NTT DATA

Accelerate your business and boost productivity

NTT DATA's Productivity Cockpit
and Microsoft Copilot Studio

Automate complex processes and free up your employees' time with NTT DATA's Productivity Cockpit and highly customizable AI agents

Each industry and organization has its own complexities but there are also common goals. Every organization aims to make their customers happy and retain them.
They want to attract and retain skilled employees. Over 90% of organization agree that improvements to their customer experience (CX) and employee experience (EX) will directly affect their net profit.[1]

Successful organizations use technology, such as AI agents and GenAI, to craft seamless user experiences. Tedious processes leave employees and customers feeling demotivated. Our landmark GenAI research found that 42% of respondents say that they improved EX (including employee retention) as a direct result of their GenAI deployments in the past year.[2]

Efficient processes paired with automation can increase productivity. Our research also found that 95% of respondents agree, 48% very strongly, that GenAI will have a material impact on improving productivity.[3] Virtual assistants are already helping to improve productivity. They can answer, self-service and redirect queries and requests through natural conversation.
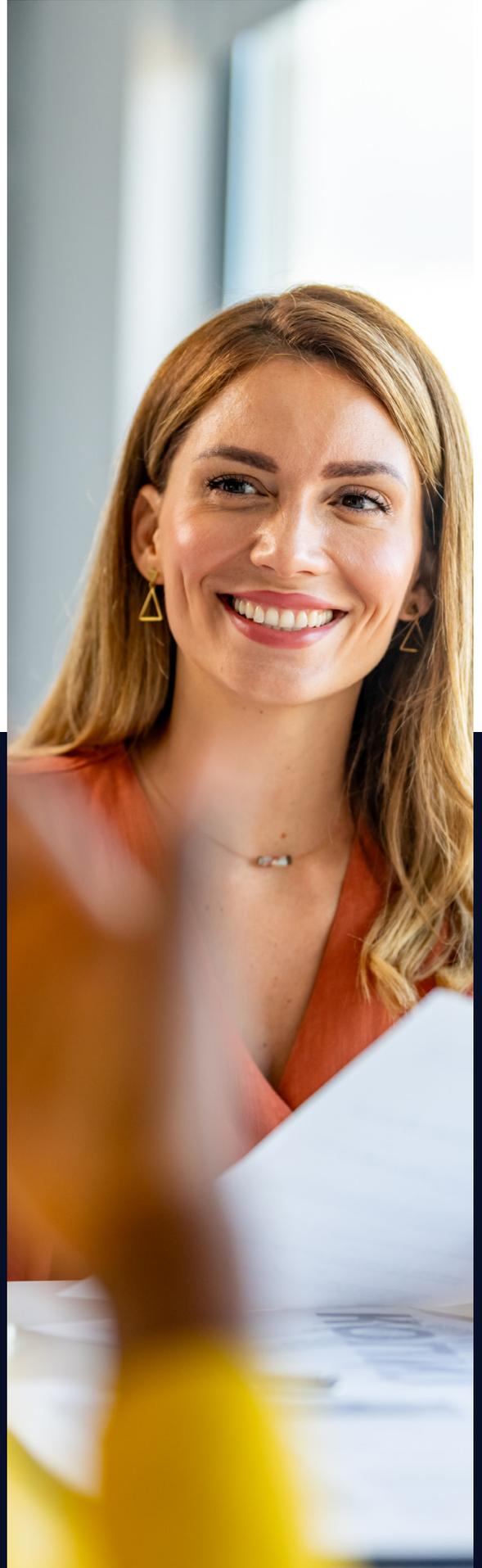
❝ NTT DATA is one of the first Microsoft partners bringing the power of next-generation AI to work. **We are proud to be recognized by Microsoft as a trusted adviser and solutions partner.**

Increase productivity

We integrate Microsoft's Copilot capabilities with our Productivity Cockpit to boost productivity across roles.

Our intelligent suite of plug-and-play agents supports employees and managers throughout the employee journey — from Day 1 onboarding to self-help and live support escalation, ensuring quick, efficient issue resolution. Tailored to industry and role needs, NTT DATA's Productivity Cockpit delivers a curated experience for every user.

Get the most out of Copilot by leveraging the powerful automation and AI capabilities of Microsoft Copilot Studio and Power Platform.

With Microsoft's Copilot Studio, you can code and create custom Copilots, including automation with Power Automate, and extend Copilot for Microsoft 365 to your own business data and scenarios.

Accelerate innovation by leveraging Microsoft's Power Platform to build custom apps, automate workflows and analyze data. Streamline your processes, gain insights and develop solutions to meet your specific business needs.

Maximize the return on investment (ROI) of Microsoft 365 with NTT DATA's Productivity Cockpit, featuring AI-powered agents developed in Copilot Studio and Azure AI Studio. These agents are fully customizable and can be integrated with your business processes and systems of record to deliver a personalized experience. Streamline workflows, gain actionable insights, and create solutions tailored to your specific business needs.

[1]NTT DATA 2023 Global Customer Experience Report

[2]NTT DATA Global GenAI Report

[3]NTT DATA Global GenAI Report

Enable Day 1 productivity

Traditionally, onboarding employees is drastically different for remote and in-office workers. We offer a digital experience that streamlines onboarding for all your employees.

Our intelligent Onboarding Agent empowers managers to effortlessly assign key resources — such as virtual desktop infrastructure (VDI) or physical machines, intranet access, onboarding buddies, and more — setting employees up for Day 1 productivity.

Improve EX and CX

Leverage our Microsoft partnership and expertise to design and build custom AI agents and integrated digital experiences (DX) for your employees and customers.

Your virtual agent or bot can be customized to handle both internal administrative and external customer-service tasks.

By using GenAI, our AI-DX Agent can engage in natural conversation through your channel of choice: voice, chat, messaging and email.
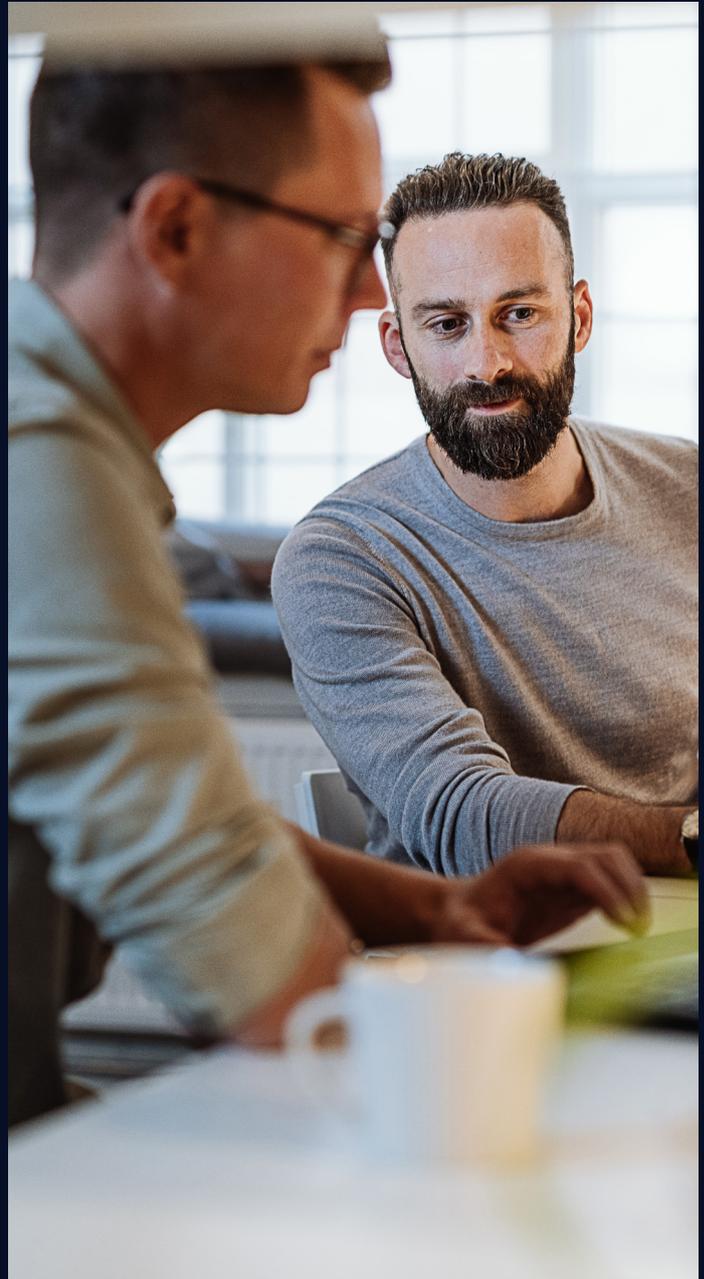
❝ More than 90% of respondents are considering how GenAI **can streamline employee workflows and support processes.**[4]

[4]NTT DATA Global GenAI Report

Streamline workflows, save costs and increase productivity

Self-service solutions alleviate the pressure on the IT service desk, receptionists and human agents. Free up your skilled resources from simple, administrative tasks so they can focus on advanced requests and core priority activities.

NTT DATA's FixIt Agent, part of our Productivity Cockpit, empowers users to resolve issues — like application crashes — on their own, without contacting the service desk. This not only enables employees to quickly resolve problems but also enhances service-desk efficiency by deflecting the high volume of tickets landing on agents.

We've helped our clients achieve up to 30% in cost savings by introducing self-help and self-service solutions powered by GenAI. Opting to automate your processes can lead to even further cost savings.

Use cases for transforming digital experiences

User onboarding

Automate VDI provisioning, laptop ordering, access provisioning and more.

Self-help and self-serve

Fix common issues such as password resets, application crashes, disk cleanup, and system slowness.

Augment service desk agents with GenAI

Let Copilot Swarming streamline ticket management by summarizing open tickets, providing resolutions and connecting agents to experts when needed. It also updates the knowledge base and notifies users of resolutions, boosting service desk efficiency.

Banking and financial services

Let AI-DX Agent handle FAQs and self-service actions like transfers, deposits and checking account balances. They can also receive and direct queries across head office and local bank branches, depending on the conversation context.

Airline and travel

We follow a secure-by-design approach, taking advantage of embedding security controls in network infrastructure. We also have a full suite of security solutions and services to protect critical assets and data.

Explore the many benefits of AI agents

Boost efficiency and drive results

- Cost savings up to 30%
- Reduced mean time to resolve (MTTR)
- Enhanced agent productivity
- Better customer service
- Improve Customer Satisfaction Score (CSAT) and Net Promoter Score (NPS)

Supercharge Employee Experiences (EX)

- Remove digital friction
- Improved productivity and collaboration
- Streamline routine tasks through automation and unlock more time for strategic growth and innovation
- Cost reduction
- Simplified technology, no IT infrastructure needed
- Scalable, predictable costs
- Enhanced user experiences with AI-driven tools
- Automated routine tasks, freeing up time for strategic activities

Elevate Customer Experiences (CX)

- Fewer calls for human agents
- Improved agent productivity
- Shorter wait times
- Improved customer service
- Better customer satisfaction with personalized interactions
- Real-time assistance for customer-service representatives

Maximize your Microsoft investment with other Copilot-ready solutions

Modern Work and Copilot for Microsoft 365 Assessment

In collaboration with Microsoft, we've created a unique program to kickstart your Copilot journey. It begins with a discovery process, use case identification, and the development of a strategic roadmap. The program is funded by Microsoft for eligible clients.

What you get:

- Understanding of Copilot benefits
- Business case for Copilot for Microsoft 365
- Readiness Assessment for Copilot for Microsoft 365
- Roadmap to deploy Copilot for Microsoft 365

Windows 365: 2-week proof of concept

Hybrid work is here, reshaping the expectations of today's mobile workforce. Employees want familiar, easy-to-use technology that's always accessible, regardless of device or platform. The NTT DATA Windows 365 PoC workshop will help you provide this flexibility, enhancing employee experience and productivity with Microsoft Azure Cloud. Windows 365 offers a cloud-hosted desktop experience on any device, with deployment options tailored to client needs.

Accelerate Copilot for Microsoft 365 adoption with our Adoption Accelerator

Unlock the power of NTT DATA's Copilot for Microsoft 365 implementation and adoption services, designed to maximize the potential of GenAI for your business. Our advisory services help organizations assess readiness for Copilot, develop a strategic roadmap, and enhance collaboration, productivity, and employee experience through AI-driven solutions.

Modern Device Management: 4-week advisory workshop

Modernize endpoint management with Autopilot for seamless device deployment and secure mobile access. Build a dynamic, resilient workplace using zero trust architecture to support a flexible workforce. Leverage Microsoft Azure Cloud for a consumer-like experience with enterprise-grade security. NTT DATA's four-week engagement assesses your end-user computing (EUC) landscape, provides a roadmap for modernization, and helps migrate on-premises Microsoft System Center Configuration Manager (SCCM) to Intune.

Windows 11: 3-week proof of concept

Cybersecurity threatens digital transformation, costing economies over $6 trillion annually. Microsoft Windows 11 offers end-to-end security for hybrid workforces. NTT DATA's three-week proof of concept workshop deepens your understanding and helps you realize these benefits.

Enable Hybrid Workforce with Azure Virtual Desktop: 7-week implementation

Support a hybrid workforce with secure, collaborative virtual workspaces.

As hybrid work models grow, employees without assigned locations and bring-your-own-device (BYOD) policies make secure access to resources more challenging. NTT DATA's Azure Virtual Desktop (AVD) implementation solution accelerates the modernization of your VDI and migration to AVD for seamless, secure remote work.

Why NTT DATA is the ideal Microsoft partner for your business

Deep expertise as a trusted partner

- We are a Microsoft Global System Integrator Partner and Managed Service Provider.

- We are a recognized Microsoft Solution Partner across Modern Workplace, Infrastructure, Security, Data and AI, and Digital and App Innovation.

- We have received over 20 global Microsoft partner awards over the past decade.

- Our experience is rooted in a history of 100 years as a telephone service provider and a provider of more than 11.9 billion minutes of cloud voice per year.

Reliable global network

- Tier 1 global network and 99.99% SLAs

- Complete public switched telephone network (PSTN) replacement services in 40 countries and internet traffic to over 190 countries

Leading Microsoft Operator Connect Partner

- Seamless, integrated calling and audioconferencing using our high quality and reliable voice backbone

- Simple and quick deployment, taking just minutes to activate users from the Teams Administration Portal

- Enhanced technical support and shared SLAs

- Direct peering powered by Azure creates a 1:1 network connection for enhanced reliability

Breadth of solutions

- Advisory, adoption and migration services

- Change management

- Managed services

- Collaboration and productivity

- Telephony and compliance recording

- Integrated contact center

- Direct peering powered by Azure creates a 1:1 network connection for enhanced reliability