NTT DATA
SAP HANA and S/4HANA Services

Vendor Assessment
Report Abstract

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Who Is This Vendor Assessment For?

NelsonHall's SAP HANA and S/4HANA Services vendor assessment for NTT DATA is a comprehensive assessment of NTT DATA's SAP HANA and S/4HANA services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for SAP services

- Vendor marketing, sales and business managers looking to benchmark themselves against their peers

- Financial analysts and investors specializing in SAP services sector.

Key Findings & Highlights

NTT DATA Communications Systems Corporation was spun off as a separate company from NTT Corporation in 1988, subsequently changing its name to NTT DATA Corporation in 1996. NTT Corporation retains a 54% shareholding in NTT DATA, and NTT DATA works jointly with other companies in the NTT Group to deliver services to clients.

NTT DATA's acquisition of Dell Services for $3.06bn closed in November 2016. The two companies have broadly complementary offerings and heritage, with NTT DATA bringing the application experience which Dell Services lacks, and Dell Services expanding NTT DATA's infrastructure services capability. Dell Services also provides NTT DATA with a broader footprint in the North American market.

In 2008, NTT DATA acquired majority ownership of itelligence, a Germany based SAP consultancy. NTT DATA has used itelligence to form the core of its SAP Global One organization which standardizes offerings and delivery across the NTT DATA global operating units.

Since taking total control of itelligence, NTT DATA and itelligence have made a number of acquisitions to add incremental SAP capabilities and geographic coverage.

NTT DATA supports the adoption of HANA and S/4HANA by clients with the following services:

- Consulting services

- Implementation services

- Modernization services.

In addition, it has developed certified proprietary assets to extend the functionality of the core solutions.

NTT DATA has ~100k employees globally. Of these, NelsonHall estimates that ~10k deliver SAP services. It currently has ~1k HANA and S/4HANA trained employees, with ~55% of these being functional resources focused on S/4HANA.

NTT DATA has 19 SAP One Method delivery centers and 66 SAP local delivery centers dedicated to specific countries. New delivery center locations in Argentina, Chile, Mexico and South Africa are currently in the process of being stood up.

NTT DATA also has six dedicated SAP data centers and another nine data centers that support SAP workloads across North America, EMEA, APAC and Japan.

Scope of the Report

The report provides a comprehensive and objective analysis of NTT DATA's SAP HANA and S/4HANA 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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