long-term competitiveness.

NTT DATA's deep understanding of Cisco's broad portfolio of solutions – and how these solutions work together to deliver the outcomes organizations are looking for – means we are in the best possible position to design, install, support and manage multiarchitecture solutions tailored to each client's needs. And our adoption expertise ensures clients are able to fully leverage the comprehensive software features of Cisco technology.

## Partners for the journey, with solutions built for the destination you have in mind

**Wherever you are on the journey to digital and software-defined infrastructure transformation, we have the people, processes and tools to deliver the business outcomes you need from your technology investments.**

Together, NTT DATA and Cisco stand out through our market-leading collaboration in transformation services and lifecycle management to deliver comprehensive, tailored solutions that empower our clients to truly thrive in today's dynamic digital landscape.

Our partnership offers clients the unique combination of our breadth of technical expertise, geographic reach and range of service offerings.

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# Systems integration meets multitower solutions

## Technical services

Cisco is uniquely positioned to deliver a real-time, unified view of an organization's entire digital landscape, providing not only the infrastructure to power AI but also the data to develop it, a security platform to protect it and an observability platform to manage it – enabling organizations to use the right data, effectively, at massive scale.

With over 30 years of global systems integration experience and more than 3,000 professionals holding over 11,000 vendor and professional certifications, NTT DATA has the capabilities to design, deliver and implement your chosen Cisco solution. Regardless of project complexity and size, our people, processes and tools will deliver consistent outcomes.

So, whether you need specialist skills to deliver projects to specification and on time, or additional in-house technology or application expertise, you can always rely on our proven innovation, automation and technical services to support you.

It all starts with having the right business-outcome discussions, talking about things like collaboration in the era of hybrid work or application performance in a multicloud environment. This allows us to understand your objectives and design solutions that will deliver the business outcomes you require.

**We take a consulting-led approach to defining your business, technological and financial requirements.** We then design the solution using Cisco's broad portfolio of networking, collaboration, data center, edge computing, security and full stack observability:

- **Enterprise networking** – Catalyst, Viptela, Meraki
- **Cisco collaboration** – Webex and Webex Contact Center
- **Cloud networking and compute** – Nexus, ACI and UCS
- **Edge computing** – IoT and private 5G
- **Security** – Cisco User Protection, Cloud Protection and Breach Protection suites and now Splunk
- **Full Stack Observability** – AppDynamics, Thousand Eyes and now Splunk

After designing the right architectural solution, we provide technical services to deploy and support the solution if you want to manage the infrastructure yourself.

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## Support services that include a focus on software adoption

In the past, our support focused primarily on reactive hardware maintenance. But as technology transitions from hardware to software, we now focus on software adoption and management too.

Our Software-defined Infrastructure Services (SDIS) and Software Lifecycle Services enable clients to keep their Cisco hardware and software assets as well as their service entitlements up to date. When combined with NTT 's outcome-based success plans, clients can ensure they are optimizing their Cisco spend by identifying potential areas of consolidation, adoption and modernization.

## Broadest portfolio of Cisco managed services

If you prefer not to manage your infrastructure, NTT DATA can do this for you as a managed service. We have the widest range of Cisco Powered Services of any Cisco global partner and support nearly all of Cisco's broad technology portfolio.

Through our centralized management platforms and API-first approach, we continue to expand our managed service offerings to keep up with Cisco's evolving solution development and innovation. In this way, NTT DATA is able to roll out a managed service on new Cisco solutions faster so clients can rest assured that their managed service partner can meet their needs today and well into the future.

## Unrivaled digital infrastructure backbone

As a top-tier global carrier, NTT DATA also has significant digital assets that can be bundled with Cisco technology to deliver a comprehensive end-to-end client solution.

| | |
|---|---|
| **3rd**<br><br>largest data center/colocation footprint, hosting many of the world's hyperscalers and large SaaS providers | **5th**<br><br>largest Global IP Network, connecting our global data centers |
| **190+**<br><br>countries covered by our MPLS and direct internet connectivity | **16 TbPS**<br><br>bandwidth via submarine cables that connect the world's communication centers |

**You will not find another partner like NTT DATA.** Our deep industry experience, Cisco technology expertise, broad portfolio of support and managed services, vast digital infrastructure assets and global reach are unique in the industry.

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# Success stories so far

**NTT DATA's System Integration Services**

NTT DATA's core competency is technical expertise and our ability to design and deploy the full Cisco portfolio on time and on budget. This is delivered through the thousands of technical certifications our team possesses in practically every geographic region in the world. No matter what Cisco technology your project requires, or where that project needs to be deployed, NTT DATA is the partner you can trust.

**International sports event delivered with zero downtime**

In 2020, the UEFA European Soccer Championship was held across 11 stadiums in different countries. NTT DATA and Cisco spent two years analyzing and planning the requirements for every venue, then delivered a secure, high-performance network infrastructure. The design was optimized for efficient deployment and ease of troubleshooting. Combined with centralized and on-the-ground support services, this enabled broadcasters and journalists to enjoy uninterrupted access to every match throughout the event.

**Creating a modern, sustainable workplace**

ASHRAE, a global association dedicated to sustainable technology in building systems, wanted their new headquarters to be a next-generation workplace designed for the modern employee.

NTT DATA's consulting-led approach used workshops to define different user types and their requirements. We then designed and implemented a reference architecture based on Cisco Webex and Meraki.

The new headquarters is a smart workplace environment that serves as an example of optimized employee and guest experiences, next-generation meeting spaces and sustainability through integrated building management systems.

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## NTT DATA's Software-defined Infrastructure Services

As Cisco has transformed from a hardware to a software company, NTT DATA has evolved our offerings as well, most notably in the area of support.

In the hardware world, support was primarily focused on availability and minimizing downtime, with the Cisco SMARTnet Service and NTT DATA's Uptime as our leading solutions.

While device availability is still important, the transition to software requires additional areas of support such as license management, configuration/image management, security advisories and technology-feature adoption. All these need to be addressed to ensure you maximize your return on investment.

This is where NTT DATA's Software-defined Infrastructure Services come into play. We still have all our hardware availability and support options from Uptime and have added software lifecycle services to address software requirements.

### The transformative power of a software-defined wireless network

Frucor Suntory creates and distributes some of New Zealand's and Australia's most popular beverage brands, has 1,000 people in their offices and manufacturing facilities.

With a new, software-defined core network that leverages Cisco's Digital Network Architecture, employees have seamless access to information and applications. The network can also support a growing number of connected devices. Cisco Stealthwatch monitors the network for any anomalies and proactively addresses issues to avoid disruptive downtime.

### Accelerate and simplify store rollout

This retailer wanted to cut down the time it took to open new stores. They were also looking to establish a lean operating model and improve software asset lifecycle management.

NTT DATA and Cisco designed and implemented SD-WAN, campus networking and DNA software as a managed service. We simplified software lifecycle management by integrating licensing, Cisco Catalyst Center (formerly DNAC) and APIs.

The solution cut store setup time from 3 weeks to just 7 days, improved security and compliance with automated policy management for 40,000 devices and gave the retailer centralized management of all Cisco software licenses.

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## NTT DATA's Managed Campus Networks

Our Managed Campus Networks service can transform your outdated campus network into an enabler of digital transformation. It's where Cisco technology and NTT DATA services come together to, for example, refresh your legacy LAN and WLAN to Catalyst 9k and Wi-Fi 6 in order to deliver the workplace of the future.

The adoption of Cisco Catalyst Center Appliances enables you to get the most out of your Cisco campus infrastructure, while the use of advanced features such as Cisco Smart Workspaces and ThousandEyes (network and application performance management) guarantee those superlative digital experiences your users expect.

### Transformation network management improves patient care

An Australian healthcare provider was struggling to manage a 4,500-device network estate to the required standard. NTT DATA's Cisco-powered Managed Campus Networks service, onboarded in just 90 days, not only delivered consistent service but also gave the organization greater visibility of operational metrics.

The client's IT culture matured from responsive firefighting to a more proactive approach, as they were able to draw on better operational insight to refine the service experience for patients and clinicians alike.

## NTT DATA's Managed SD-WAN Services

Our Managed SD-WAN Services (available on Viptela and Meraki solutions) are underpinned by our Tier 1 Global IP Network, which delivers MPLS to 190 countries and includes 75 hosted nodes for SD-WAN and network function virtualization. Direct cloud connectivity is ensured by NTT DATA's extensive global data center footprint of over 80 data centers in 20 countries. Both of these NTT DATA-owned infrastructure assets extend the reach, performance and security of the Cisco network solutions which run on them.

### Wide area infrastructure transformation

A superannuation fund needed to transform their infrastructure to offer customized experiences to members.

NTT DATA and Cisco delivered an SD-WAN with 100% encryption for high security, a dashboard providing visibility of network performance and multiple diverse failover paths for resilience.

The fund now has visibility to manage cloud access capacity dynamically and can deliver a distinct digital experience to employees and members.

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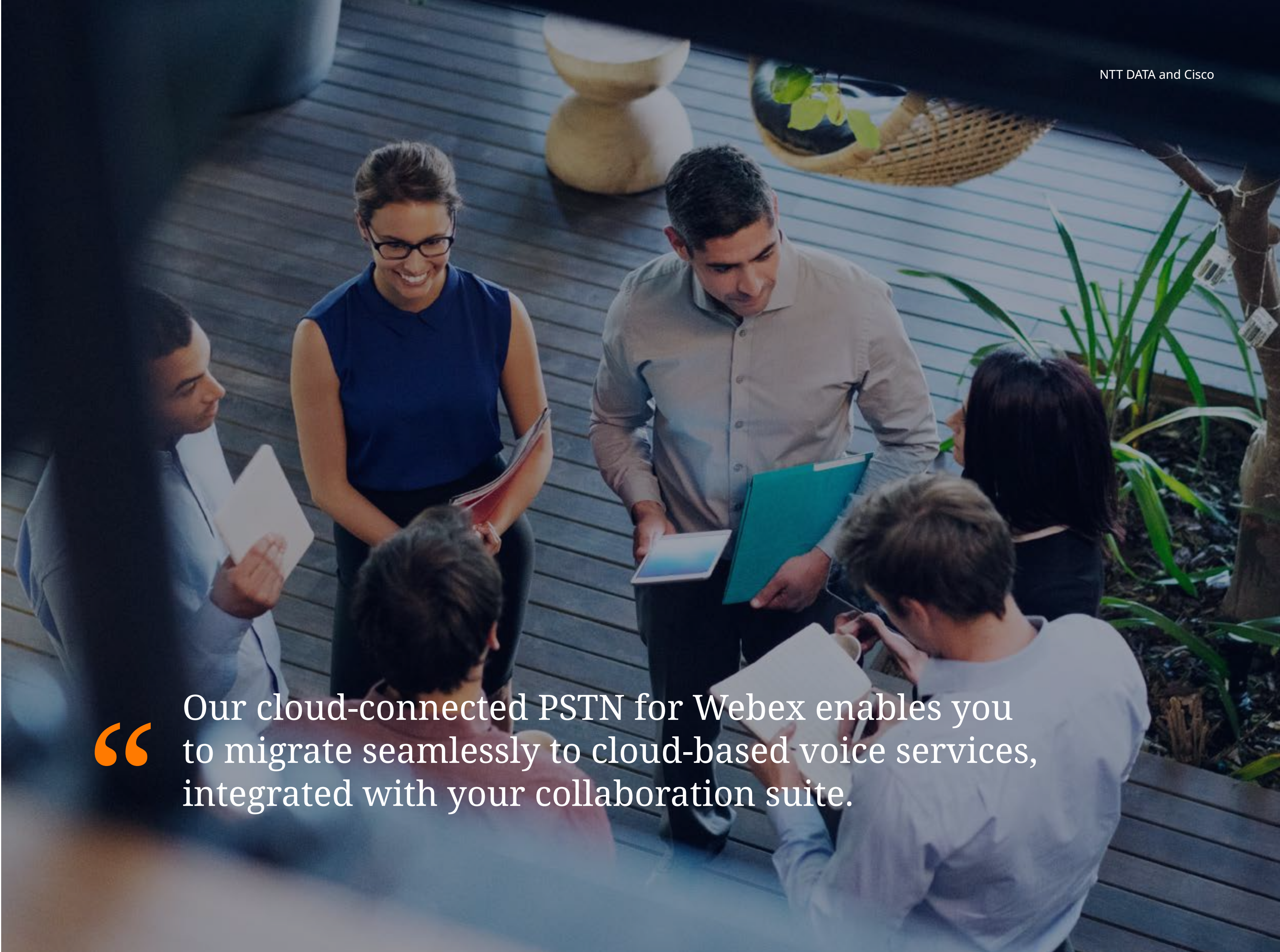
## NTT DATA's 360 Observability

In a digital world, you are deeply invested in the performance of your critical applications. We address this with our full-stack observability (FSO) portfolio, which includes Cisco solutions, AppDynamics and ThousandEyes. NTT DATA has been a Cisco FSO partner on the systems integration side since 2017 and is now taking that one step further with our 360 Observability: a managed service based on AppDynamics and ThousandEyes.

FSO can be daunting for organizations that do not have the technical skills to leverage it effectively. With 360 Observability, we ensure you get more value from your FSO investment – not just on day one but also as your network, cloud and application footprints evolve over time.

### Reservation system increases booking rates

Despite having multiple monitoring tools, our client, a cruise line often found out about reservation systems outages from customers. Moreover, they didn't know how much money they might be losing when the system went down. Following a consulting engagement, NTT DATA implemented a Cisco AppDynamics solution that gave the company both IT and business performance metrics in real time, enabling them to prevent incidents from affecting customers.

Booking rates improved, customer satisfaction went up and the company's brand image was protected.

"Our cloud-connected PSTN for Webex enables you to migrate seamlessly to cloud-based voice services, integrated with your collaboration suite.

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## NTT DATA's Managed Cisco Collaboration Services

Our Managed Collaboration Services include advisory and migration services to help you move from on-premises to cloud-based collaboration platforms – for example, from Cisco Unified Call Manager to Cisco Webex. These services offer a single cloud-based platform for employees to meet, call and message each other, with the underlying NTT DATA network and data centers ensuring great user experience and cost-efficiency.

Our cloud-connected PSTN for Webex enables you to migrate seamlessly to cloud-based voice services that are integrated with your collaboration suite.

The growth of hybrid working means that many organizations have access to multiple collaboration platforms and require services that combine Cisco collaboration tools with, for example, Microsoft Teams and various social media platforms.

We can integrate multiple vendor technologies into an effective hybrid collaboration environment and provide the right network services to deliver the best experience when using the Cisco Webex Suite. This ensures that you continue to enjoy the enterprise performance and cost-efficiencies of your Cisco investments while allowing your employees to work the way they want.

**Pharmaceutical company migrates to cloud collaboration**

Following multiple mergers and acquisitions, our client was looking to standardize collaboration solutions, consolidate suppliers and migrate to the cloud. They wanted to maximize existing vendor investments while moving from a capex to opex consumption model.

Using our Cloud Deployment Framework, we mapped the client's existing environment, users and infrastructure to define a future-proof cloud migration plan. NTT DATA's Calling plans and Cisco UCM Cloud were combined into a managed collaboration service for 30,000 knowledge workers.

The client benefited from a single, global collaboration environment delivered by a single provider.

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# A track record you can trust

# About Cisco

**Cisco has been a worldwide leader in networking security and collaboration for 37 years. We invest USD 6.5 billion a year in R&D and hold 25,000 patents.**

We have the global scale and reach to serve the world's largest organizations. Our clients include 98% of the Fortune 500 and our employees think we are the number one best place to work.

Cisco's strategy is to help you connect, secure and automate to accelerate your digital agility in a cloud-first world.

**We help our clients address the following priorities:**

- Reimagine applications
- Power hybrid work
- Transform infrastructure
- Secure the enterprise
- Journey to sustainability

**Cisco's innovation promise**

- Customer and user experience
- Simplicity and cloud-first
- Flexible consumption
- Visibility and automation
- Security built in
- Interoperability and quality

**Cisco's industry recognition**

- Cisco has been recognized as a Leader by Gartner® in the 2022 Magic Quadrant™ for SD-WAN (formerly WAN Edge Infrastructure)[1]
- Leader in the 2021 IDC MarketScape for SD-WAN[2]
- Cisco has been recognized as Leader in the Gartner® Magic Quadrant™ for Meeting Solutions for 13 years in a row[3]
- Cisco has been recognized as Leader in the Gartner® Magic Quadrant™ for Unified Communications as a Service (UCaaS) 2020[4]
- Cisco has been recognized as Leader in the Gartner® Magic Quadrant™ for WAN Edge Infrastructure 2021[5]

[1] Gartner Magic Quadrant for SD-WAN; https://www.cisco.com/c/en/us/solutions/enterprise-networks/sd-wan/gartner-2022-mag-ic-quadrant.html#:~:text=See%20why%20Cisco%20is%20named,Magic%20Quadrant%20for%20SD%2DWAN
[2] IDC MarketScape: Worldwide SD-WAN Infrastructure 2021 Vendor Assessment
[3] Analyst: Brandon Butler; https://www.idc.com/getdoc.jsp?containerId=US47279821&pageType=PRINTFRIENDLY
[4] Gartner Magic Quadrant for Meeting Solutions; https://blog.webex.com/video-conferencing/cisco-named-a-leader-in-2020-gartner-magic-quadrant-for-meeting-solutions-thirteen-times-in-a-row/
[5] Magic Quadrant for Unified Communications as a Service; https://www.gartner.com/en/documents/3992948
[6] Gartner Magic Quadrant WAN Edge Infrastructure; https://www.cisco.com/c/en/us/solutions/enterprise-networks/sd-wan/gart-ner-2021-wan-edge-infrastructure.html

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# About NTT DATA

**NTT DATA delivers a full and unique stack of services across consulting, applications, operations and infrastructure. From strategic consulting to leading-edge technologies, we enable experiences that transform organizations for success, disrupt industries for good and shape a better society for all.**

Our clients benefit from our broad portfolio of IT and connectivity services that combine deep industry and consulting expertise with the world's most robust technology portfolio.

We're a top-three global data center provider. Roughly 80% of our global data center capacity is consumed by the three hyperscalers (AWS, Azure, GCO) and virtually every leading SaaS provider (Amazon, Netflix, Salesforce and more). This enables us to deliver substantial value by allocating your workloads in the same data center as your chosen hyperscaler.

We also leverage our leading Global IP Network backbone, undersea cables and data center interconnects to provide highly reliable, top-tier connectivity services. And we were first to market with enterprise-grade private 5G.

These are just some of the reasons why 65% of the Fortune 500 and 75% of the Fortune 100 are our clients.

As part of the broader NTT Group, we benefit from the financial strength, R&D and heritage of one of the largest and most respected IT brands in the world.

### NTT DATA in numbers

- USD 30 billion+ annual revenue
- 50+ countries worldwide
- 6th most valuable IT services brand
- 3rd largest data center provider in the world
- Top 10 Global IT Services Provider
- 4th largest IP backbone worldwide

### NTT Group in numbers

- USD 100 billion annual revenue
- USD 3.6 billion annual investment in R&D
- 150+ years in business
- 4th largest telecom company worldwide
- A S&P credit rating
- 330,000+ professionals employed

### NTT DATA industry recognition

- NTT DATA has been recognized as Leader in the 2023 Gartner® Magic Quadrant™ for Network Services, Global[6]
- NTT DATA has been recognized as Leader in the 2021 Gartner® Magic Quadrant™ for Network Services[7]
- Leader in the IDC MarketScape for Worldwide Co-location and Interconnection Services 2021[8]
- Leader in the IDC MarketScape for Worldwide Network Consulting Services 2021[9]
- Leader in the IDC MarketScape for AsiaPacific Cloud Security Services, 2021[10]

> " These are just some of the reasons why 65% of the Fortune 500 and 75% of the Fortune 100 are our clients.

[6] Magic Quadrant for Network Services, Global (Analysts: Danellie Young, Karen Brown, Gaspar Valdivia https://www.gartner.com/en/documents/4124999)
[7] Gartner Magic Quadrant for Network Services, Global, 2 March 2021 (Analysts: Neil Rickard, Bjarne Munch, Danellie Young https://services.global.ntt/en-us/insights/2021-gartner-magic-quadrant-for-network-services-global/#form)
[8] Worldwide Datacenter Colocation and Interconnection Services 2021 Vendor Assessment (Analysts: Courtney Munroe, https://www.idc.com/getdoc.jsp?containerId=US46746121
[9] Worldwide Network Consulting Services 2021 Vendor Assessment (Analyst: Leslie Rosenberg, https://www.idc.com/getdoc.jsp?containerId=US48076121
[10] IDC MarketScape: Asia/Pacific Cloud Security Services 2021 Vendor Assessment (https://services.global.ntt/en-us/insights/idc-marketscape-apac-cloud-security-services-2021-vendor-assessment

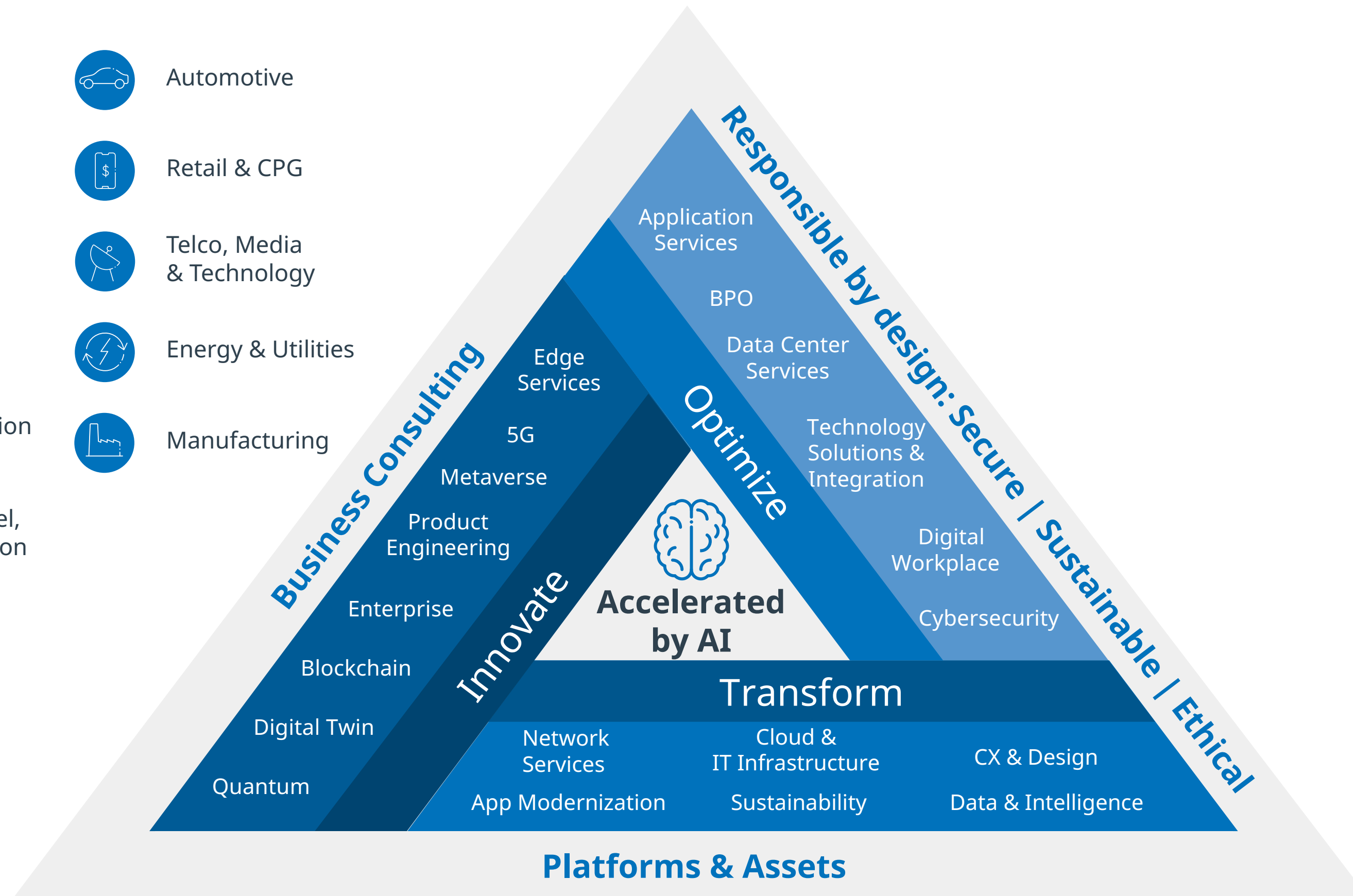| An enduring partnership, focused on the future | Results-driven and future-focused | A track record you can trust | List of abbreviations |
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## Industry expertise & solutions

- Financial Services
- Healthcare
- Insurance
- Life Sciences & Pharma
- Higher Education & Research
- Logistics, Travel, & Transportation
- Public Sector
- Automotive
- Retail & CPG
- Telco, Media & Technology
- Energy & Utilities
- Manufacturing



**Responsible by design: Secure | Sustainable | Ethical**

**Business Consulting**

**Platforms & Assets**

Optimize
- Application Services
- BPO
- Data Center Services
- Technology Solutions & Integration
- Digital Workplace
- Cybersecurity

Innovate
- Edge Services
- 5G
- Metaverse
- Product Engineering
- Enterprise
- Blockchain
- Digital Twin
- Quantum

**Accelerated by AI**

Transform
- Network Services
- Cloud & IT Infrastructure
- CX & Design
- App Modernization
- Sustainability
- Data & Intelligence

## Unrivaled capabilities to support client outcomes

NTT DATA has one of the broadest and most comprehensive portfolios in the IT services industry today. We have unparalleled expertise, a complete suite of assets, services and deep partnerships that deliver predictable and quality outcomes.

We have extensive expertise in our clients' industries and our business consulting team can offer innovative ideas backed by proven approaches.

**Our Optimize-Transform-Innovate portfolio caters to all business priorities:**

**Optimize:** Optimizing the technology landscape in terms of cost, carbon reduction, performance or availability makes it more efficient and effective. Any efficiencies gained can flow to the bottom line or can be reinvested in other initiatives.

**Transform:** Through our proven approaches and outcomes-driven execution, we help clients create new business models and launch new offering.

**Innovate:** Clients can leverage our cutting-edge services in areas such as the modern digital factory, differentiated CX design and digital twin to innovate and gain a real competitive advantage.

Most of our services are powered by AI capabilities at their core to drive speed and differentiation in the outcomes they deliver to clients. Security and sustainability are built into the design of all our offerings.

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**Our strategy is to help every client:**

- Transform to software-defined infrastructure
- Consume Cisco software capabilities
- Maximize value from their investments through our software-defined infrastructure and lifecycle services
- Transition to managed services so they can focus on their own digital transformation and relationships with their customers

## Solutions any way you want

NTT DATA provides the infrastructure solution that you need, in the consumption model you prefer, bundled with complementary services to meet your complete requirements.

We see this as a unique differentiation in our partnership with Cisco.

## We meet you wherever you are

Do you want to outsource the management of your IT infrastructure?

We can do that.

Do you want to manage your infrastructure yourself but need help with technology design and installation?

We do that too.

Do you currently manage your own infrastructure but want to get out of that to concentrate on your core business?

We can help you with that.

Do you need connectivity, voice or colocation services that complement your Cisco investments?

You're in the right place.

# Together, we make you unbeatable

NTT DATA and Cisco have been here for you for over 30 years, and we're ready and eager to be part of the next stage of your organization's future.

Whatever business outcomes you require, we will design and deliver the right solution that you can consume any way you want.

Adaptive, innovative and committed to your success, NTT DATA and Cisco together are the partners to turn to when compromise is not an option.

**Connect with us**

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| | |
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| **AI** | artificial intelligence |
| **AWS** | Amazon Web Services |
| **DNAC** | Digital Network Architecture Center |
| **FSO** | full-stack observability |
| **GCP** | Google Cloud Platform |
| **IoT** | Internet of Things |
| **LAN** | local area network |
| **MPLS** | Multiprotocol Label Switching |
| **PSTN** | Public Switched Telephone Network |
| **R&D** | research and development |
| **SaaS** | software as a service |
| **SDIS** | software-defined infrastructure services |
| **SD-WAN** | software-defined wide area network |
| **UCaaS** | unified communications as a service |
| **UCM** | Unified Communications Manage |
| **WLAN** | wireless local area network |

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NTT DATA | CISCO

NTT DATA is a $30+ billion trusted global innovator of business and technology services. We serve 75% of the Fortune Global 100 and are committed to helping clients innovate, optimize and transform for long-term success. We invest over $3.6 billion each year in R&D to help organizations and society move confidently and sustainably into the digital future. As a Global Top Employer, we have diverse experts in more than 50 countries and a robust partner ecosystem of established and start-up companies. Our services include business and technology consulting, data and artificial intelligence, industry solutions, as well as the development, implementation and management of applications, infrastructure, and connectivity. We are also one of the leading providers of digital and AI infrastructure in the world. NTT DATA is part of NTT Group and headquartered in Tokyo. Visit us at nttdata.com