



FACT SHEET | PUBLIC SECTOR

# Every Hour, Every Day: Mission-Focused Public Health IT

NTT DATA Public Sector Federal Health

## Services:

- Digital Workplace
- Government Consulting and Advisory
- Customer Experience
- Cloud for Government
- Hybrid Infrastructure Services
- Data Intelligence and Automation
- Cybersecurity Services for Government
- Application Development and Modernization
- Grants Management and Reporting
- Health Research and Solutions

As a federal health agency, you need to provide essential services every hour of every day. Your IT infrastructure must be secure, connected and modern to support effective public health, better prevent the spread of disease and promote wellbeing in our communities.

### **NTT DATA: Your partner for public health IT**

As a global company, NTT DATA recognizes that public health extends beyond borders and requires supporting technologies to be dependable, cost-effective, innovative and accessible. We are a top 10 globally recognized IT and communications company. Our parent company, NTT Group, is one of the largest IT services and communications companies and one of the top data center operators in the world.<sup>1</sup> The depth and breadth of our global offerings span everything from 5G to data centers, with a strong corporate commitment to technology and innovation. We use consulting and deep industry experience to help clients accelerate and sustain value through their digital journeys.

When public health agencies work with NTT DATA, you capitalize on our knowledge of industry best practices from top healthcare organizations to implement effective IT solutions. Our dedicated team delivers vital IT services and support to more than 90 federal agencies, including public health agencies such as the Centers for Disease Control and Prevention (CDC), the National Institutes of Health (NIH) and the National Institute of Allergy and Infectious Diseases (NIAID).

Our public sector workforce stands more than 4,000 strong, with a diverse group of IT professionals capable of providing a wide range of services. We work with federal health agencies to develop adaptable technology solutions that scale, grow and innovate to meet the needs of today – and tomorrow. We also invest heavily in research and development to stay at the forefront of technology and ensure we can implement emerging IT solutions that better integrate our clients' applications, infrastructure and networks.

Whether your agency needs help migrating to the cloud, boosting data analytics capabilities, creating more positive customer experiences or anything in between, we're here to support you.



### Digital Workplace

Increase productivity | Improve employee experience

It's time to realize the benefits of a decentralized workforce. Remote working has changed the employee experience and provides the opportunity to make a distributed workforce more productive while optimizing operations and delivering frictionless security. We can help your agency deliver user-centric digital solutions and interfaces across multiple platforms, automate everywhere possible and prevent issues before users even know they have them.

As the CDC's primary enterprise-wide IT solutions provider, our staff supports more than 15,000 CDC users, providing IT operations and maintenance support to five campuses in Atlanta, as well as to major offices nationwide and in remote locations, for users in approximately 35 countries.

### Government Consulting and Advisory

Develop an IT strategy | Implement with ease

While government agencies may share common IT challenges, we recognize that each agency needs an IT strategy that caters to its specific needs. We have a wealth of experience developing, managing and implementing complex IT solutions across public

health agencies, including programs for Medicaid, integrated eligibility, child support, child welfare and the Women, Infants and Children (WIC) program. Together, we can ensure your agency's IT systems enable you to address changing programs and policies and achieve your mission.

### Cloud for Government

Increase agility | Improve security | Reduce costs

Migrating to the cloud helps agencies increase scalability, reduce the need to maintain and support hardware and software, and decrease total costs. NTT DATA offers a complete range of customizable services, including cloud advisory, implementation, management, continuous improvement and security. Our experts combine in-depth knowledge of cloud technologies with sophisticated strategies and innovative tools to migrate applications and manage workloads. We offer strong relationships with all major FedRAMP-compliant cloud vendors and colocation providers — maintaining the highest levels of partnership with Microsoft, Amazon Web Services and Google. We've developed a simple, streamlined and effective strategy to quickly enable and scale hybrid cloud services, thoughtfully accelerating your agency's modernization journey and carefully avoiding disruptions to your business.

### Data Intelligence and Automation

Share data across agencies | Connect providers and the public

Public health agencies handle sensitive medical data that needs to be protected. However, there's a pressing need to improve interoperability between agencies and better communicate data to the public so everyone can make more informed decisions. Our team can assist in designing and implementing the best data analytics and artificial intelligence strategy for your agency, giving you the intelligence you need to transform and sustain business value. We can help you securely align data systems across your organization, enabling data sharing and reducing duplication of efforts to provide more significant insight.

## Customer Experience

Reduce the time tax | Improve access to information | Create positive experiences

With the recent executive order on customer experience, it's more important than ever for agencies to design and deliver services with citizens as the focus. NTT DATA has a proven record of helping federal agencies use human-centric design to improve customer experience and create effective, efficient, transparent processes. Our experienced team will help you improve web design, navigation and accessibility to guide citizens through key information. This reduces frustration and prevents citizens from being overwhelmed with information while creating a positive interaction with public health agencies.

## Hybrid Infrastructure Services

Eliminate outdated servers | Reduce costs

Operating data centers can be costly and cumbersome, and many federal agencies are exploring hybrid infrastructures to eliminate these issues. As one of the largest data center operators in the world, the NTT family of companies manages more than 200 data centers worldwide.<sup>2</sup> We can help you maximize value from your IT investments and establish a flexible environment where your agency can scale, grow and innovate.

## Cybersecurity Services for Government

Improve your cybersecurity posture | Implement emerging IT

Our cybersecurity experts can help your agency continuously innovate to stay ahead of security threats. We explore cutting-edge approaches by delving into quantum security and threat intelligence to augment our attribute-based access control and compliance automation solutions. We can help you protect your agency with the latest controls, tools and solutions.

## Federal Contract Vehicles

- GSA Alliant 2
- GSA Human Capital and Training Solutions (HCaTS)
- GSA OASIS
- GSA Multiple Award Schedules
- NIH CIO-SP3

Visit our [Health and Human Services page](#) to learn more.



In 2020, NIAID worked with NTT DATA to apply human-centric design best practices to develop the Vaccine Adjuvant Compendium (VAC). The VAC website provides an intuitive, searchable public database, helping foster collaboration between adjuvant researchers and the broader scientific community.

### Sources:

1. TeleGeography. "The State of the Network 2021 Edition." <https://www2.telegeography.com/hubfs/assets/Ebooks/state-of-the-network-2021.pdf>
2. NTT Ltd. "NTT expands its data center footprint by 20%." Press release. September 1, 2021. <https://datacenter.hello.global.ntt/en/ntt-expands-its-data-center-footprint-20>

Visit [nttdataservices.com](https://nttdataservices.com) 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.

**NTT DATA**  
Trusted Global Innovator