

NTT DATA

Work with us to enjoy a better client experience

Discover the NTT DATA Customer Satisfaction programme



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uk.nttdata.com

GUIDING GREATNESS



“Here at NTT DATA we consider client feedback as essential to help guide and inform our decision making and influence innovations and changes to our products or services. It is also essential for measuring customer satisfaction among our current clients. Getting a handle on how customers view our product, support and the company is invaluable”

“Obtaining the right insight to the right place to drive accountability and action across our business is fundamental to our delivery”

Fernando Apezteguia, CEO NTT DATA UK

Constant improvement delivers measurable rewards

Our clients have always found NTT DATA great to work with, but we know we can do even better. That's where our annual Customer Satisfaction, Voice of the Client (CSAT VoC) Survey comes in. By investing a little time in talking to us, clients are rewarded with an improvement plan tailored to better meet the specific needs of your organisation.

NTT DATA is a champion of better ways of working and we act in close partnership with clients to keep improving our products and services. Building strong relationships lies at the heart of everything we do, as reflected in our company values of Clients First, Foresight and Teamwork.

The CSAT VoC survey takes the form of a real conversation. It enables you to tell us what we're doing well, so we can replicate successful processes across all our client engagements. It also means you can let us know if there are any areas where we could be doing better.

For instance, we use project-based questions to ensure our joint teams are communicating and working together successfully to improve outputs. We also ask about your overall experience of working with NTT DATA so we can align the delivery of our services more closely with your own business strategy.

In other words, we have a strong track record of client engagement but we're keen to improve. Our annual CSAT VoC Survey is the critical tool to help shape the changes needed to drive those improvements. It's how we know where we should target our efforts.



Your feedback helps us to support you better

The responses to the CSAT VoC survey feed directly into NTT DATA's improvement programmes. We use the information to develop specific action plans for individual client organisations, as well as to identify more general changes that improve the way we align our business with yours.

NTT DATA recognises that every client is different, and we use the feedback from the survey to develop action plans specifically tailored to meet the needs of each organisation. We generated 21 client improvement action plans in year one, complete with 184 discrete actions.

We're confident that clients are reaping the benefits in both costs and efficiency savings. This hasn't gone unnoticed, with around two thirds of respondents who took part in the annual survey a second time reporting an overall increase in satisfaction with NTT DATA over the previous 12 months.

The survey also helps NTT DATA improve our approach in broader ways that benefit all our clients. From training our delivery team to improve their communication and engagement skills to sharing the latest industry trends and insights to promote greater innovation, you told us what you needed and we responded.

All this is only possible thanks to input from our clients. The good news is that taking some time up front to take part in the CSAT VoC process can deliver meaningful benefits in a matter of months.



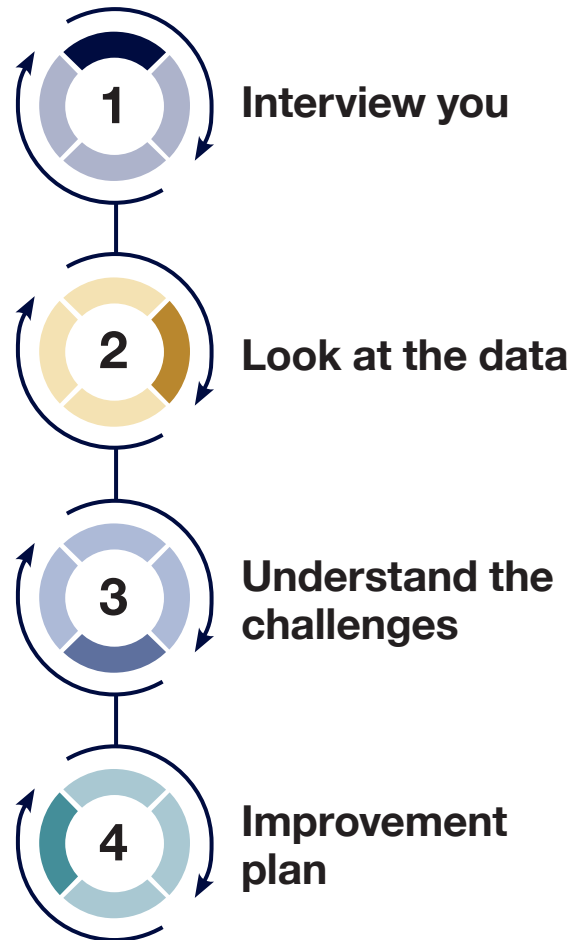
It begins with a conversation

Everyone is familiar with feedback forms and reviews, but the CSAT VoC process is different. NTT DATA uses face-to-face interviews, this is via Teams or can be in person, so that our experienced team can have a genuine, two-way discussion with clients.

Face-to-face interaction improves client engagement, generates better quality responses and enables us to drill down to get a deeper understanding of what you need and how we can improve.

Once respondents indicate that they're happy to take part, one of the team makes contact to set up a suitable time for the interview, which typically takes around 45 minutes.

Your time is precious, so we always aim to keep it short.



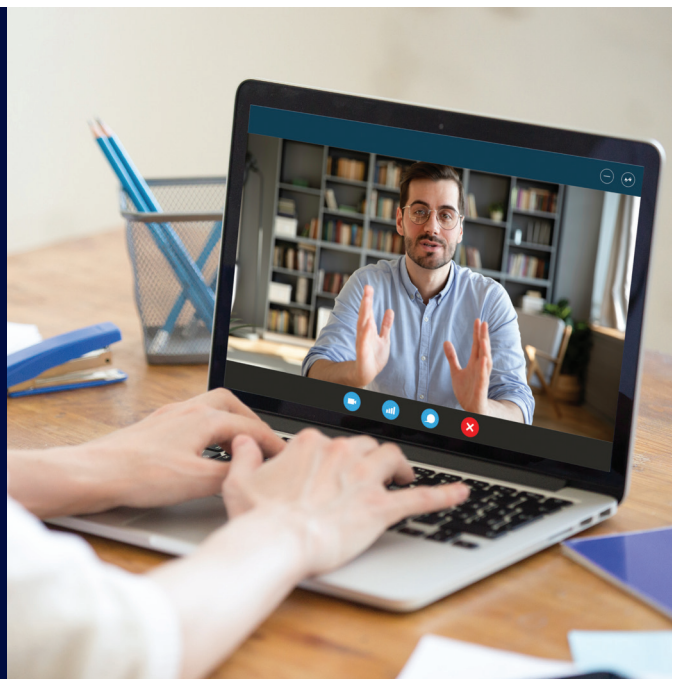
Let's talk...

The CSAT VoC survey generates measurable benefits for NTT DATA's clients. I hope you'll decide to join the conversation and help identify where we can make the biggest difference.

Please let me know if you're happy to take part and one of my team will be in touch to arrange a suitable time.

Michael Cheng
Senior Customer Insight
and Improvement Manager

Michael.Cheng@nttdata.com



A man with a beard and glasses, wearing a dark blue suit, white shirt, and dark tie, is smiling broadly while looking towards a woman whose back is to the camera. They appear to be in a professional setting, possibly an office or meeting room, with large windows in the background.

NTT DATA

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NTT DATA is a leading consulting and IT services provider, combining global reach with local expertise in over 50 countries. Whether it's business transformation, enabled by digital, data and technologies, safeguarding against security breaches, improving operational efficiency or driving new revenue streams, our vision as the Trusted Global Innovator can help organisations navigate the ever-changing digital landscape and deliver outstanding results.

NTT DATA offers a portfolio of best-in-class consulting services and innovative enterprise solutions tailored to suit the entire life cycle of IT investment. Supported by our international Centres of Excellence, our team of local experts can deliver on a wide range of services from transformation to agile development and intelligent automation for industries across manufacturing / automotive, banking, insurance, telecommunications, media and public services.

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