



NTT DATA Advanced Digital Workplace Services

**Vendor Assessment
Report Abstract**

January 2019

**By John Laherty
IT Services
Senior Research Analyst
NelsonHall**

15 pages

research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Advanced Digital Workplace Services Vendor Assessment for NTT DATA is a comprehensive assessment of NTT DATA's digital workplace services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for digital workplace services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in digital workplace services.

Key Findings & Highlights

NTT DATA has extensive end-user capability, particularly from the Dell Services acquisition, handling ~11m service desk contacts annually, and supporting ~4.6m service desk users globally.

NTT DATA takes a vendor agnostic approach to workplace services. It provides digital workplace services under its Dynamic Workplace Solutions framework.

NTT DATA's workspace-as-a-service solution provides virtual desktops and/or applications hosted from its datacenters, with options to manage on-premise solutions. The entry point for hosted opportunities starts with 250 end-users scaling into the 50k seat range per client.

Scope of the Report

The report provides a comprehensive and objective analysis of NTT DATA's digital workplace service offerings, capabilities and market and financial strength, including:

- Analysis of the company's offerings and key service components
- Revenue estimates
- Identification of the company's strategy, emphasis and new developments
- Analysis of the profile of the company's customer base including the company's targeting strategy and examples of current contracts
- Analysis of the company's strengths, weaknesses and outlook.



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Report Author

John Laherty

john.laherty@nelson-hall.com

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