



Together we
enable the
**connected
future**

A man and a woman are seated at a dark wooden table in a modern office or co-working space. The man, on the left, wears glasses and a light blue button-down shirt, looking at his laptop. The woman, on the right, wears a white turtleneck and is also looking at her laptop. On the table are two coffee cups, one white and one dark. In the background, there is a dark wooden shelving unit with books, a vase with dried flowers, and a potted plant. The lighting is warm and focused on the workspace.

As a purpose-led organization,
**we're here to enable the
connected future together**

Through the work we do with our clients, partners and the communities we live and work in, we find ways that technology can make a positive impact. We call it technology for good and it extends well beyond the bottom line. At the heart of our business are relationships built on loyalty, commitment and a shared belief in what's possible when we work together:
a better world for us all to live in.



Abhijit Dubey,
Global CEO, NTT Ltd.

Together we do great things

We're living in a world of continuous change. In the aftermath of the COVID-19 pandemic, technology is advancing at an incredible pace. We're seeing rapid developments in artificial intelligence, virtual and augmented reality, human-machine interface, cybersecurity, photonic networks, quantum computing and biotechnology. These technologies hold the key to solving some of the world's greatest problems: from the climate crisis, to the well-being of all life on earth.

In the business world, organizations are rapidly innovating in areas such as new, hybrid employee experiences for a return to the office, next-generation customer experiences to connect with customers in new ways, digital experiences and automating operations, cloud-to-edge connectivity connecting all devices to the cloud, and monetizing and securing their data.

Keeping up with change means our clients need to transform their businesses rapidly, as well as reimagine the technology they use and how they consume it. They also need to become increasingly and critically aware of how they do business and the impact they have on the world.

Our focus now is on pushing boundaries to build a better, more sustainable society. Innovative ideas help build cities and communities where people can thrive. That's why we're proud to be a Business Avenger for the UN's Global Goal 11 for Sustainable Cities and Communities.

We're empowering our clients, people, and society; enhancing customer and employee experience, transforming cloud strategy, modernizing networks, and strengthening cybersecurity.

And we're working with some of the world's greatest organizations, across multiple industries, to achieve business outcomes through technology solutions.

**With our capabilities, world-class people and global presence,
we'll partner with you to do great things together.**

Who we are

NTT is a leading, global technology services company. We come together to make the world a better place and, every day, we use the power of technology to make it happen.



50,000
employees
worldwide



Present
in **57**
countries



Trades
in **73**
countries



Delivers
services in
over **200**
countries
and regions



Clients include
79% of the
global
Fortune 500



USD
11 billion
combined
revenue



11,000
clients
around the
world



We use
technology
for good

How we use technology to **create a better world**

We're helping to protect the environment, give schoolchildren better access to education and transform organizations so they can deliver their best business outcomes.



We protect and restore the environment.

Connected Conservation

Keeping endangered animals roaming safe and free by tracking illegal human activity through IoT.



We're a responsible contributor to society to transform our way of life.

Red Bull Basement

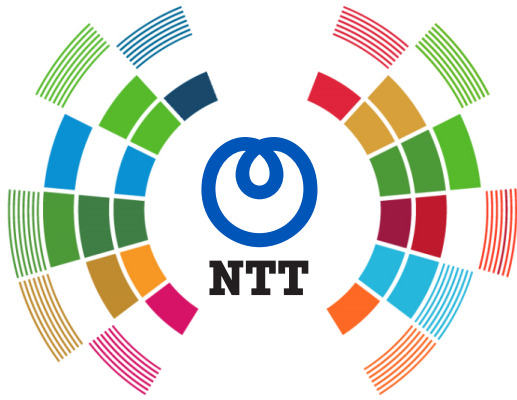
Empowering the next generation to drive positive change through innovation



We help organizations drive sustainable business performance.

Haymarket

Pivoting an industry event during COVID-19 to bring businesses together with digital event technology.



THE GLOBAL GOALS BUSINESS AVENGER

Proud to be a Business Avenger for **Sustainable Cities and Communities**

The global goals are in business: 17 global giants join forces to deliver the Sustainable Development Goals (SDGs) under a new coalition called the 'Business Avengers' to highlight the crucial role businesses play in achieving the targets of the 17 Sustainable Development Goals by 2030.

Working with these partners, we build services that will help you implement (Technical Services), maintain (Support Services) and manage (Managed Services) these technologies.

We champion champions Goal 11 while also actively supporting all the other SDGs.

From the COVID-19 pandemic to the climate crisis to the well-being of all life on earth, we believe that technology holds the key to solving some of the world's greatest problems.



How we help you transform **your business**

To help you achieve your digital transformation goals, we use our global capabilities, expertise and full-stack technology services delivered through our integrated services platform. As your long-term strategic partner, we understand the core challenges you're grappling with as you innovate and modernize your businesses. And across your transformation priorities, we automate your business processes and IT, drawing insights and analytics from your core business data.



Employee experience

Shape employee experience for a world transformed



Digital experience

Architect digital experience to accelerate innovation



Customer experience

Create powerful customer connections with customer experience

Why us?

We support over 3.8 million users, host more than 30 million meetings, 24,000 bespoke digital event meetings and 11.9 billion minutes of cloud voice.

We have top level partnerships for main public clouds. We're a SAP Global Partner and hold an Advanced Specialization in SAP on Azure.

The solutions we've deployed enable 7 million customer interactions each year.

What analysts say

Frost & Sullivan Asia Pacific End-to-end Unified Communication and Collaboration Service Provider of the Year 2019

Only company in the world to hold top-level global partnerships with public clouds and SAP, and top MSP partnership for Azure, AWS and GCP

Frost & Sullivan's Asia Pacific Customer Experience System Integrator of the Year 2019

How we've helped

Paradigm

Revolutionized team communications with collaboration tools



Created a flexible hotel booking system to deal with changing demands during peak and off-peak seasons, using SAP HANA

Allianz 

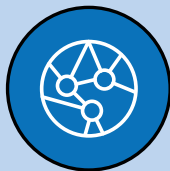
Made insurance services more personal through automated case routing and SLA monitoring

How we help you transform **your technology**



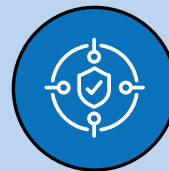
Cloud Transformation

Increase agility and efficiencies with cloud transformation



Network Modernization

Drive business agility with network modernization



Cybersecurity

Secure by design with intelligence-driven cybersecurity

Why us?

We have 500,000m²+ server space in 20+ countries, and cloud infrastructure in 15+ countries.

Pioneer in managed SD-WAN: cloud-based NFV services hosted out of 75+ global Local Cloud Centers

Advanced threat intelligence capabilities to help you make informed risk management decisions.

What analysts say

Challenger in Gartner's Magic Quadrant for Data Center Outsourcing and Hybrid Infrastructure Managed Services for both North America and Asia Pacific (June 2020)*

Leader in Gartner Magic Quadrant for Network Services, Global (February 2021)*

Leader in IDC's MarketScape: Worldwide Managed Security Services Vendor Assessment 2020

How we've helped



Prepared the organization for a cloud-first future with SAP on Azure Cloud



Enabled the organization to embrace SD-WAN and power their digital transformation



Created a secure and distributed IT environment through Managed Security Services

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We deliver your **business outcomes** through our services

Why us?

What analysts say

How we've helped



Consulting Services

We have an extensive track record of thousands of successful business transformation projects.

Leader in IDC's MarketScape: Worldwide Network Consulting Services Vendor Assessment 2019

FLIGHT CENTRE

Increased speed to market, improving business agility, reducing costs and delivering a better end-user experience across the supply chain by creating a roadmap and future-state conceptual model



Managed Services

We offer global enterprise-level delivery backed by 24/7/365 monitoring, taking into account the complexity requirements of the client.

MSSP Alert: Recognized as #2 Managed Security Services Provider in the world

noatum maritime

Enabled more employees to work from home by urgently expanding the Virtual Desktop Infrastructure platform



Technology Infrastructure Services

We deliver intelligent, platform-delivered multivendor services: API-led telemetry enabling digital intelligence.

Winner of 2018 Technology Services Industry Association TSIA STAR award for Transformation of Support Services

LAWTER

Created robust infrastructure and up-to-date applications to position the business to support the next generation of sustainable solutions

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We help you achieve your digital transformation goals **through our services capabilities**

Why us?

What analysts say

How we've helped



Collaboration and productivity

We're experts in Cisco Collaboration with 20 Million devices deployed and 600,000 supported and managed across the globe.

Frost & Sullivan South East Asia Unified Communications System Integrator of the Year 2019

Paradigm

Revolutionized company communications and collaboration using Microsoft Teams



Networking

We have one of the largest global teams of network experts in 80+ countries.

A Leader in the Gartner Magic Quadrant for Network Services, Global (February 2021)*

Alcatel-Lucent Enterprise



Kept 830,000 global customers connected through a cloud-ready WAN



Data Center

We have the third largest global network of interconnected data centers in the world.

Leader in IDC's MarketScape: Worldwide Colocation and Interconnection Services 2019-2020 Vendor Assessment



all for one Application Services

Moved their infrastructure including nearly 3,000 virtual client systems, 30 VMware clusters and storage controllers with more than 2.2 petabytes of data to our data center in just 98 days with no downtime

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Why us?

What analysts say

How we've helped



Technology Infrastructure Services

Top MSP accreditations for AWS, Azure and Google, and SAP-certified hosting partner globally.

Frost & Sullivan Asia Pacific Cloud Infrastructure Services Provider of the Year 2020



Deployed a hybrid storage solution leveraging NetApp technology to provide flexible, high-performance all flash storage on-premises and full backup and recovery services on Azure



Security

We have a global network of Security Operation Centers around the world, analyzing billions of logs each day.

Leader Gartner Magic Quadrant for Application Security Testing, 2020 (WhiteHat Security)*

Incident response for 5 hospitals

Helped five front-line hospitals focus on patient care during COVID-19 through our Hospital Incident Response services at no charge

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We're investing in **the future to give you a competitive edge**

We innovate with purpose and help you to develop, strategize and execute your innovation agenda through industry insights and trends. We help you use new and emerging technologies to disrupt existing business models and drive operational and digital transformation.



USD\$3.6 bn*
Annual R&D investment



5,000+ R&D
professionals,



2,500+
research engineers



17,000+
patents

How we've put innovation into action



Tour de France

Revolutionizing the **fan experience**, transforming cycling **to become digital**



Connected Conservation

Transforming conservation, **saving a species for future generations**



Flaim System

Transforming the way **fire fighters are enabled**



Intelligent Cities

Changing the City of Las Vegas **to a digital city**



Dementia Care

Improving **quality of life** for people living with dementia

Disclaimer: The work described in these case studies was performed while the relevant operating company was known as Dimension Data

We serve **11,000 clients** across multiple industries

66% of the Fortune Global 500 and 79% of the Fortune Global 100 companies are our clients.



Insurance

Tower Insurance

Improving flexibility during insurance application transformation using hybrid IT



Healthcare

ISPCC

Creating hyperconnected healthcare environments that make hospitals more human



Banking

State Bank of India

Making banking services more accessible for an entire nation using digital technologies



Sport

A.S.O.

Revolutionizing the viewing experience of the Tour de France through AI and predictive analytics



Manufacturing

Panasonic Life Solutions

Taking the lead in digital manufacturing through a hybrid IT support model



Education

Connected North

Helping to connect remote students to education via videoconferencing



Retail

Wolford

Digitally transforming shopping experiences with a cloud-based network platform

We're committed to putting you **first**, ensuring that we partner with leading technology vendors



Gold Partner



Platinum Partner
Dell Technologies
Cloud Competency



Global Gold Partner
Azure Expert MSP
Microsoft Dynamics
Inner Circle



Global Diamond
Innovator Partner



Global Diamond
Innovator Partner



Global 5-Star Partner
Global Managed Security
Services Partner
Global Infinity Specialist
Partner



Unity Gold
Partner



Gold Platinum Partner
Global Managed Security
Services Partner
Global Certified Support
Services Partner



Premier Consulting Partner
APN Training Partner



Gold Global Partner



Premier Partner



Elite Partner



Cloud Preferred Partner



Gold Diamond
Innovator Partner
Global Managed Security
Services Partner
Global Certified Support



Global Partner



Global Focus Elite Partner



SISO
Partner



APJ Emerging Partner
of the Year



Intel Network Builders
Winners Circle

We're continuously **listening**

How your feedback drives our focus on continual improvement

Organizations need technology partners they can trust. As a leading global technology services company, we place you, our clients, at the heart of everything we do.

We're focused on making it easy for you to share feedback about your experience. This commitment to client experience is embodied in our Voice of Our Client program. Our robust CX management system helps us capture and respond to your feedback.



We're committed to acting on your feedback



Feedback is collected throughout your journey with us.



Our Close the Loop process ensures **feedback is reviewed and actioned.**



Our program teams review feedback for **broader trends that need to be addressed.**



Our CX Steerco and CX Leadership Council ensure **we're using your feedback in business decision-making.**

With us, you're in **capable hands** ...

Our extensive **global reach**

Support technologies in
14 languages across
145 countries

Global MPLS
in over 190 countries

500,000m²+
data center floor space in
over 20 countries

Cloud infrastructure
in more than 15 countries

Global network
of MSS Security
Operations Centers

Our services **capabilities**

Platform-delivered
Managed Services

**Pioneer in managed
SD-WAN:**
cloud-based NFV services
hosted out of 75+ global
Local Cloud Centers

Mitigate **2bn security**
threats each year

Analytics near real-time
reporting and insight

71% of delivery
events for support services
are automated

Our innovation **and expertise**

Annual average R&D
investment across NTT
Group of USD 3.6 billion

**Top MSP
accreditations** for
AWS, Azure and Google,
and SAP-certified hosting
partner globally

5,000+ professional
service engineers with a
combined 11,000 vendor
certifications

3,000 strategy,
architecture, technology
and delivery professionals

2,000
cybersecurity experts

... and you're
part of the global
NTT family



USD 109 billion
total revenue



310,000 people around
the world

Top 5 global
IT services provider by revenue

150+ years of heritage

Top 100 global
innovator*



* Clarivate Analytics



Together we do great things

Visit us at **hello.global.ntt** to learn how we can help you enable the connected future.



Together we do great things