Agentic AI Services for Hyperscaler AI Technologies

Full-stack managed services for AI agents

Introducing NTT DATA's Agentic AI Services for Hyperscaler AI Technologies, a comprehensive suite of cloud-managed services designed to support every stage of your organization's agentic AI journey. Our one-stop suite covers all AI needs – from advisory to building AI agents, implementation, connectivity and ongoing managed agent services.

Our suite of repeatable and consumable solutions simplifies AI adoption, enabling your teams to deploy AI agents quickly and efficiently. Maximize value with Managed Services that maintain, secure and optimize AI agents, even in complex environments with fragmented solutions and multiple vendors.

Deliver better business outcomes, such as:

- **50-65%** reduction in tickets handled by human agents
- **100%** orders automated with GenAI and our AI agents
- **Significant increase** in customer satisfaction (CSAT) score

Advisory services

Expert guidance for adopting and optimizing agentic AI solutions, including strategic planning and design, GenAI, business process optimization and automation tailored to specific business needs.

Implementation services

A comprehensive approach to AI agent configuration and integration for maintaining security, compliance and performance optimization.

Managed agent services

Full lifecycle support for AI agents, including troubleshooting, proactive monitoring, data governance and detailed reporting and analytics.

Connectivity

Seamless connectivity across all channels, leveraging NTT DATA's cloud-native global connectivity services for voice, chat and mobile integration.

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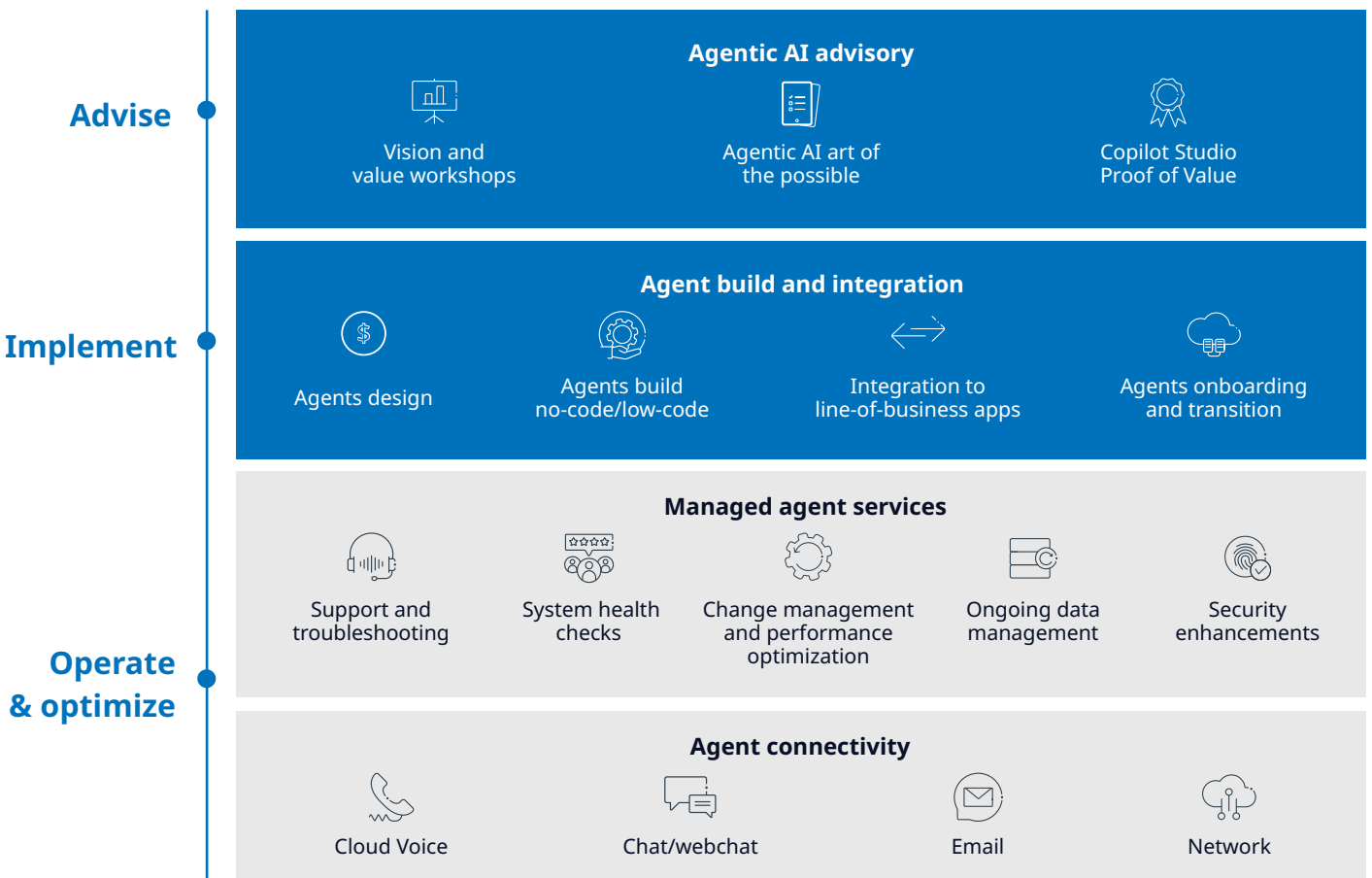
Agentic AI advisory

AI agent workshop

Our workshop engagement introduces the value of conversational AI, helping you extend AI capabilities to meet your business needs and develop custom agents. We'll assess your requirements, prioritize strategies and define a transformation plan.

Our workshop consists of three phases:

- **Inspire:** Gain a clear understanding of the potential of agentic AI and AI transformation, with alignment on key goals and an initial vision so we can address your business needs.

- **Assess:** Assess your readiness for AI solutions, along with identified high-impact use cases and tailored scenarios, providing clarity on the path forward for AI-driven transformation.

- **Design:** Build a business case, define strategic objectives, key results, actionable initiatives and recommendations. We equip you with a clear plan for implementing AI-driven solutions.

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Advise

Agentic AI advisory

Vision and value workshops

Agentic AI art of the possible

Copilot Studio Proof of Value

Implement

Agent build and integration

Agents design

Agents build no-code/low-code

Integration to line-of-business apps

Agents onboarding and transition

Operate & optimize

Managed agent services

Support and troubleshooting

System health checks

Change management and performance optimization

Ongoing data management

Security enhancements

Agent connectivity

Cloud Voice

Chat/webchat

Email

Network

NTT DATA's proprietary Agentic AI management platform

Agentic AI advisory packages

Choose from three advisory packages tailored to your AI strategy:

Package	Small (S)	Medium (M)	Large (L)
Duration	1 week	3 weeks	7 weeks
Use cases identified	Up to 5	Up to 10	Up to 10
Prototypes developed	1	2	2
Pilot program	-	-	Included (up to 2 agents)
Roadmap	Basic	Comprehensive	In-depth
Business case development	-	Included	Included
Change management	-	-	Included
Deliverables	• Prototype • Use cases • Roadmap	• Multiple prototypes • Use cases • Business cases • Roadmap	• Multiple prototypes • Pilot report • Comprehensive roadmap • Final report • Change management plan

Agentic AI proof of value

Prove the value of NTT DATA Agentic AI with a 30-day trial, so you can test capabilities before scaling to the rest of your organization.

Agent build and integration

With AI agents, you can deliver better interactions, automate business processes and transfer complex issues to subject matter experts.

Tasks we can teach your AI agent to perform include:

Knowledge check

Answer questions based on pre-approved information repositories.

We can integrate your agent with knowledge repositories including Microsoft OneDrive, SharePoint, AWS, your website and other knowledge base platforms.

Automation

Autonomously solve user queries spanning multiple systems of record.

We can integrate your agent with line of business applications, including SAP, Salesforce and ServiceNow.

Escalations

Transfer conversations to a live agent with full context of the AI agent discussion.

We can integrate your agent with contact center and customer relationship management (CRM) platforms including Microsoft Dynamics 365, Microsoft Teams Queue App, Genesys Cloud, NICE CX One, Webex Contact Center and Salesforce.

Agent connectivity

Connect your agentic AI estate to the world with NTT DATA's inbound and outbound Cloud Voice connectivity in over 100 countries, with flexible number types available such as geographic, toll, toll-free, shared-cost and premium.
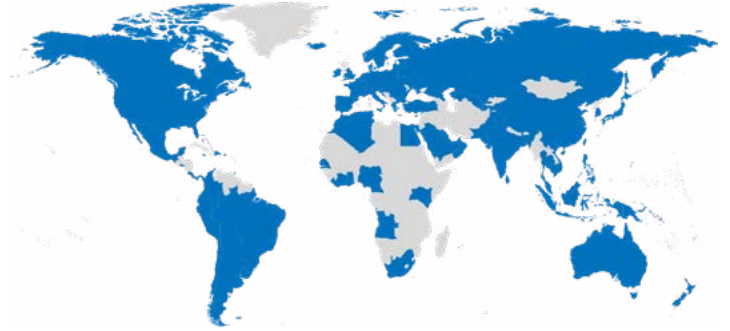
We can also connect your agents to your omnichannel communications standards including messaging/chat on your websites, self-service portals, email, Microsoft Teams and Whatsapp.

Our AI agents can detect and respond to end-users in 23 languages including English, Chinese, French, German, Hindi, Japanese and Spanish.

Managed agent services

Ensure your AI agents continue to evolve and deliver value over time. We monitor, optimize and scale omnichannel agents and other AI tools so they are operating efficiently and accurately.

Our core capabilities include:

Agent support and bug fixes

- Providing support for agent issues and bugs reported by users, and addressing agent biases, unexpected behaviors or responses.

Agent change management

- Addressing minor changes on agent workflow inputs or outputs.

Agent system health checks

- Performing regular checks of system logs for errors or anomalies and routine health checks on infrastructure supporting the agent.

- Ensuring all integrations and connections are functioning correctly.

- Applying software updates and patches to keep the system secure and up-to-date.

- Monitoring performance metrics to ensure the agent is functioning optimally.

Performance optimization

- Analyzing performance data to identify bottlenecks or inefficiencies.

- Implementing optimizations to improve response times and accuracy.

- Gathering feedback from users to identify areas for improvement.

Data management

- Cleaning and pre-processing new data to maintain data quality and updating training data sets with new information so the agent remains relevant.

Security enhancements

- Regularly reviewing and updating security protocols to protect against threats and implementing new security features as needed.

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Your environment, your rules

NTT DATA AI agents retain and inherit your established security, data management and compliance policies.

We're experienced and experts in hosting services in the cloud, including industry, sovereign, private and public.

We build ringfences for our clients, meaning we build AI agents within your security and data environments, leveraging your existing agreements with partners like Microsoft, where your data is already housed.

Benefits of leveraging agentic AI

Realize the potential of AI and automation

- Understand how to best leverage AI and tailor to your industry-specific needs through custom and comprehensive advisory from our experts.

- Leverage AI reports, analytics and insights to personalize interactions and make better business decisions.

- Prove the value of new technologies before scaling across your organization.

Automate and streamline your business processes

- Save costs, eliminate complexities and drive productivity across your technology structure and processes.

- Improve your organization's performance through better employee and customer experiences.

- We'll assist you with the ongoing support, management and monitoring of agentic AI services.

Challenges we can help address

We help you navigate the complexities of building agents at scale and large-scale agent deployment, including:

- Technology debt with legacy infrastructure

- Lack of GenAI skills at scale

- Cost overrun, poor planning and budgeting

- Complexity of integration and compatibility issues

- Governance, security and compliance risks

- Lacking or haphazard data management and agent evolution

Realize the potential of AI agents in practice

Deliver the below outcomes to your organization through leveraging the latest agentic AI and automation technologies.

01
Employee engagement

- Hyper-personalized user experience
- Compliance and auditing

02
Customer experience

- Autonomous issue resolution
- Acceleration of routine tasks

03
Cost reduction

- Robotic Process Automation (RPA)
- Orchestration of sub-agents, routines and processes

04
Innovation

- Self-healing infrastructure
- Predictive and intelligent operations
- AI-driven decision

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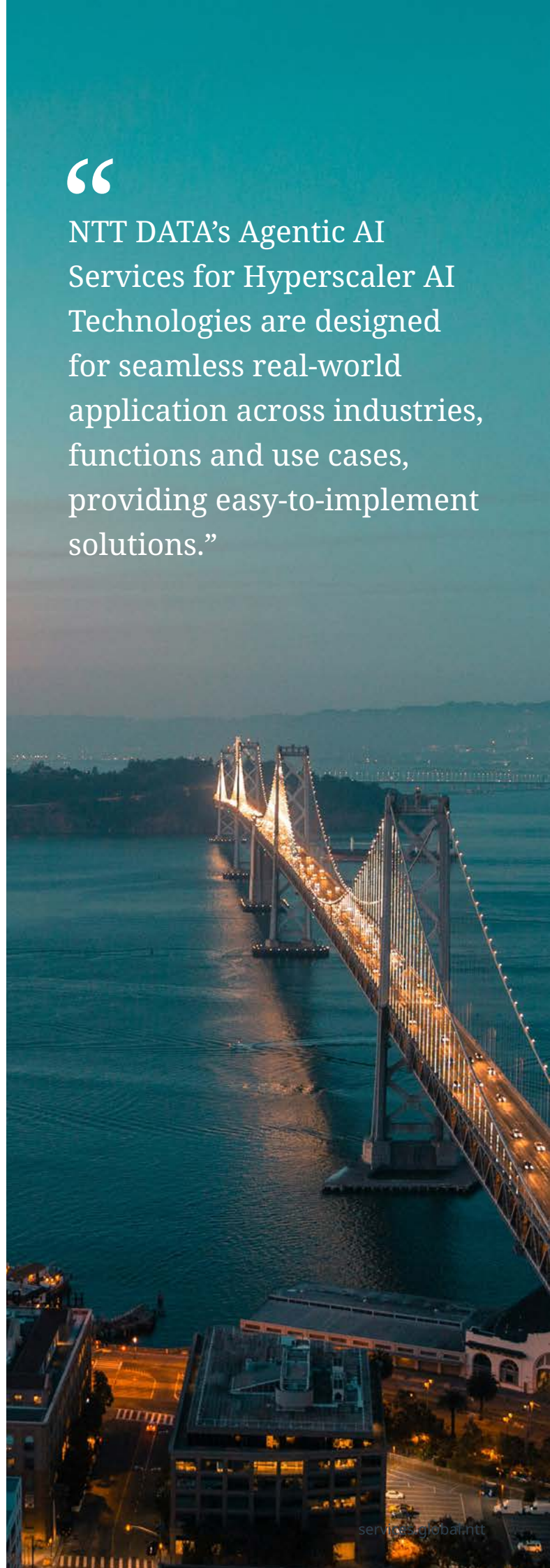
Our services span all users – office, remote, frontline and customers – across every industry

NTT DATA's Agentic AI Services for Hyperscaler AI Technologies are designed for seamless real-world application across industries, functions and use cases, providing easy-to-implement solutions, including the below.

Financial services industry (FSI) and banking

Leverage AI to automate and streamline processes, including:

- Customer service and resolving queries across omnichannel
- Operational tasks (transaction processing and data entries)
- Fraud detection
- Document/report creation and extraction
- Ensuring regulatory compliance
- Training and onboarding

Healthcare

Leverage AI to automate and streamline processes, including:

- Transforming patient care and automating processes (patient engagements and scheduling)
- Multi-lingual support
- Health monitoring, patient follow-up and billing
- Training and onboarding
- While integrating into existing ecosystems like Epic and adhering to HIPAA regulation and safeguarding patient data

Manufacturing

Leverage AI to automate and drive operational efficiencies while minimizing downtime, including:

- Bridging frontline/on-site workers and off-site subject matter experts for machinery/equipment fault resolution
- Factory design and quality control
- Safety and compliance management

Retail and hospitality

Leverage AI to automate and streamline processes, including:

- Customer service and timely resolution of queries across omnichannel
- Optimizing communications and collaboration across different end user/worker profile types across locations (storefront sales assistants, head office corporate employees and contact center/helpdesk customer service representatives)

Automotive

Leverage AI to automate processes and drive operational efficiencies while minimizing downtimes, including:

- Customer service and resolving queries across omnichannel
- Warranty claims and recall management
- Predictive maintenance and fleet management
- Factory design and quality control
- Safety and compliance management

Public sector

Leverage AI to automate, streamline processes and drive productivity including:

- Document/report creation and extraction
- Policy creation
- Data mapping
- Risk detection and management
- Training and onboarding
- While ensuring the security and protection of sensitive government data
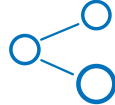
The NTT DATA difference

Where others build AI agents, we advise, build, optimize and manage them for you.

Innovative Microsoft partner for Copilot

End-to-end Agentic AI Service

Best in class connectivity

Recognized, leading service provider

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Why NTT DATA is the ideal agentic AI partner for your business

Voice expertise
Our voice expertise and ready infrastructure are unique for conversational AI agents and omnichannel experiences. We offer seamless connectivity into Azure environments.

Focus on managed services
Our strength lies in managed services, supporting both client-built and our own agents throughout their lifecycle, from advisory to operations.

Industry-specific solutions
With our technology expertise and deep industry knowledge, we can build specific use cases tailored to various industries.

Low-code development
We emphasize low-code development accelerating deployment, simplifying maintenance, and avoiding complex pro-code builds or application development.

Deep partnerships
We leverage Microsoft's ecosystem (Copilot Studio, Power Platform, Dynamics 365 Contact Center, Teams Phone, Azure Communication Services) and trusted relationship for a reliable, scalable solution before expanding to other technology vendors.

Learn more about NTT DATA

services.global.ntt
For complete details on NTT DATA Agentic AI Services for Hyperscaler AI Technologies or to discuss your needs, please contact your Account Manager or visit our website.

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