NTT DATA
Trusted Global Innovator

Flexible, Future-Forward Technology Solutions for State and Local Governments
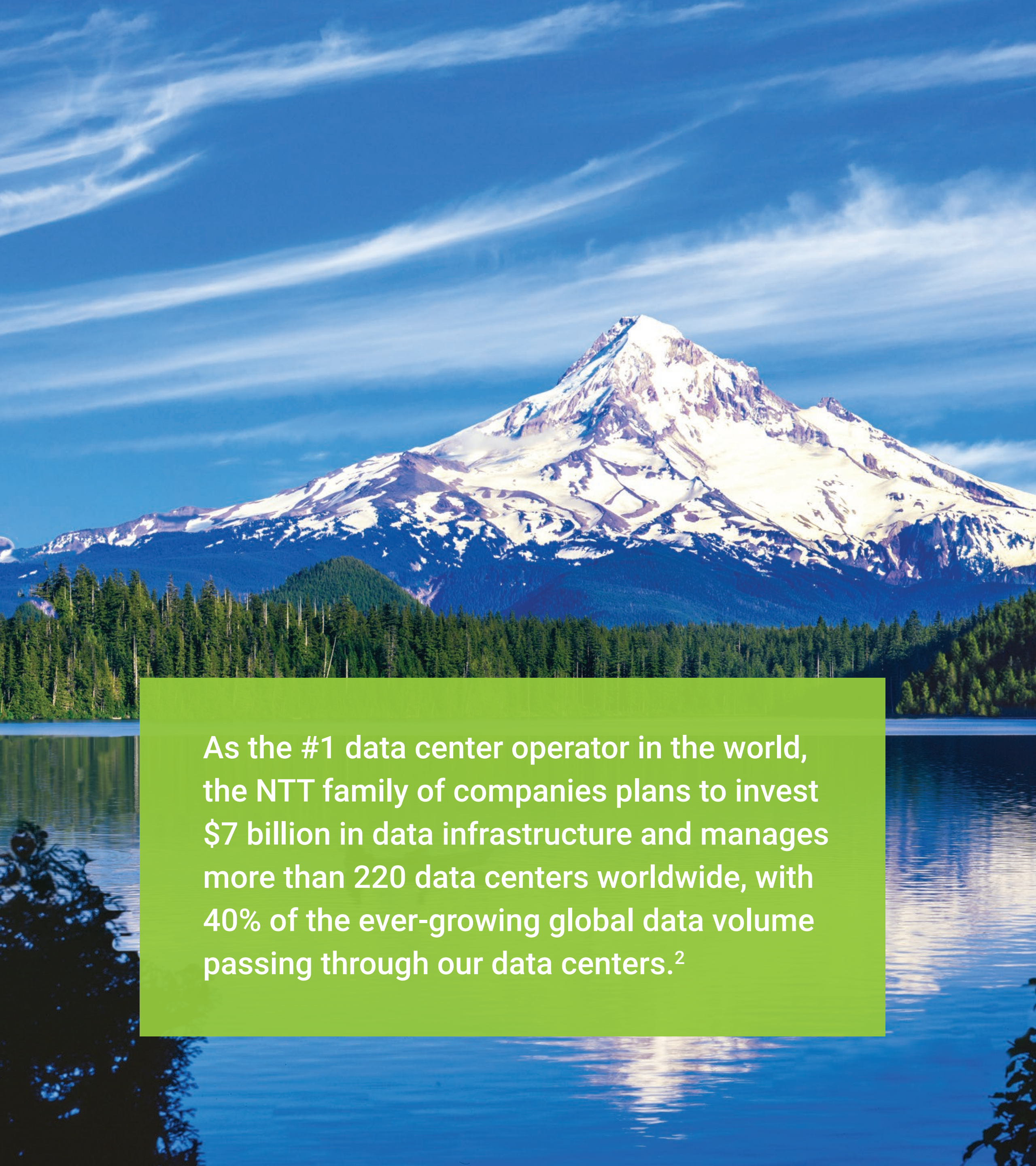
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At NTT DATA, we believe that better IT equates to better government — from the rocky coast of Maine across the prairies of Oklahoma to the forests of Oregon, we deliver technology and innovation to make your work environment easier, faster and more productive. That's why we focus on applying the right processes, systems and resources to fast-track results and improve operations. Our state and local government offerings include data center and hybrid infrastructure, cloud, data intelligence and automation, citizen and application services, security, consulting and advisory services.

NTT DATA develops adaptable technology solutions to help government meet citizens' expectations. Our public sector workforce stands more than 4,000 strong, with a diverse group of IT professionals providing a wide range of services to over 90 federal agencies, 34 states and several local governments.

Partnering with state and local governments since 1965, we serve agencies that are critically important to citizens. We've successfully delivered state-of-the-art technology services and solutions for citizen self-service, labor, commerce, workforce development, social programs, retirement systems, public health, health and human services, public safety, criminal justice and finance. Our success as a company can be attributed to our fundamental core values — clients first, teamwork and foresight. Over the past 55-plus years NTT DATA has applied these values to help our clients achieve demonstrable, measurable and sustainable business benefits. Our steadfast commitment to our clients is instrumental to our growth and ultimate position as one of the top 10 global business IT services providers in the world.[1]

Delivering flexible data center and hybrid managed infrastructure services

NTT DATA helps state and local governments create an optimized, intelligent hybrid cloud infrastructure as the foundation for a modern digital government. We provide opportunities to reduce IT infrastructure operating costs while ensuring superior quality of IT service delivery. Our goal is to maximize the value of IT investments by establishing a secure, flexible infrastructure environment that will scale, grow and innovate to meet today's needs and those in the future. Comprehensive infrastructure services enable resilient IT operations and lead to a reduced total cost of ownership, elevated user experience and unparalleled resiliency.

Using our vast global network of data centers, we can provide hosting and operations services to run, monitor, manage and host your infrastructure. And, most importantly, you don't have to worry about the security of your critical applications and resources; our data centers meet requirements for HIPAA, the Payment Card Industry Data Security Standard, Health Information Trust Alliance compliance and the FBI's Criminal Justice Information Services (CJIS) Division's security compliance. We have government clients operating in CJIS-compliant environments in Ashburn, Virginia, Dallas, Texas, and Montgomery, Alabama.

We provide a wide range of infrastructure services:

- Advisory services deliver expert guidance in hybrid infrastructure strategy and design
- Implementation services establish an available and secure environment with seamless integration and migration services
- Managed services optimize performance and resiliency with intelligent automation and unified monitoring and management solutions

As the #1 data center operator in the world, the NTT family of companies plans to invest $7 billion in data infrastructure and manages more than 220 data centers worldwide, with 40% of the ever-growing global data volume passing through our data centers.[2]

Client spotlight: State of Alabama

NTT DATA worked with the State of Alabama to assume day-to-day responsibility for its 44,000-square-foot purpose-built data center facility in Montgomery. The state retained ownership of the facility but leveraged our vast data center expertise to operate it. We worked with Alabama to map out a modernization plan that would bring the state's data center up to industry standards and provide the stability and resiliency its citizens expect. After our six-month modernization initiative, the infrastructure now provides services to state government agencies, the University of Alabama at Birmingham Medical Center and several government-related organizations, including the Montgomery Internet Exchange. We also assumed responsibility for services such as smart hands, hyperconverged infrastructure and cloud solutions out of the Montgomery facility.

Client spotlight: State of Oklahoma

The State of Oklahoma Office of Management and Enterprise Services (OMES) provides financial, property, purchasing, human resources and information technology (IT) services to all Oklahoma state agencies. OMES also supports the development of annual state budget and state financial reports. This important work includes making sure state workers have quality reliable computers 24 hours a day, whether working in the field or in an office. NTT DATA implemented a device-as-a-service (DaaS) solution for OMES to improve its employee experience by deploying, managing and supporting end-user computing devices.

When the pandemic necessitated teleworking and increased citizen demand for services, OMES needed help with its infrastructure. Through our solid partnership, NTT DATA worked closely with Oklahoma to secure CARES Act funding and deliver outsourced data center operations.

"In less than five and a half months, the State of Oklahoma built a new gold standard that provides our citizens a new production site for the Oklahoma Tax Commission at our OKC data center while building a completely functional disaster recovery center for our consolidated agencies ... Thank you to our enterprise partners at Dell and NTT; we could not have done it without you!"

— **Steven Harpe, Executive Director**
Oklahoma Office of Management and Enterprise Services

Applying actionable data intelligence and automation

Every day our interactions, technology and communications create more data. At the state and local government level, there's been a virtual data explosion. Today, most government agencies want to go beyond simply securing, managing and storing their data to share and analyze their data assets to make more informed decisions. By leveraging the expertise acquired from thousands of business analytics consulting engagements, NTT DATA has developed a proprietary framework that articulates how to use data for a given business objective, speeds up the pattern discovery process, increases the accuracy of business problem definition, and includes best practices to reduce costs and improve the quality of data discovery and analytics.

As a one-stop shop for data intelligence and automation, we provide data solutions in a variety of environments. Our reputation and relationships with multiple industry-leading technology partners allow us to adapt our expertise in data analytics to any setting without being constrained by a single vendor. And our data analytics experts harness data and business analytics, using integration, automation and artificial intelligence (AI) technologies to deliver true business outcomes for our clients.

Whether it's about improving citizen experiences through blockchain or driving actionable insights from internet of things (IoT) devices, we can help your organization become an intelligent enterprise. We've developed deep investments in autonomics, business intelligence and data analytics, machine learning, robotic process automation, and virtual and cognitive agents. Our automation ecosystem is secure from design through delivery, combining in-depth process expertise, intelligent process mapping tools, machine learning and cognitive intelligence systems.

Client spotlight: The City of Las Vegas

The City of Las Vegas wanted to improve situational awareness and responsiveness to public safety issues. Leadership engaged NTT in partnership with top technology companies to deploy a smart edge network of high-definition optical sensors, sound sensors, IoT devices and micro data centers to boost visibility and support better response decisions. The Smart Platform solution improves public safety situational awareness, accelerates decision-making and responsiveness, and builds the foundation for a more connected, smarter city. Edge analytics provide actionable insights while reducing data storage needs.

Winner, StateScoop Local Smart Award and Government Innovation Award, IDC Future of Digital Innovation Award

NTT's Smart Platform

We created a powerful data engine that uses advanced data analytics, IoT and micro data centers at the edge to allow government agencies to make the most of their data. Smart Platform can "think" and access multiple data sources; perceive current conditions; and plan, decide and act on those conditions. It's even possible for our cognitive solution to learn from the consequences of its actions while using past knowledge to crystallize current and future decisions. IoT devices empowering data-driven decisions to benefit our world — that's NTT's Smart Platform.

"We're at that point where cities that learn, understand and invest in technology will be the cities of the future. Las Vegas is well on its way with our NTT partnership backing us."

— Michael Sherwood, Director
Innovation and Technology, City of Las Vegas

Transforming the citizen experience to enable digital government services

Citizen expectations are changing. People now want to interface with government the same way they interact with top commercial companies in their personal lives — using their laptops and mobile phones to engage easily and quickly with websites and applications that are intuitive and engaging. By focusing on human-centric design you can create mobile-friendly websites, forms and services that simplify and improve citizen interactions with government. That's why we look at each application, interface or website through the lens of the citizen to minimize friction. Focusing on the end user and designing with problem-solving in mind makes each experience — citizen and employee — positive and engaging. NTT DATA helps transform your organization by creating exceptional experiences. One way we do this is with innovative end-user computing services that create a dynamic workplace.

Creating a dynamic workplace optimizes operations, with a strong focus on security, to deliver frictionless employee experiences. We know that no two agencies are alike, which is why we tailor solutions specifically to meet your needs — everything from supporting end-user devices to adopting an integrated workplace platform. Our strategies employ analytics that leverage AI and deliver flexible options that keep technologies current using a DaaS approach. No matter your workplace challenges, NTT DATA can help.

NTT DATA supports over 2 million government devices.

Client spotlight: Georgia Technology Authority

The vision of Georgia Technology Authority (GTA) is to provide a transparent, integrated enterprise where technology decisions are made with citizens in mind. For over a decade, we've been providing end-user computing services to state agencies on behalf of the GTA. Our deskside support services have expanded to include the 41,000 desktops and laptops used by executive branch employees across 1,900 sites. Our Dynamic Workplace Services include a broad spectrum of support: break/fix; endpoint management; and installs, moves, adds and changes involving both hardware and software. We also provide full lifecycle hardware and software asset management and security services, including antivirus/anti-malware, patch management and device encryption.

"NTT DATA is a valued and trusted partner for us. Their team has been integral to our success in meeting the state's business objectives, including providing secure, reliable delivery of end-user computing services designed to improve the overall customer experience."

— Dean Johnson, Chief Operating Officer
Georgia Technology Authority

Making the most of digital technology and applications

Throughout state and local governments our clients are increasingly asked to do more with less. At NTT DATA, we're budget-conscious creative problem-solvers. Our approach to application development and management focuses on performance outcomes, with a keen eye on the bottom line. We've learned that bigger doesn't always mean better; sometimes, simplifying IT and business processes results in a better overall outcome. To be truly effective, IT resources must align with business goals.

We know enterprise applications are the lifeblood of many organizations. If applications don't function properly and efficiently, productivity can be paralyzed. Managing and upgrading existing applications or implementing new enterprise applications and enhanced functionality can be a major undertaking with significant risks. That's where NTT DATA comes in. We're adept at delivering consistent, efficient, reliable enterprise applications. We use a combination of proven methodologies and proprietary frameworks, software tools and accelerators to deploy a wide variety of applications.

Because there's no one-size-fits-all approach to application development and management, we look at the entire organization. We collaborate with you to drive objectives — whether it's fast-tracking new initiatives, updating inefficient legacy systems or taking advantage of new technologies. From agile development to automated testing, we combine industry best practices with the latest technologies to deliver simple, manageable, measurable and repeatable solutions across the entire application lifecycle.

Because technologies change rapidly, methodologies must be dynamic to keep pace with the ever-changing delivery landscape. We invest in new technologies that help you migrate applications to the cloud, use mobile technologies effectively, identify opportunities to create efficiencies by implementing commercial-off-the-shelf products and low-code/no-code or open-source products, and, most importantly, realize business goals. Our deep industry partnerships enable positive outcomes. For example, NTT DATA recently executed a strategic collaboration agreement with Amazon Web Services (AWS) to deliver new products, services and solutions designed to accelerate cloud transformations. Through this collaboration, we can provide clients with advisory and development services, as well as implementation, migration and management of solutions on AWS.[3] NTT DATA, which has more than 900 AWS certifications, is a Premier Consulting Partner in the AWS Partner Network and recently achieved Mainframe Migration Competency.

Modernization

Our modernization and migration services harness the full potential of your business applications, ensuring that aging and costly legacy applications and systems are no longer barriers to innovation and progress. With its simplified approach, our process is secure, reliable and future-ready, even as it protects assets, cuts costs and increases agility.

Client spotlight: Texas Department of Transportation

The Texas Department of Transportation (TxDOT) relies on NTT DATA to deliver most day-to-day IT services. Covering a broad spectrum of IT capabilities, our services include end-user computing services and service desk support, application maintenance and development, as well as IT security services and network and telecommunications support. An important factor in the agency's decision to outsource IT services was the need to improve and modernize, as it was challenged with high IT operating costs, poor performance and fragmented systems. We quickly fostered change, driving down spending on IT operations by 28% in two years (from $40.8 million to $29.2 million). By sustaining this cost reduction over time, we freed up revenue for TxDOT to invest in multimillion-dollar transformation projects. The agency honored NTT DATA with a gold-level Journey Toward Excellence Award, created to recognize teams at TxDOT for their efforts in developing or improving products, processes or services by using quality management processes and principles.

Protecting the enterprise with proven security solutions

According to National Association of State Chief Information Officers (NASCIO), the #1 strategic priority for State CIOs is cybersecurity and risk management.[4]

The digital shift to remote and hybrid work, coupled with aging systems and infrastructure, magnifies threats and increases the need for security. As quickly as you implement new IT security measures, you can be sure hackers and other malicious actors are developing new ways to circumvent them.

Security threats are increasing in frequency and potency. Unfortunately, state and local governments are prime targets. Now more than ever, we need simplified, standardized, future-ready enterprise security environments. We help government agencies continually innovate to keep ahead of nefarious threats, defending infrastructure, applications and data 24x7 with leading-edge in-depth security solutions.

But security isn't a single-point-in-time event; vigilance is imperative. With the new digital normal, collaboration happens anytime, anywhere. The best defense starts with securing systems through zero trust approaches, identity access management, and automated security controls and compliance.

And don't ignore threat and vulnerability management. Handling sensitive personal information must also be part of a holistic approach to data security. NTT DATA can secure your organization by recognizing and managing vulnerabilities in applications, hardware and network pathways through analysis, simulations and mitigation strategies. Our experts can help not only design processes but also leverage services and technology to improve your security posture for networks, endpoints, IoT devices and operational technologies.

Although risk can be mitigated, it can't always be avoided. Our incident response and remediation services can help minimize an incident's impact and costs, and proactively protect data by preventing further incidents with the development of a proactive security posture.

Providing timely, expert advisory and consulting services

The effective use of technology, business and return on investment (ROI) strategies often challenges even the most well-intentioned, well-run organizations. At NTT DATA, we've created a portfolio of advisory and consulting services to provide objective, tailored and experienced assessment, analysis and guidance to our clients. We use a highly disciplined approach to evaluate the entire business lifecycle, from strategy to operations, and our methods yield successful outcomes for our government clients. With discipline comes efficiency. We evaluate all aspects of the organization, without bias, to ensure the right IT strategy and platforms align with your enterprise-wide goals and objectives. A thorough evaluation of your current application portfolio results in tailored, strategic IT plans that better support the short- and long-term needs of your organization.

As seasoned advisors, we guide our clients in transforming information into knowledge by providing enterprise roadmaps that link organizational strategies to business and IT capabilities. Using a holistic approach facilitates process optimization and better decision-making. By analyzing and optimizing processes, we fast-track results while reducing risk. Our consulting services include portfolio, program and project management to help you get the most out of all

aspects of your organization. The dedicated staff and processes of our advisory team focus on organizational change management and alignment. We know how to streamline transitions and minimize business disruptions to achieve faster ROI.

NTT DATA created a specialized team of consultants who are uniquely suited to address the needs of state and local Health and Human Services (HHS) agencies. With rapidly changing program needs, these citizen-focused agencies require specialized expertise to modernize legacy stove-piped systems. Our consulting services team can help with a range of HHS solutions, including those for Medicaid, integrated eligibility, child support, child welfare, and women, infants and children. Together, we can address changing program policy and populations, as well as state and federal mandates. With more than three decades of experience working in HHS, we bring proven expertise in planning, managing and implementing large, complex health IT programs to each engagement. We're committed to completing tasks on schedule, on budget, and in compliance with state and federal mandates. Inspired by the mission of HHS programs to support the health and independence of citizens, we believe that successful IT projects are critical to mission success.
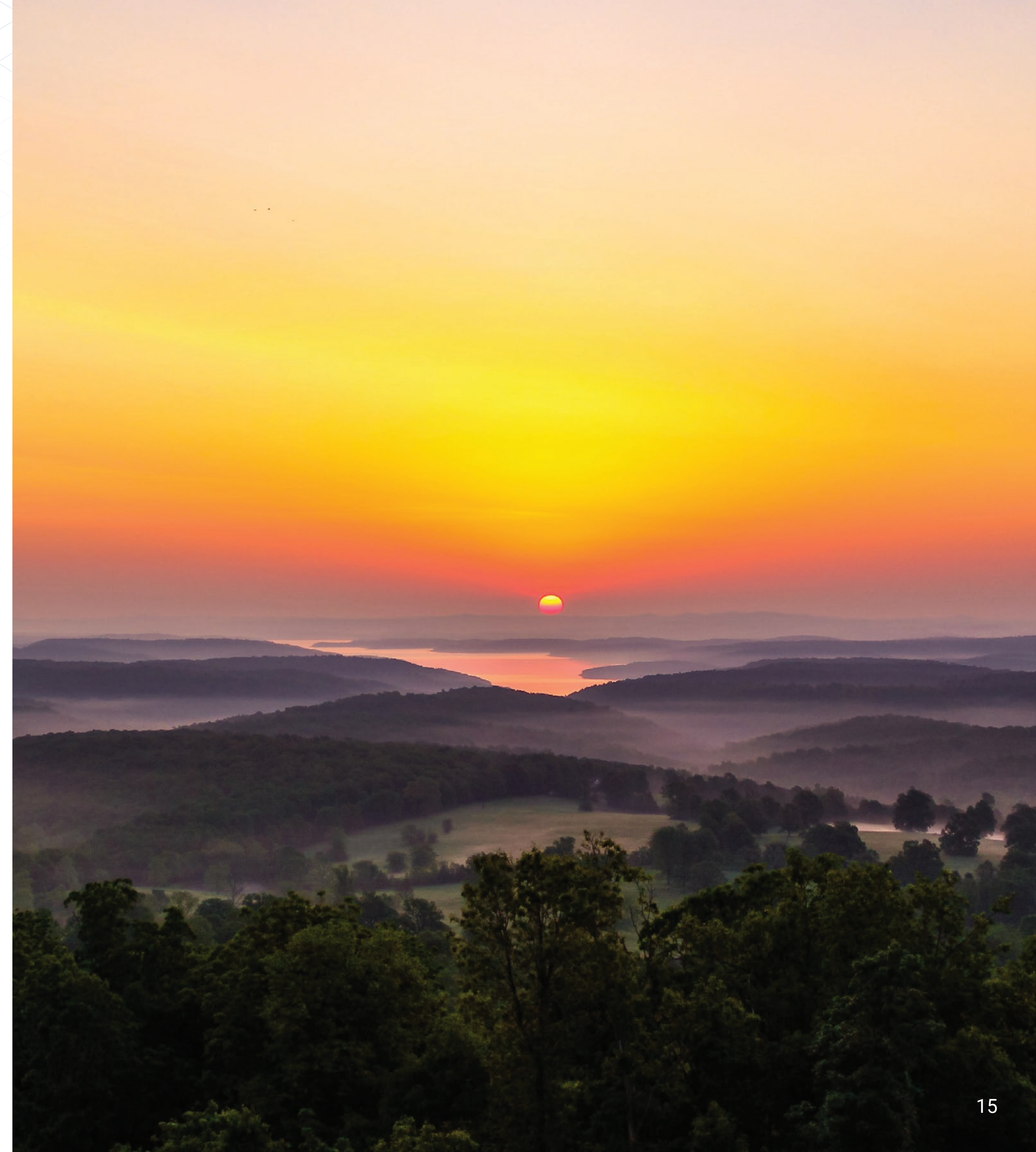
Client spotlight: State of Arkansas

The State of Arkansas Department of Human Services (DHS) recognizes NTT DATA's State Health Consulting organization as a trusted partner. We established and now provide strategic portfolio, program and project management office (PMO) services for the state's DHS portfolio of enterprise IT projects across four program areas: Medicaid, Integrated Eligibility, Child Welfare, and the Office of Information Technology (OIT). The Arkansas Medicaid Enterprise (AME) PMO assists the state with enhancements and ongoing operation of its Medicaid IT systems. The Arkansas Integrated Eligibility System (ARIES) PMO manages the large Medicaid/SNAP eligibility and enrollment system implementation. The Child Welfare PMO is currently assisting the state with the planning phase of a project to implement a new Comprehensive Child Welfare Information System (CCWIS). The IT PMO manages IT projects across DHS, ensuring consistent and repeatable processes as well as valuable portfolio, program and project reporting.

"Our portfolio governance includes an ongoing inventory of the Arkansas DHS programs and projects. We regularly review the new intake, complete project inventory, resource capacity and integrated Executive Performance reports. Having this data helps us to understand the programs and projects in flight and adjust based on changing priorities without overly complicated processes."

— Jeff Dean, Chief Infrastructure Officer
Department of Human Services

Leading the way in future-forward technology solutions

NTT DATA and our clients enjoy the benefits of being part of the larger NTT family. Our parent company, NTT Group, is the largest IT services and communications company in the world, ranking 62nd on the Forbes Fortune 500, with more than $112 billion in revenue. The depth and breadth of our global offerings span everything from mobile phones to data centers, with a strong foundation, focus and corporate commitment to technology and innovation. That innovation drives NTT. Investing $3.6 billion annually, our dedicated team of 5,000 forward-thinking research and development professionals work daily to stay on the forefront of technology. NTT's contributions to technology have changed the way we work, communicate, process and store information. As a global company, NTT partners with our clients from an integrated perspective across applications, infrastructure and networks.

NTT DATA enjoys a robust commercial and public sector client base. We also work collaboratively with 80% of the Fortune Global 100 companies in the world as commercial partners. Our commercial and government engagements provide opportunities to leverage best practices and apply valuable lessons learned to all our public sector client engagements. We maintain formal, top-tier partnerships with the world's leading technology companies — Microsoft, AWS, Google, Salesforce, SAP, Snowflake and ServiceNow — to guarantee that we stay abreast of the latest technologies. To offer our clients the gold standard in quality, performance, security and productivity, NTT DATA is appraised at Capability Maturity Model Integration (CMMI) Maturity Level 3 (Software and Development) as well as certified by the International Organization for Standardization (ISO 9001 and ISO/IEC 27001).

Visit our website to learn more about the capabilities and solutions we offer our state and local government clients.

Sources

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Visit our website to learn more.

NTT DATA Services is a recognized leader in IT and business services headquartered in Texas. A global division of NTT DATA – a part of NTT Group – we use consulting and deep industry expertise to help clients accelerate and sustain value throughout their digital journeys.

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