

Pandemic Response Portfolio

Turning ingenuity into innovation

Ingenuity is taking what you have and using it differently. It's what our country needs now — inventive, original ideas that help us see things differently.

It's using a bandana and a hair tie to make a mask or a 3D printer to create face protection for first responders. It's setting up a drive-through to provide socially distant IT support services or developing an app to test and trace the spread of a deadly virus.

It's facilitating telework for millions and providing distance learning tools for the children of New York City.

Ingenuity is the common thread that weaves through our company, turning our IT workers into IT warriors. Ingenuity may be just what you need now, and NTT DATA is ready to deliver.

NTT DATA is proud to introduce our Pandemic Response Portfolio, a set of inventive solutions designed to tackle today's toughest challenges.

Outsmarting the spread

As winter melted into spring, the world as we knew it changed. The novel coronavirus, known as COVID-19, began to spread across the United States. The country needed solutions to help to

assess, trace, test and map the spread of the virus in a quick, reliable and secure manner. And those solutions had to be delivered fast.

In response, NTT DATA bypassed traditional software development methods to create applications that would sit on top of an existing commercial-off-the-shelf software package. This clever decision enabled us to develop, launch and rapidly deploy a self-service app to collect COVID-19 screening and intake information from citizens and healthcare workers in the City of Austin, Texas.

With the swipe of a finger or the click of a mouse, citizens can access a secure application to self-assess their condition. Based on their responses to questions about common COVID-19 symptoms, residents eligible can electronically schedule a test schedule a test at locations throughout the city. Once a test is scheduled, residents receive a one-time-use QR code to facilitate quick identification at the testing site. Leveraging a QR code in this unique way allows citizens to take a test safely, without leaving their vehicles. The system also helps quickly and securely notify residents of their results through a secure portal.

Pandemic response tracing app benefits:

- Knowledgebase of COVID-19 information
- Symptom survey for COVID-19 testing, distribution and tracing to cover citizens and first responders
- Scheduling and routing to testing centers for secure COVID-19 testing tracking using unique QR Codes
- Scalable — easily expanded with pandemic response
- 100% mobile-enabled functionality
- Quick setup and configuration can easily adapt over time to assist in the fight against COVID-19 or future outbreaks
- Heat mapping to identify high-risk areas and testing demands by facility to help assess capacity burdens for support functions such as hospital beds and nearby response personnel
- Contact tracing of potentially exposed citizens
- Secure (HIPAA and FedRamp compliant), proven platform already in use by the federal, state and local governments, as well as multiple healthcare entities

Pandemic Response Portfolio

Collecting survey and testing information helps the government, too. Officials can better understand the spread of COVID-19 in their communities and respond accordingly. If necessary, questionnaires can be rapidly revised to gather new information regarding COVID-19. The application facilitates the analysis of COVID-19 spread using reports, dashboards and heatmaps to help officials make evidence-based decisions as well as update the appropriate channels, including the media and general public.

Combining forces

To respond to the ever-changing dynamic COVID-19 creates, solutions need to be equally as dynamic — and that means banding together, partnering with other companies for the greater good. As one of the largest information and communication companies in the world, NTT DATA has the global strength and an extensive partner ecosystem to help address any situation.

Epidemiological guidelines recommend guidelines recommend that all individuals who test positive for COVID-19 or have potentially been exposed be contacted directly by the state or a local public health agency. One component of our Pandemic Response Portfolio is contract tracing. It leverages a virtual call center to contact individuals with a confirmed COVID-19 diagnosis or potential exposure. We supply the infrastructure (networks, agents' devices and contact center technology), provide all systems integration, and staff the operations with qualified case investigators, contact tracers and epidemiologists. We also manage all operations and monitor performance.



Dynamic, flexible, contact call centers

- Stand up a program with thousands of specialized resources within days
- Quickly assess and hire thousands of resources with specialized infectious disease expertise
- Expand your talent pool exponentially with an innovative work-from-home call center solution
- Access virtual training and coaching using common platforms and proprietary methods and an established LMS
- Deep expertise from leading call center vendors and platforms, support agents
- Automation dramatically increases efficacy rates

One of our dynamic partnerships includes innovative omnichannel technologies that reside on a HIPAA-compliant government cloud, along with laptops for agents to use. The platform can be deployed within 48 hours. NTT DATA provides the systems, integration, contact tracing operations, staffing and program management that allows contact tracers to contact more people faster.

We can deliver this solution rapidly. In Kentucky, for example, we supplied the Commonwealth with 800 call center agent candidates within 48 hours. For another client, we identified 1,000 call center candidates within 36 hours. We can easily stand up an operational contract tracing program within 48 hours.

Lending a hand

The current public health emergency has led to extraordinary surges in unemployment claims and related inquiries while also requiring the state workers who handle and process these inquiries to telework.

NTT DATA has a variety of options to help supplement or facilitate state unemployment insurance (UI) call centers during this critical time of unprecedented demand for unemployment claims. These services support call centers, claims processing and more, allowing you to react quickly to changing needs. We can enable remote access to mainframe and client-server UI applications, as well as route customer service calls to remote employees to help agencies expand work-from-home capabilities to meet this growing need. Our team will help your organization scale services to deliver timely and accurate support for initial and continued customer claims, fact-finding, adjudication and case management activities.

Let us handle your operational needs so you can allocate resources to achieve the most efficient response to claims and people in need and focus on your business operation.

Why NTT DATA?

- Processes 100 million healthcare claims annually
- Supports more than 4 million users and over 11 million service desk contacts annually
- Provides daily support of over 20,000 users for the Centers for Disease Control (CDC) in 30 countries
- Surged to accommodate a more than 500% increase in call volume due to the demands of telework

Pandemic Response Portfolio

NTT DATA's deep healthcare expertise and strong partnerships facilitate the creative application of technology to get citizens the services and support they need as we combat this deadly disease.

Patient care coordination

We partner with Enli to deliver a COVID-19 Care Coordination (EC3) program, a patient management program designed to record, manage and monitor patients at risk for, or who have already contracted, COVID-19.

EC3 assesses symptomatic and high-risk individuals to determine if self-isolation is safe and practical. This secure, HIPAA-compliant web-based application reduces security risks in health plan and health system networks and can be configured in 2 to 48 hours.

Virtual Screening

We partner with AskMD to deliver a COVID-19 chatbot screener, tapping our integration services and expertise in data intelligence and AI to customize consumer-facing screeners or other support.

The interactive COVID-19 AskMD consultation, powered by NTT DATA and IPsoft's Amelia, is available for any organization in the U.S. to embed or link to on their website for their own users to take anonymously.

Telehealth

We partner with healthcare organizations to provide timely healthcare services to patients while maintaining social distancing recommendations.

We enable two-way, real-time interactive communication between patients and physicians, from anywhere, at any time. This cost-effective alternative to the traditional face-to-face methods of medical care, empowers patients with end-to-end telehealth tools and services, such as remote monitoring and technical and clinical support.

Getting back to business

The priority right now is getting citizens back to work, students back to school and helping communities return to prosperity—safely. Our engineers know that everything must be done on an accelerated timeline, which is why we start with solutions we already have and look at them differently.

Our Accelerating Smart platform started out as a solution to help cities with public safety, traffic and other challenges modern municipalities face. It ingests data from any source by leveraging sensors and edge computing. We built a system that “thinks.” The platform accesses multiple data sources and perceives current conditions, and then plans, decides and acts on those conditions. It's even possible for our cognitive solution to learn from the consequences of its actions, using past knowledge to crystallize current and future decisions.

Our design and engineering teams had the foresight to look ahead and build a platform that could be used across industries. During a pandemic, when the health and safety responsibilities and challenges of state and local government agencies grow exponentially, NTT DATA's Accelerating Smart solution can help. It provides a baseline platform for technology-enabled solutions that help in multiple ways, including occupancy and notification, situational awareness, smart health checks, protection and social distancing compliance, contact tracing and data analysis — and can even facilitate quarantine remote care management.

The Accelerating Smart platform is the foundation for our Pandemic Response Portfolio to help get people back to work, school and life.



NTT DATA
Getting America Back to Business
Enabled by the Accelerate Smart Platform

Facilitating a safe return to work using IoT, automation, advanced data analytics and mobile technologies.

- Self-Assessment of Health**
A secure application allows self-assessment and recommends next steps.
- Thermal Sensor Check**
Sensors perform thermal scan, send data to the Accelerate Smart Platform and initiate specified protocols.
- Contact Tracing**
If an individual tests positive, contact tracing can notify of exposure to help stop the spread.
- Secure Test Results**
Test results are accessible via a secure portal.
- Test Scheduling and Tracking**
App automatically schedules and tracks testing for individuals.
- Mask Compliance**
The Accelerate Smart Platform sends alerts for mask compliance or safety violations.
- Maintaining Social Distance**
Automated alerts programmed into the Accelerate Smart Platform are generated when too many people are in an area.

Pandemic Response Portfolio

Here's one way our solution can be used: Individuals who feel healthy and wish can either self-assess or get assessed by a thermal sensor at the building's entrance. Based on the results of the assessment, they're either allowed in or instructed to return home and self-isolate or seek help from a medical professional in accordance with HIPAA privacy guidelines. Only healthy individuals can return to work.



In this scenario, the Pandemic Response Portfolio provides a smart health check that is versatile enough to operate as both an active and a passive temperature warning system. It scans people at the entrances to buildings or shopping malls to rapidly assess their temperature before entry. When integrated with video camera feeds, it allows for socially distant communication. The portfolio's back to work app can also send notifications to colleagues and friends regarding possible exposure. The powerful data analytics engine of the Accelerating Smart platform helps with informed decision-making about contract tracings, notifications and outbreak patterns to help control the spread.

Accurate, timely information plays an important role in the path to recovery. Social media is a powerful tool that shapes conversations, one that has become critical to sharing reliable information during this pandemic. That's why our Pandemic Response Portfolio has a social media monitoring component. It provides up-to-the-minute information and monitors the pulse of communities, as well as providing information on the spread and the resources available to the workforce and communities.

Moving fast

Leveraging an annual \$3.6 billion investment in research and development (R&D) as part of NTT, our 6,000-strong forward-thinking R&D professionals work daily to stay at the forefront of technology innovation. Our ingenuity and contributions to technology continue to change the way we work, communicate and process information.

As a global company, NTT DATA brings an integrated perspective to our client partnerships across applications, infrastructure and networks. We pride ourselves on putting our clients first. It's one of our core values.

So, it was only natural that we say yes when a call came in late one evening requesting our help enabling remote learning for the children of New York City. Over the next three weeks we delivered 300,000 iPad to students and 800 devices to teachers, hired and trained 70 call center agents, and handled 29,000 calls.

As we emerge from shelter-in-place requirements and phase back into our daily lives, our schools may need to operate in ways we never imaged. Classrooms may need laptops and other devices to ensure our students get the education they need safely. No matter what you need, NTT DATA can help. We have the know-how and the resources.

In addition to our Pandemic Response Portfolio we also offer the following solutions:

Dynamic workplace. The worldwide shift to remote work has changed the workplace as we know it. We need a dynamic workplace centered on flexibility and engagement that also maintains the security and control your enterprise needs. Our workplace accelerators will address your immediate challenges and can be delivered in a matter of weeks. Designed with user experience and productivity in mind, our cloud-powered solution is built for scalability and immediate readiness.

Security. The swift move to a digital environment has dramatically increased global security threats. NTT DATA is ready to help keep your data, employees and customers protected. We combine resilient solutions with services that support network security, identity authentication and access, device security and business continuity. We can also help shore up your infrastructure to keep the business running efficiently, effectively and affordably during uncertain times.

Cloud transformation. Beyond agility and speed, the cloud provides much-needed scalability, enabling the business to reduce usage or quickly scale up. The NTT DATA Cloud Framework and Nucleus Cloud Management Platform help reduce cost while providing the necessary scalability. Our solution leverages a proactive approach for simplified adoption, reigns in IT spend and increases transparency.

Intelligent automation. Automation may be the answer to efficient operations in the post-pandemic environment — helping overcome staff shortages, performing tasks rapidly and managing large volumes of data successfully. Our automation services, powered by Nucleus, help accelerate automation initiatives for contactless services and operations while providing the intelligence to design new business models in a quickly evolving business environment. We have proprietary toolsets and partnerships with niche vendors to help automate processes across platforms and industries.

Visit nttdataservices.com to learn more.

NTT DATA Services partners with clients to navigate and simplify the modern complexities of business and technology, delivering the insights, solutions and outcomes that matter most. As the largest division of NTT DATA, a top 10 global business and IT services provider, we combine deep industry expertise with a comprehensive portfolio of consulting, application, infrastructure and business process services.

NTT DATA
Trusted Global Innovator