

# NTT DATA PMO and Backoffice Services

NTT DATA

## Client Profile

A vertically integrated energy company with a consolidated position in the Iberian Peninsula, both in terms of electricity generation, distribution and supply, and gas supply. Today, the client group has a strong presence on the world energy scene, operating in 29 markets, among which Portugal, Spain, France, the United States, the United Kingdom, Italy, Belgium, Poland, Romania, Brazil, Canada, Mexico, Angola, and China, with around 10 million customers and 13,000 employees worldwide.

## Summary

Aware of the benefits of implementing high-quality PMO/BO services in this organization, where several multifunctional Programs and Projects are simultaneously executed in different business areas, the result of learning and experience in the last years, we present a summary view of what, according to international references in this field, can be a path of maturity evolution promoting growth based on a path towards excellence. This service delivery model allows us to fully respond to the requirements presented by the client in all its aspects (scope, activities, regulations, team, transfer, and KPIs/SLAs). The recommended model allows to continue the work already carried out, with a deep understanding of client behaviors and needs, as well as to reinforce the quality of, the result not only of the lessons learned over several years of collaboration but also of the identification of opportunities for continuous improvement that lead to excellence and innovation.

## Vision

**An organization where complex and cross-functional programs and projects are run simultaneously when implementing PMO/BO services obtains a set of other benefits.**

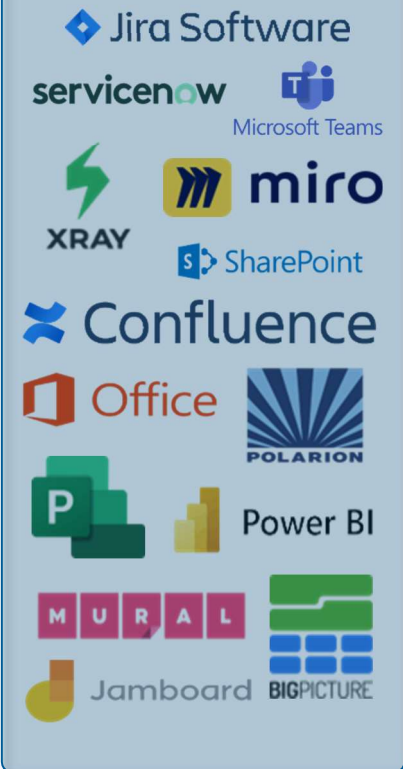


## Main Benefits:

1. Continuous improvement and control of progress, towards delivery and improvement of return on investment.
2. Accurate estimates based on history and lessons learned.
3. Priority management based on deadlines, budgets, resource allocation, and scenario analysis.
4. Adequate resource management between projects, enhancing their skills.
5. Consistent project management (methods, systems, processes, tools, metrics, etc.) ensuring process stability.

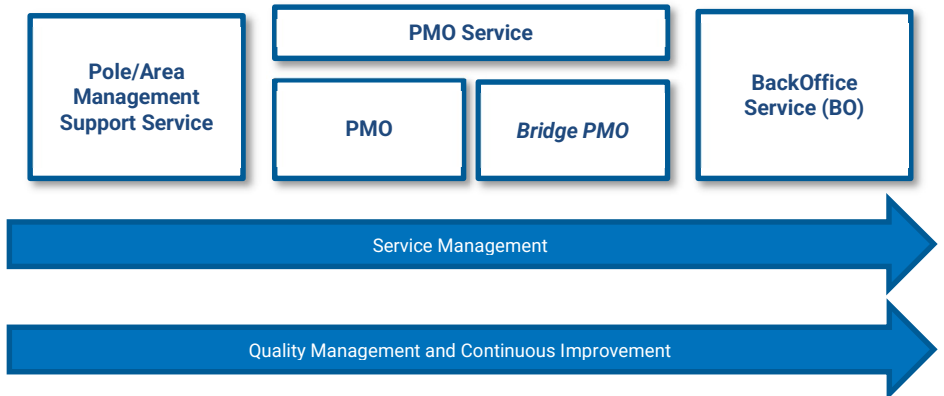
**“Our energy and heart drive a better tomorrow”**

There is a wide range of tools that support the activity of operational project management



### Service Delivery Model

NTT DATA's proposal fully responds to the service lines, activities and responsibilities defined in the client, adding *transversal management* activities that we understand as differentiating and of added value for the success of the services, namely at the level of service management, quality and continuous improvement.



**Pole/Area Management Support Service** - It offers support in the form of on-demand expertise, access to information and expertise on projects. It works as a support service that ensures support in the financial and administrative management to those responsible for Poles (Application Managers) or responsible for Digital Global Units Areas (Area Directors).

**PMO Service** - Ensures the application of best practices, share experience, continuous improvement, focus on the development on the job of project management skills in the areas of ICT.

**Backoffice Service** - Provides administrative and logistical support to the Project Manager (Waterfall methodology) or to the Scrum Master (Agile methodology).

The experience we have accumulated over more than 20 years of activity in Portugal, in different contexts and sectors of the economy, allows us to list a few factors that set us apart when it comes to delivering the services we require.

- **Experience in PMO/PSO** - NTT DATA has proven experience in implementing and managing highly complex PMOs and PSOs (Project support offices) at leading organizations in various sectors of activity, particularly in Portugal.
- **Knowledge of client reality** - In addition to numerous projects and services in leading entities in the energy sector, NTT DATA is highly familiar with client culture and organization, because of participating in various projects over more than 15 years of collaboration.
- **Team skills and background** - NTT DATA can incorporate professionals with diverse skills into the service, fully suitable and certified (e.g. PMP, IPMA, Scrum, Agile) for the inherent challenges, with experience in similar collaborations, thus maximizing the final quality of the services to be provided.
- **Flexibility and Adaptability** - The proposed approach allows for flexibility in managing the capacity of the resources involved and the levels of seniority required, ensuring the possibility of progressively adjusting the size of the teams according to the needs and requirements of the moment, promoting the optimization and continuous improvement of the service.
- **Integration and retention of resources and knowledge** - The proposed approach includes a set of action axes to boost the integration/retention of resources and knowledge, both intrinsic to NTT DATA's business model (e.g. notoriety, mentoring...) and others specific to this challenge (e.g. accelerators for integrating new elements, redundancy model and backups...).

With these services, we were able to ensure greater consistency in the approach to project management throughout the organization. The success achieved has led to a considerable improvement in some indicators, promoting a differentiating and innovative approach for the different business areas.

<p><b>Process Improvement and Transformation</b></p> <p>Mechanisms for optimizing the use of existing tools by defining purposes and centralizing processes and information in systems such as Jira, Confluence and ServiceNow.</p>	<p><b>Optimization and Efficiency</b></p> <p>Collecting metrics in a consistent manner is essential if actions are to be effective, maximizing the results achieved. Automation allows the team's capacity to be directed towards activities with greater added value.</p>	<p><b>360° collaboration</b></p> <p>A partnership relationship with client various interlocutors based on a posture of commitment, proactivity, and promoting relationships of trust, guaranteeing alignment with new guidelines resulting from the evolution of the service and client internal structures.</p>	<p><b>Continuous Improvement</b></p> <p>Quality orientation, standardization of processes, and application of best practices, thus maximizing service efficiency, quality, and internal customer satisfaction.</p>
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