Accelerate operational excellence with NTT DATA and ServiceNow

Tackling IT complexity: The operational challenge

The trifecta of technology transformation, transcending customer expectations and tightened regulatory scrutiny means greater pressure to scale operations to meet these demands. Meanwhile, the ecosystem powering everything behind the scenes becomes increasingly complex, hybridized and challenging to govern.

This can also be compounded by limited, foundational use of IT service management (ITSM) as well as a lack of IT operations management (ITOM) maturity. Fragmented configuration data, inefficient incident handling, high volumes of time-sensitive changes and limited visibility of service dependencies also create costly bottlenecks and risk exposure.

ServiceNow is recognized as a platform of choice to address these issues — but unlocking its full value goes beyond implementation.

With deep ServiceNow expertise, NTT DATA can work with you to develop a roadmap tailored to your organization's reality so you can optimize this powerful platform, reduce operational costs and boost value across your organization.

Operational clarity driving value

NTT DATA is one of the world's most trusted ServiceNow transformation partners. We understand infrastructure and applications, helping you unlock what's possible to scale automation, activate agentic AI, and improve governance and regulatory alignment.

We can do all of this because we're one of the world's largest users of ServiceNow. With a Certified Master Architect based in Asia Pacific, over 200 AI agents, ready-to-use toolkits and proven industry solutions and expertise, we turn ServiceNow into a valuable, strategic asset.

> "We knew that expanding our use of ServiceNow was the key to transforming our IT services delivery, but we needed an experienced partner to come in, design the solution and guide us through our implementation journey."

Gwen January,
Vice President, Global IT Shared Services, Novavax

Smoother operations with smarter outcomes

Whether you're seeking to implement, optimize or prepare for enterprise-wide transformation with ServiceNow, we help you unlock maximum value.

Here's what our clients across Asia Pacific consistently achieve with us:

Faster ROI, lower operational costs

Our focus on operational efficiency means we deliver measurable outcomes from day one.

We can help you reduce your asset costs through better management of hardware and software estates, and remove unnecessary complexity that slows transformation.

Our unified delivery model eliminates vendor silos and integrates all your initiatives (be they SAP or ServiceNow) under a single accountable partner. And our deployable models for all industries, prebuilt templates and toolkits, and proven delivery methods help you realize value faster without having to start from scratch.

Clarity and control across the platform

We help you see what you have, what you're missing and where the real opportunity lies for your organization.

From assessing the health of your ServiceNow environment to identifying underused licenses and disconnected workflows, we identify what's holding you back.

We remediate misaligned configurations, clean up misused or misconfigured CMDBs, and give you the clarity to make smarter decisions. This includes enhancing data models to support audit readiness and embedding governance into every design choice to leave you confidently in control.

AI-readiness and agentic acceleration

The time for AI is now. But AI must be built on the right foundation. We help you take advantage of this potential with over 200 ready-to-deploy agentic AI modules that triage tickets, automate resolution steps and drive predictive workflows.

To ensure your organization is AI-ready, we stabilize your data, optimize your configuration management database (CMDB) and align your workflows to support intelligent operations. All this means you shift rapidly from experimentation to operationalization, building AI capability into your ServiceNow platform at scale and with purpose.

Smarter services for seamless experiences

We help you evolve from fragmented ITSM deployments to intelligent workflows that reduce ticket volumes, speed up resolution and improve internal service performance.

To get real value from ServiceNow, it must function beyond being a ticketing tool to power intelligent, connected services across your enterprise. That's why we enable user-friendly self-service portals and integrate workflows across HR, facilities, finance and more. This turns your reactive operations into proactive, seamless experiences that increase satisfaction and speed.

NTT DATA has first-hand experience with using ServiceNow

While some companies just implement ServiceNow, we use it globally in our own business.

In fact, we're one of the platform's largest internal users and are often among the first to test new innovations.

This gives us a depth of understanding of what works that no one else gets anywhere near to. And it's these insights that we bring directly to you.

Our experience is backed by world-class talent.

Our team includes one of only 256 Certified Master Architects globally, based in our region.

We also understand that one size doesn't fit all.

That's why we've developed tailored industry solutions, like healthcare and mining "in a box," all designed to deliver real-world use cases and accelerate time to value. And, as you look to automation and AI, we bring another edge: hundreds of prebuilt agentic AI modules and a dedicated regional AI team ready to scale intelligence across your platform.

> " When things get complex, our expertise is often the difference between quick fixes and transformation that has a lasting impact on your organization."

Ready to drive value with ServiceNow?

With NTT DATA, you gain a clear, actionable path to operational excellence. Whether your goal is stronger governance, improved service experience or AI-readiness, our assessments, solutions and services are the catalyst for ServiceNow value realization.

Let's make your IT foundation smarter, faster and more resilient.

Visit services.global.ntt to learn more.

NTT DATA is a global innovator of digital business and technology services, helping clients innovate, optimize and transform for success. As a Global Top Employer, we have experts in more than 50 countries and a robust partner ecosystem. NTT DATA is part of NTT Group.

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