



Unlocking public sector potential

Empowering employees with digital workplace solutions



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Empower employees with modern digital workplace services



Imagine the possibilities of dynamic, digitally powered ways of working for public sector employees. Your day might start with a cup of coffee and reviewing reports on a tablet. During a commute, you take a Teams call. Running into an issue on a laptop, you submit an easy help desk ticket and grab a replacement from a convenient locker. In the field, you check email on a phone to stay connected. You work with colleagues in a shared document, increasing productivity and efficiency.

Technology must mirror the habits and needs of its users, facilitating seamless collaboration. It needs to enable the flexibility required for employees to thrive in the office and remotely, at any time, from any device. Our inventive and empowered approach allows for secure collaboration and convenience **no matter how an employee carries out their workday.**

Modern, on-the-go workforces demand secure, easily accessible connectivity no matter where they are working – at home, at the office, or in transit. Evolving workforce trends are met with the challenge of budget constraints, forcing agencies to balance elevated digital experiences with diminished resources. Flexible and secure, digital tools that drive worker productivity are now the gold standard for state, local and federal public sector agencies.

Enterprises drive positive outcomes and reduce friction by empowering employees across flexible, cloud-based workspaces. The future of work is digitally adaptive — and NTT DATA's Digital Workplace Services bring reliability, scalability and innovation to diverse workstyles with one experienced partner. With a combination of modern device management, analytics-driven experience services, real-time issue remediation, cutting-edge data security, and identity access management, NTT DATA's Digital Workplace Services enable agencies to deliver a better way of working while engaging cost efficiencies.

Uncover our unmatched track record for workplace modernization¹



23M+ Annual service desk contacts



6.2M+ Managed users



2.5K+ Service desk agents



30M Virtual meetings



10B Minutes of voice conversations



70% first-call resolution of tickets



65% ticket resolution with AI

Empower employees with modern digital workplace services

A leader in digital workplace services

For the second year in a row, the ISG Provider Lens report named NTT DATA's Public Sector a leader in Digital Workplace Services, providing custom and personalized strategies.

This designation acknowledges our demonstrated expertise in helping clients navigate complex IT strategies with tailored and sustainable employee experiences, maximized by AI, automation and advanced analytics.

- Workplace strategy
- Enablement services
- Collaboration
- Next-generation experience services
- Managed end-user technology services

Enterprises rely on NTT DATA's singularly managed, cohesive digital workforce solutions. We enable end-to-end security, rapid IT support, cost savings, and enhanced productivity.

[Let's get to work](#)



[Visit our website for a list](#) of our full suite of DWS capabilities.

Unlock our partner status

NTT DATA partners with industry leaders to meet the needs of its clients and drive innovation. Our multivendor approach provides access to the latest technology, premium support and specialized technology solutions to achieve business outcomes. We have top-tier partnerships with Microsoft, AWS, Google, ServiceNow, Salesforce and [more](#), strengthening our Digital Workplace Services capabilities and bridging the gap between individuals and the digital world.

We seamlessly deploy and manage lifecycle, high-performance business solutions with our full stack of productivity and collaboration applications to create impactful employee experiences. Our partnerships deliver secure, transformative solutions for our clients to advance modern work environments and set the new standard for workplace communications.



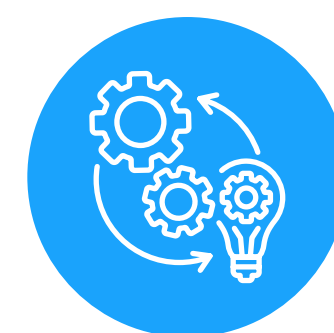
Engage predictable pricing & flexibility

Empower enterprise employees to work productively, with predictable user-based costs. Priced per user, one-to-one costs can scale up or down depending on workforce needs.



Streamline through unified access

Unified access to collaboration and productivity tools eliminates fragmentation, strengthens security and improves efficiency.



Work smarter

Leverage AI tools and intelligent digital assistants to accelerate productivity, minimize digital friction and drive data-driven decision making through automation and artificial intelligence.



Encourage productivity & collaboration

Ensure deliverables can seamlessly be completed on any device — including laptops, tablets and phones — at the office, at home or in the field.

Empower your workforce with seamless digital experiences

Creating a vibrant work environment requires a thorough evaluation and a design-driven strategy to cultivate an exceptional workplace experience. Our comprehensive Employee Experience and Enablement Services integrate advanced digital tools to gain a deep understanding of workforce needs to craft powerful and secure digital interactions.

To empower employees effectively, we focus on understanding their needs and develop strategies that minimize friction and resolve IT issues in a dynamic hybrid work environment. By engaging insights from the employee journey and user interactions, we tailor solutions to align with both employees and enterprise needs, creating personalized user experiences.



User experience (UX) assessment

Objective: Implement a design-thinking strategy to identify IT friction points and enhance user experiences.

Outcome: Minimized frustration and elevated usability through streamlined digital interactions.



Workforce readiness consulting

Objective: Develop talent and provide skill solutions through science-based organizational change management (OCM).

Outcome: A flexible, resilient workforce equipped with the right essential tools and resources.



Digital Employee Experience (DEX)

Objective: Understand employee interactions with digital tools and systems comprehensively.

Outcome: Enhanced personalized productivity and security using AI, self-service, automation and analytics.



Experience Level Agreements (XLAs)

Objective: Measure direct indicators of user experience for precise performance monitoring.

Outcome: Accurate evaluation of technology's alignment with business needs and employee satisfaction.

Achieve top performance with workplace management platform services

NTT DATA's modern digital Workplace Management Platform Services empower organizations to achieve their full potential. These advanced digital solutions are essential to scaling to new heights, providing a proven approach for managing and enhancing digital workplaces.

Our integrated digital service optimizes workplace communication, collaboration, and productivity by combining software applications, cloud-based platforms and infrastructure components. This creates seamless digital workspaces and device experiences.

Designed to meet the specific needs of modern enterprises, our services increase operational efficiency, delivering faster time-to-market and reducing costs. This approach ensures that businesses can effectively respond to ever-changing demands while maintaining high performance.²

By leveraging energy-efficient technologies and optimizing resource consumption, our Workplace Services can lower your carbon footprint by up to 35%.²



Achieve top performance with workplace management platform services



Virtual Workspace

- **Objective:** Enable simplified operations with cloud-based solutions.
- **Outcome:** Increased security and reduced operational costs while ensuring flexibility and availability from any device, anytime, anywhere.



Modern Device Management

- **Objective:** Achieve real-time visibility and control of devices.
- **Outcome:** Enhanced management and security of all connected devices.



Endpoint Automation

- **Objective:** Promote proactive remote monitoring and automated management of endpoints.
- **Outcome:** Improved operational efficiency and reduced downtime.



Device-as-a-Service (DaaS)

- **Objective:** Streamline hardware and software lifecycle management.
- **Outcome:** Boost productivity and employee experience by improving device efficiency and scalability.



Encourage employee digital collaboration – wherever they are

In hybrid settings, it is easy for employees to feel isolated, but technology can bridge this gap. With NTT DATA's vital Workplace Collaboration Services, employees can focus on efficient collaboration, increased productivity, and a rich digital experience with virtual workspaces, cloud voice services, content lifecycle and communication management.

Virtual workspaces and meetings

NTT DATA's virtual workspaces and meetings bring functionality, collaboration, and flexibility to the workplace. Team members can collaborate in real time with integrated tools and communication channels that streamline workflows — like Microsoft Teams, SharePoint and OneDrive.

Cloud voice services

Deliver modern voice communications over the Internet to enable cost savings. NTT DATA is a #1 Microsoft Operator Connect Partner and Top Performer for Teams Telephony.

Content lifecycle management

Our content management services help organize approval processes, publishing, and targeted distribution by ensuring the content is organized, stored and utilized effectively. Once the content has reached the end of its lifecycle, it is archived within compliance standards of the organization.

Communication management

With collaborative analytics features, we provide reports on your enterprise's communication patterns and assist in identifying roadblocks, thus optimizing your team's overall efficiency, and minimizing any miscommunication.

Fast facts



30M+ Meetings hosted



10B+ Minutes of cloud voice



1M+ Cloud voice and managed services users with Microsoft Teams and Cisco WebEx¹

During the pandemic, a university medical center needed assistance transforming from an in-person operating hospital to supporting patients from remote locations. They partnered with NTT DATA to enhance digital communications between hospital employees and patients, allowing them to provide telehealth care. NTT DATA also supported answering calls at the help desk, which at its peak was managing 8,600 calls daily.³

Enhance productivity with in-house workplace device support

Workforce productivity is intertwined with the reliability of end-user devices such as laptops, desktops and mobile devices. Regardless of the workplace setting, NTT DATA integrates on-site and remote support with lifecycle management that ensures all work-associated assets are protected and functional.

We offer a persona-based approach to managing and maintaining the technology employees use day-to-day in the workplace and remotely. Our device support encompasses various customizations that tailor device configurations to your organization's specific needs and behaviors. With a personalized focus, organizations have an enhanced user experience that optimizes security and reduces downtime.^{4,5,6}



Cloud-supported field services

Streamline field operations' maintenance, support, and documentation processes with cloud-based support tools to enable immediate maintenance solutions.



Lifecycle management

Manage the reliability of end-user devices and lifecycle management for laptops, desktops, mobile assets and associated peripherals.



Real-time support anywhere

Support services for campus and remote locations powered by next-generation servicing and management technologies.



Self-service solutions

Access self-service solutions including kiosks, vending machines, lockers and IT TechBars.

Engage a single point of ownership for device and channel needs

Our Workplace Omnichannel Support is a revolutionary one-stop gateway to Digital Workplace Services to keeping employees connected, boosting user satisfaction and sustaining workflows.

This tailored enterprise application support focuses on resolution and end-user needs to expedite incident remediation. NTT DATA provides convenient, on-demand support across user channels for comprehensive assistance. We integrate our AI-fueled advanced service desk and self-help tools to ensure an efficient and simplified user experience.

A Transformative Approach

A state IT agency strategically partnered with NTT DATA to revolutionize its IT infrastructure management across 85 executive branch agencies and 1,300 state and local government entities. By leveraging AI-driven service desks and robust self-help tools, the agency proactively identified and resolved challenges before service disruptions occurred.

This optimization enhanced support processes across user channels empowering over 10.5 million citizens across 159 counties. This transformative approach reduced response times, elevated user satisfaction and underscored the power of cutting-edge, on-demand support solutions.

Engage a single point of ownership for device and channel needs

Employees stay productive, focused and confident

A customized and adjustable approach allows enterprises to select the level of support needed – paying only for the unique needs of your workforce. With everything under a single point of ownership, workflows are simplified, and information is centralized, leading to a productive and consistent user experience across multiple communication channels.

When dealing with a technical issue, our omnichannel user support offering transforms the experience by simplifying the process. With continuous IT support and seamless information flow, employees can stay productive, focused and confident.

Personalized support experience

Tailors support across all channels to meet individual user preferences and needs.

Advanced service desk support

Provides critical IT assistance and advanced technical support for issue resolution and request fulfillment.

Enterprise search

Facilitates comprehensive and efficient information retrieval.

Intelligent portal

Offers a smart interface for accessing a variety of support services.

Self-help and self-service

Empowers users with easy-to-use tools for instant problem-solving.

Managed Customer Experience (CX)

Enhances customer experience and increases operational efficiency.

Live agents

Provides real-time support through dedicated human agents.

Scalable solutions

Ensures support solutions are adaptable to organizational changes and growth.

Cloud connected contact center

Improves customer experience and productivity with cloud-based voice service operations.

Fast facts



87% First-contact resolutions

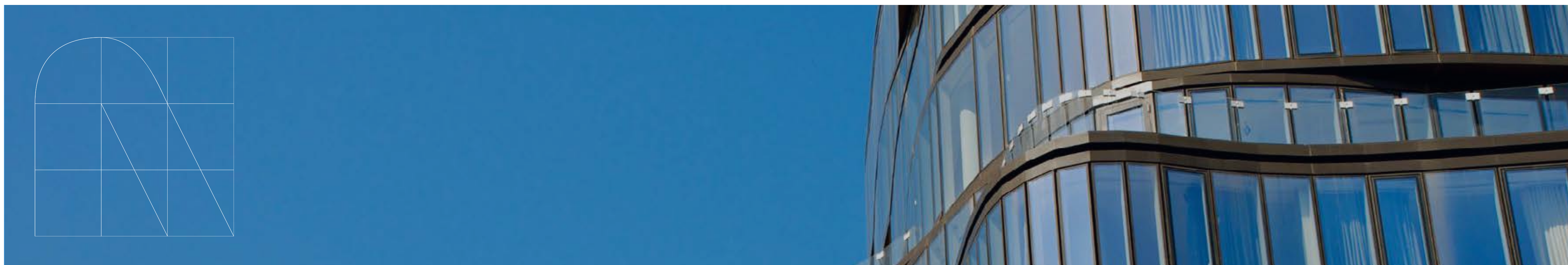


65% Contacts resolved through automation



16 Service desks⁷

Integrated endpoint security with digital workplace services



Inadequate security can cost a fortune and lead to the loss of personal or confidential data to bad actors. Through our strategic partners, we offer a suite of industry leading firewalls, endpoint detection, management, and response, and secure network protocols to protect against cyberattacks, we have DWS security covered. Comprehensive endpoint security ensures that data and devices are shielded against threats.

Securing remote devices and maintaining connectivity is critical in a hybrid work environment. That's why Digital Workplace Services are best integrated with a comprehensive security framework that keeps you productive and protected. For the entire lifecycle of your devices, whether a laptop or a mobile device, NTT DATA brings integrated endpoint security and management that mitigates risks and safeguards the workplace directly to all your company devices, both in-office and remotely.

Ensure confidentiality

- **Objective:** Ensure all networks, data, devices and users are secured.
- **Outcome:** Safeguard the integrity of your proprietary information with endpoint security.

Stay informed

- **Objective:** Have your employees act as a line of defense against threats.
- **Outcome:** Offer educational sessions for users on security hygiene.

Worry-free protection

- **Objective:** Know your assets are protected so you can prioritize strategic initiatives.
- **Outcome:** Engage all-around protection and education across all devices.

Automate to keep employees focused on strategy

Imagine simplifying your day-to-day tasks like data collection and document management to make it easier for your team to focus on big-picture strategies and creative thinking.

Available across our suite of Digital Workplace Services capabilities, NTT DATA's Workplace Automation replaces repetitive tasks, including data entry, document management, workflow automation and scheduling and reporting.

Focus on strategic activities

- **Objective:** Replace manual and repetitive tasks.
- **Outcome:** Empowerment for bigger and more strategic thinking from employees.

Streamline your workforce

- **Objective:** Minimize inefficiencies across the enterprise.
- **Outcome:** Enhanced workflows and processes, avoid easy mistakes.





Simplified insights power digital workplace services

NTT DATA's workplace analytics involves data collection and in-depth analysis to improve decision making and enhance processes and workflows. With data at your fingertips, organizations can easily identify inefficiencies and opportunities for process optimization.

Leverage flawless data

- **Objective:** Stop inaccuracies and inconsistencies cross the enterprise.
- **Outcome:** Ensure precise data capture without human error.

Improve decision making

- **Objective:** Collect in-depth analyses with advanced data collection.
- **Outcome:** Make decisions based on data to improve workplace performance.

Cost and complexity reduction with modern digital workplace services



The Virginia Information Technologies Agency (VITA) connects, protects, and innovates IT services, infrastructure and cybersecurity for 69 state government agencies in the Commonwealth of Virginia. VITA partnered with NTT DATA to migrate all agencies onto Microsoft 365 platform, after years of mixed productivity solutions that hindered communication and collaboration.

The partnership between NTT DATA and VITA resulted in an empowered workforce with a unified productivity solution. Our migration eliminated information silos, ensured timely email and message delivery, protected data, reduced licensing costs, and fostered consistent communication and collaboration. The agency also opted for advanced Microsoft tools like Power Automate to streamline operations and Power BI to deliver data insights for enhanced decision-making.

NTT DATA's long history of collaborating with Microsoft to deliver innovative, high-performance business outcomes was the backbone for the successful migration.⁸

- In less than one year, the project migrated 72,000 user accounts to Microsoft 365 and transferred 1.6 billion objects with a 99.99% success rate.
- The migration saved \$1 million in recurring application licensing costs.
- Reduced data storage costs by moving VITA's network storage to cloud-based OneDrive accounts.
- No unplanned downtime or impact on operations.
- Enabled agencies to manage reporting efficiently and comply with Virginia Freedom of Information Act requests — without additional third-party costs.
- Fortified security gaps, protected against data loss, and increased protection against phishing, spam and malware with encryption.
- In a 30-day period after the migration, 10% of 22 million emails were blocked as malicious, affording real-time protection to agencies.
- Future replacement of VoIP phones with Microsoft Teams calling will lead to further integration and cost savings.

The successful completion of the Microsoft 365 migration demonstrates the Commonwealth's

“strong cross-agency partnerships and shared commitment to advancing government technology for the benefit of all residents.”

— Bob Osmond, CIO of the Commonwealth of Virginia

Scale innovative IT to solve operational and service delivery challenges

Cary, North Carolina's municipal government, has a long history of innovation to provide exceptional amenities and services to its 190,000 residents. After decades of significant growth, leaders prioritized scaling up existing IT infrastructure by deploying ServiceNow to meet the expanding community's needs.

NTT DATA's ServiceNow consultants supported this transformative initiative to solve operational challenges and enhance service delivery to support Cary's diverse municipal departments and thriving communities. Cary's IT organization supports all services in the municipality, including police, fire, 911 services, water treatment plants and traffic networks.

This infrastructure includes powering services across 2,400 endpoints, 300 servers, two data centers and 250 applications. All the while, the range of devices and cloud services have increased in complexity and security risks, requiring proactive solutions to centralize IT management, streamline operations and improve service delivery.

Cary IT partnered with NTT DATA's ServiceNow consultants to deploy ServiceNow IT Service Management (ITSM), IT Operations Management (ITOM), Hardware Asset Management (HAM), Software Asset Management (SAM) and other modules.¹⁰

“ I have to say, this was probably the smoothest project I've ever done on an enterprise level. That's a huge win, not just for IT, but for us delivering projects throughout the organization.”

— Peter Kennedy, Chief Technology Officer, Cary, North Carolina

The nine-month implementation yielded transformative outcomes and results:



Provides a scalable, modern ITIL-based solution that unified IT under one tool and governance structure



Enables comprehensive, real-time asset management



Simplifies fulfillment and empowers employees with Service Catalog capabilities



Improves employee satisfaction and productivity with Walk-up Experience



Provides capabilities for HR, field services, IoT and citizen-facing solutions

The power of one partner

Meet your needs with one partner. Enterprises rely on NTT DATA's comprehensive Digital Workplace Services for integrated, seamless and complete digital workforce solutions. Fragmentation hinders connectivity and collaboration, and a unified service provider enables your employees to work together from anywhere.

Empower your employees to work flexibly — from any device, from any location — all accessible through the cloud. Our collaboration tools boast end-to-end security, fast IT support and remediation, reduced costs, and increased productivity. Powered by persistent security, automation and analytics, data is simultaneously protected and analyzed at scale to ensure a rich digital experience across the enterprise.

A unified DWS partnership with NTT DATA can yield:⁹



30% operational cost reduction



50% support request automation



30% ticket resolution improvement



25% employee satisfaction improvement



Simplified device procurement and modern onboarding/offboarding



Transition from conventional SLA to modern XLA-based operations



Endpoint protection from beaches with minimal impact on employee experience and avoid unnecessary breach costs — zero-incident digital workplace



Are you ready to advance?

Our team of experts are ready to collaborate immediately, delivering your workforce the experience to thrive.

[Learn more](#) about our Digital Workplace Services

Sources

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