



## People and Organizational Change Services

Our services span the project lifecycle to help you seamlessly integrate business strategies with enabling technologies for competitive advantage.

### STRATEGIZE

- Organization Transformation Planning
- Organization Design
- Change Strategy
- Learning Roadmapping
- Communication Roadmapping

### IMPLEMENT

- Organization Development and Deployment
- Change Enablement
- Change Journey Management
- Curriculum Design and Development
- Training Conduct
- Communications Development

### RUN

- Curriculum Maintenance
- Performance Support
- Onboarding

NTT DATA Consulting helped the bank prepare and mobilize 21,000 associates to support a new card platform and ensure a seamless transition for the 40 million customers it serves.

TOP 4 U.S. BANK

## Helping You Address the Challenges of Today's Market

Employee engagement and culture issues are among the most significant challenges financial services institutions face today, yet many organizations struggle to give them the attention they require. With banks facing ongoing risk and regulatory demands, cybersecurity threats, data management pressures, and digital disruption, it's no wonder that employee initiatives often fall behind. NTT DATA Consulting's experienced People and Organizational Change experts help clients prioritize, initiate, and manage their people and culture agendas. They work closely with clients to design change strategies that keep employees engaged, prepare the organization for change, and provide the tools to ensure sustainable, long-term success. And because we build close and enduring relationships with our clients, our solutions are designed and delivered with their culture in mind.

## Specialized Problem Solving: People and Organizational Change Practice

Financial institutions are investing billions of dollars in transformative business and technology initiatives – from emerging products and service model optimization to regulatory compliance and technology re-platforming. Ultimately, the success of these efforts depends on how well organizations anticipate, address, and sustain their most critical asset – their people. NTT DATA Consulting's People and Organizational Change practice understands this fundamental principal and helps clients put their workforce at the forefront of key initiatives by:

- Helping employees stay engaged and successfully adapt to change in the midst of shifting business, customer, and regulatory demands
- Driving successful adoption of important programs, large and small, through a combination of customized solutions — including learning, employee engagement, and ongoing performance optimization

## Client Success Story: Top 4 U.S. Bank



*21,000 associates trained  
and mobilized to service  
40 million card customers*

### CHALLENGE

As part of its credit card platform migration effort – the largest in financial services history – our client needed help ensuring a seamless transition for the organization and the 40 million customers it serves.

### SOLUTION

NTT DATA Consulting developed an end-to-end process for assessing customer and associate readiness, analyzed migration technology impacts, and delivered a comprehensive readiness plan for the organization's multiple lines of business.

### RESULTS

In addition to preparing 21,000 associates, NTT DATA Consulting solved training gaps across 200+ technology applications and created a one-stop learning portal for all project readiness content.

## Why NTT DATA Consulting?

Our industry-centric business and technology consulting approach offers a distinctive set of capabilities to help you grow and compete in the digital era:

### Industry focus

We help you address your most pressing and complex challenges from the vantage point of your industry – financial services. Our consultants provide the deep, industry-specific insight and specialized counsel you seek to overcome hurdles, create new growth paths, and innovate your business.

### Unmatched expertise

As a leading provider of business and technology consulting solutions to the financial services industry, we have more than 1,000 dedicated business consultants and we work with 25 of the leading financial institutions in North America.

### Integrated approach to business and technology

We use our expertise and proven track record to create solutions that seamlessly integrate business strategies and enabling technologies for competitive advantage in the digital world.

### Solutions for your entire business

We help you strategize for the future, implement transformative change, and run with efficiency for the long term by orchestrating solutions that tap the entirety of NTT DATA's global resources and technology expertise across digital, cloud, ERP, application management, and BPO.

### Personalized attention

Our client-first culture ensures personalized and responsive attention that delivers an exceptional customer experience backed by the reach and resources of NTT DATA's global capabilities.

## About NTT DATA

NTT DATA is a leading business and IT services provider and global innovation partner with 80,000 professionals based in over 40 countries. NTT DATA emphasizes long-term commitment and combines global reach and local intimacy to provide premier professional services, including consulting, digital, managed services, and industry solutions. We're part of NTT Group, one of the world's largest technology services companies, generating more than \$100 billion in annual revenues and partner to 80% of the Fortune 100. Visit [www.nttdata.com/americas](http://www.nttdata.com/americas) to learn more.

## Let's Get Started

To learn more about how we can help you succeed, please contact:

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