



NTT DATA Next Generation EUC Services

**Vendor Assessment
Report Abstract**

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

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research.nelson-hall.com





Who Is This Vendor Assessment For?

NelsonHall's Next Generation EUC Services vendor assessment for NTT DATA is a comprehensive assessment of NTT DATA's next generation EUC services offerings and capabilities designed for:

- Sourcing managers monitoring the capabilities of existing suppliers of IT services and identifying vendor suitability for EUC services
- Vendor marketing, sales and business managers looking to benchmark themselves against their peers
- Financial analysts and investors specializing in EUC 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 on 2, November 2016. The two companies have broadly complementary offerings and heritage, with NTT DATA bringing the application experience which the former Dell Services lacks, and the former Dell Services expanding NTT DATA's infrastructure services capability. The former Dell Services also provides NTT DATA with a broader footprint in the North American market.

The company has shared with investors that it wants to reach ¥2tn (~\$18.1bn) in revenues by the end of FY17.

NTT DATA has a headcount of 100k (of which 33k is in Japan, and 14k is in the Americas).

NTT DATA has extensive end-user capability, particularly from the Dell Services acquisition, handling ~11m service desk contacts annually, and supporting ~4.4m service desk users globally.

NTT DATA takes a vendor agnostic approach to workplace services. It provides next generation end-user services under its Dynamic Workplace Solutions framework.

NTT DATA has ~2.3k service desk agents and ~11.6k FTEs in total across workplace services globally.

Scope of the Report

The report provides a comprehensive and objective analysis of NTT DATA's next generation EUC 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 Length

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Report Author

John Laherty

john.laherty@nelson-hall.com

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