

Syntphony Business Transformation

Syntphony Business Transformation empowers organizations to optimize operations, increase productivity and deliver tailored solutions with seamless integration of out-of-the-box capabilities for each industry and facilitates technological adoption with immersive learning.



Insurance



Telco, Media & Technology



Energy & Utilities



Retail



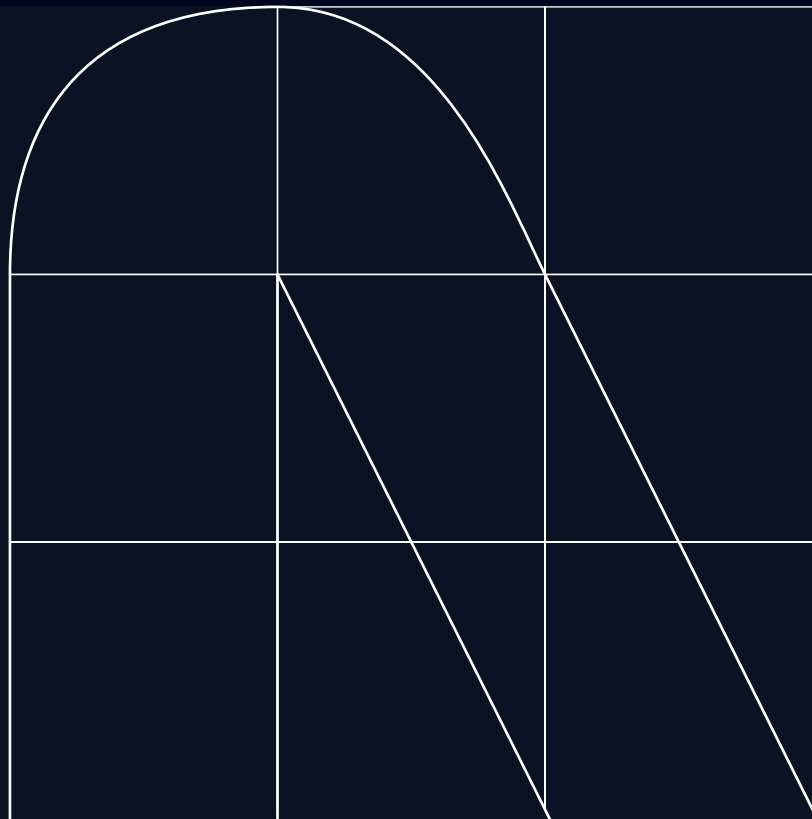
Manufacturing &
Consumer Packaging Goods



Automotive

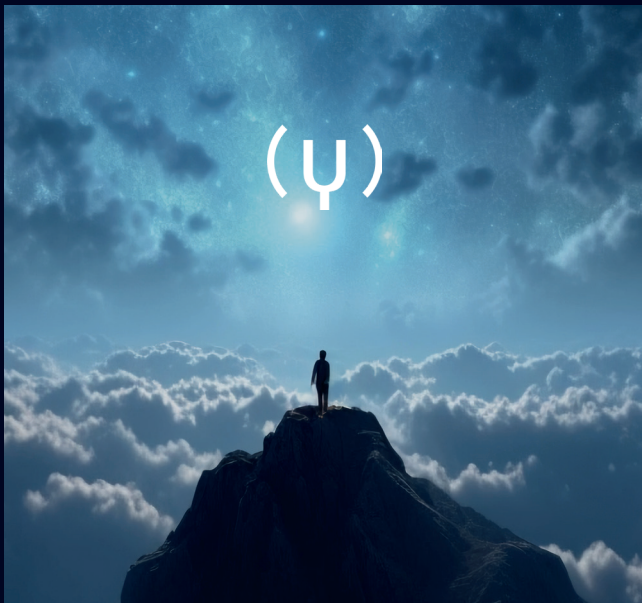


Healthcare, Life Sciences & Pharma



syntphony

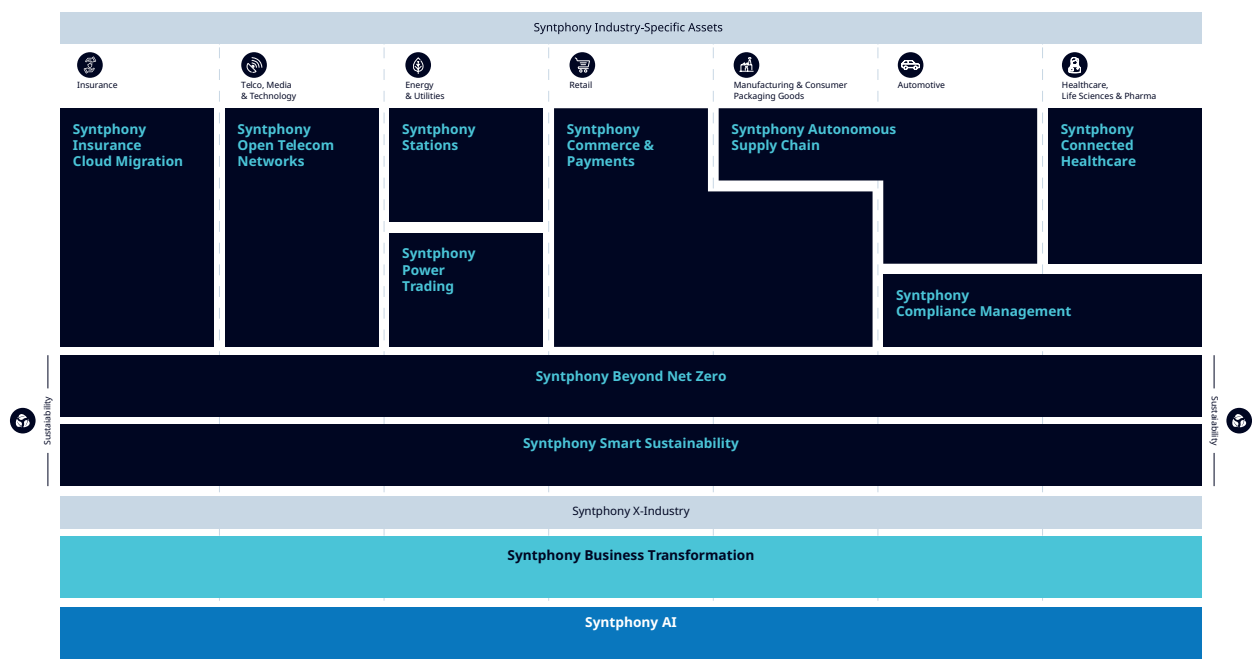
We develop products and solutions that are in tune with businesses



Syntphony is the composable platform of digital products and solutions from NTT DATA, created to help global organisations accelerate innovation, align business strategy with technology, and scale transformation initiatives with speed and efficiency.

Designed for enterprises that demand flexibility, modularity and integration, Syntphony offers a portfolio of ready-to-deploy, enterprise-grade digital products developed by NTT DATA's global talent network. By combining business consulting expertise, proprietary technologies and industry knowledge, the Syntphony ecosystem multiplies the value for clients, reducing time to market and unlocking synergies across multiple domains.

Syntphony is the most valuable Product Composable Platform of NTT DATA, enabling clients to orchestrate scalable, resilient, and future-ready business solutions.



Syntphony Business Transformation

We offer a cloud-native, modular platform that enables organisations to optimise operations, increase productivity and deliver tailored solutions with seamless integration of out-of-the-box capabilities across every industry and facilitates technology adoption with immersive learning.

NTT Data cloud-native assets and components that drive digital transformation by seamlessly integrating automation, employee engagement and industry-specific solutions.

Intelligent Automation

Deliver secure, omnichannel payment experiences with total control and flexibility, streamlining operations, reducing time to market and enabling businesses to create new customer value across every payment method and channel.

Employee Communications

We create digital workplaces that boost collaboration and employee engagement, integrating seamlessly with Microsoft 365 to personalise access, simplify governance and increase adoption across all teams and business units.

Learning Tech

We deliver adaptive learning experiences through a modular LMS, enabling fast, flexible corporate training while integrating seamlessly with business ecosystems and offering end-to-end support, content and strategy development.

Immersive Experiences

We enable companies to design immersive, shared and customisable VR scenarios that boost employee training, customer engagement and business integration through a scalable low-code platform.

Industry Cloud

We accelerate sector-specific transformation through cloud-native, prebuilt components—bringing agility, composability and control to regulated industries where customisation, compliance and scalability are essential to competitive growth.

Intelligent Automation

Intelligent Automation

Employee Communication

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Immersive Experiences

Industry Cloud

Understand faster. Decide smarter. Automate everything that holds you back. You don't need more tools. You need clarity, speed, and control. We help you make smarter decisions today while building the future you want tomorrow.

For large enterprises and mid-sized organisations seeking to orchestrate and scale automation across complex operational environments, **Syntphony Intelligent Automation offers a unified, composable platform.** By integrating document intelligence, process management, operational control and strategic planning in a single solution, we align business strategy with execution.

Unlike fragmented or rigid tools, we deliver interoperability, autonomy and visibility—**empowering teams to achieve operational excellence:** accelerate automation, elevate quality and unlock measurable impact with confidence, agility and control. **This is automation with vision, this is Intelligent Automation.**

Syntphony Intelligent Automation is NTT DATA's composable platform to orchestrate, scale and control intelligent automation. It connects strategy with execution—integrating document intelligence, process management, transformation planning and operational governance.

Designed for adaptability, it offers full visibility, business-user autonomy and rapid deployment. With over 1.5 million hours of manual work saved annually for global enterprises, we enable smarter, faster operations through cognitive automation, real-time insights and strategic control—**turning complexity into opportunity with measurable impact.**



Differentiation

Syntphony Intelligent Automation is more than automation—it's strategic orchestration. Unlike tools that focus on isolated tasks, we unify document intelligence, case and process management, and transformation strategy into a single, AI-powered platform.

Our low-code, cloud-native solution empowers business users, aligns with strategic goals and integrates seamlessly with existing systems.

Built by NTT DATA, it reflects real-world experience across industries. We help you automate smarter—not just faster—**ensuring that every step moves your business with clarity, control and purpose.**



Benefits

- Strategic and operational alignment**
Align goals with execution for full transformation control.
- AI-powered document intelligence**
Automate extraction and validation using semantic AI.
- Real-time process visibility**
Track live progress with alerts and dashboards.
- Smarter, faster decisions**
AI insights accelerate and guide key actions.

- Operational cost reduction**
Automate tasks to save time and resources.
- End-to-end compliance**
Ensure traceability and secure governance.
- Autonomous configuration**
Users manage flows with no-code tools.
- Composable scalability**
Scale modularly with secure, cloud-native design.
- Enhanced experience**
Faster resolution, fewer errors, better journeys.

Features

- Transformation lifecycle governance**
Control initiatives end-to-end with ROI tracking.
- Business-led configuration**
Define rules and forms visually, no coding required.
- AI-powered document automation**
Use NLP, OCR and GenAI to process any document type.
- Multi-tenant case orchestration**
Manage client operations with flexible shared logic.
- Integrated monitoring dashboards**
Visualise SLA, TMO and initiative progress in real time.
- Comprehensive API integration**
Connect seamlessly with ERP, CRM, RPA and core systems.
- Cloud-native architecture**
Deploy modularly with microservices and scale on demand.
- Semantic Q&A and summarisation**
Extract insights and generate summaries using GenAI.
- Secure by design**
Encrypted data, role-based access and ISO 27001 compliance.

Use cases

Strategic transformation planning Govern initiatives, track ROI and adjust priorities.	End-to-end case management Manage audits, HR workflows and incidents centrally.	AI-powered document validation Classify and validate insurance claims, IDs or invoices using AI.	Customer service automation Accelerate ticket resolution with automation and SLA monitoring.
BPO performance monitoring Monitor SLAs, workload and operational risks.	Legal clause extraction Extract, compare and summarise contracts for compliance and insight.	Cross-functional collaboration Automate approvals across HR, finance or operations.	Semantic knowledge retrieval Enable Q&A and search over unstructured documents in real time.



Employee Communications

Intelligent Automation

Employee Communications

Learning Tech

Immersive Experiences

Industry Cloud

Syntphony Employee Communications transforms the way employees communicate, collaborate and share information, providing them with a unique and personalised experience.

This end-to-end solution elevates traditional intranets, maximising the value of Microsoft 365 by offering an intuitive interface that adjusts to the needs and preferences of each employee.

It enriches individual contribution and continuous professional development, maximising employee value.

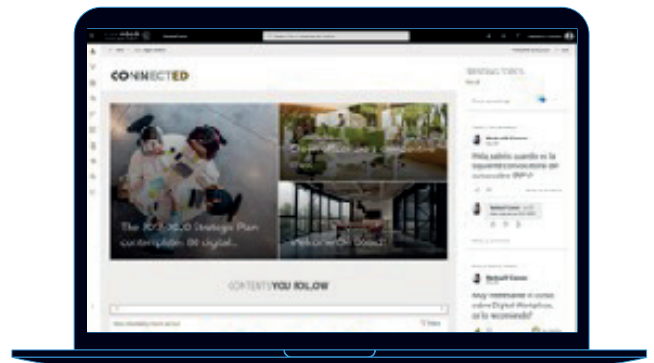
Every employee feels more connected, empowered and equipped for unlimited personal and professional growth.

With Employee communications, employees stay informed and engaged through effective communications and relevant content. It puts employees at the forefront, transforming the way they communicate, collaborate and share information, to boost their productivity and

engagement. The platform not only organises and prioritises information, but also ensures everyone can quickly find what they need.

Thanks to its seamless integration with Microsoft 365, it creates a cohesive and fast-adopting work environment.

This synergy significantly improves productivity and user experience, facilitating a smoother and more connected workflow.



Differentiation

In a competitive market, Syntphony Employee communications stands out for its complete alignment with Microsoft's roadmap, ensuring a successful integration.

This solution is characterised by its exceptional flexibility and customisability, adapting to the requirements of each client. In addition, its interface is intuitive and easy to use for a great user experience.

All of this is backed by a continuous and attentive support team, guaranteeing operational continuity and accompanying users at every stage of their journey with the product.



Benefits

Increased Engagement

Improves user engagement and adoption.

Enhanced Productivity

Increases productivity through unified communication and optimised collaboration.

Simplified Platform Governance and Sustainably

evolves in line with Microsoft’s roadmap.

Centralized Tools

into a single hub, improving efficiency and simplifying workflow.

Seamless Collaboration

Collaborate effortlessly, share ideas, break down silos.

Internal Communication & Collaboration

Connect, personalise content and empower team communication.

Company Culture & Branding

Reinforce culture, align values and strengthen identity.

Features

Accelerated Office 365 ROI

Solution built on Microsoft 365: fully integrated and aligned with Microsoft’s roadmap.

Simple and easy

Fully flexible and customisable to specific customer needs.

Omnichannel experience

An omni-channel corporate communication system with advanced audience segmentation.

Advanced Analytics

to measure employee engagement and platform usage.

Comprehensive Search Experience

Intelligent search system.

End-to-end solution

with a continuous support team.

One stop shop

Centralise access to personalised apps and information.

Use cases

Corporate Intranet

Personalise communication, reinforce culture and connect employees around shared values.

Employee Portal

Centralise news, feedback and collaboration in one intuitive workspace.

Internal Communication Portal

Keep your workforce informed and engaged with consistent, clear messaging.

Sharing and Knowledge Centre

Empower employees to share expertise and access best practices easily.

Employee Extranet

Enable secure collaboration with partners, clients and external contributors at scale.

Notifications and Tools HUB

Provide multilingual alerts and direct access to essential daily tools.



Learning Tech

Intelligent Automation

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Industry Cloud

Syntphony Learning Tech responds to current business needs by providing an easy, fast and continuous training experience.

It is an LMS (learning management system) based on a totally different user experience, based on collaboration, gamification and constant innovation.

In this way, **it manages to increase the learnability and employability** of the teams through personalised plans that it generates after detecting the needs. Training becomes a motivation rather than an obligation.

Easy, fast and continuous learning.

Syntphony Learning Tech is an e-learning platform that offers a new learning model based on a totally differential user experience, empowering and motivating organisations and teams in the face of today's training challenges.

Melt Learning is the SaaS learning platform developed by NTT DATA, based on a differential user experience, personalisation of content and appearance, use of gamification tools, integration with the corporate application ecosystem and extensive analytical and reporting capabilities.

In 4 years we have built a solid customer portfolio that is growing year after year.



Differentiation

- With a user-centered approach that sets it apart, we create training content that significantly boosts follow-up and completion rates. Built on open source Moodle LMS, a staple in corporate and educational sectors, our platform offers flexibility and adaptability.
- Rapid deployment and reliability: standard deployment in about four weeks.
- Integrated with Microsoft Teams
- Complies with the bonus requirements set by FUNDAE
- Incorporates an authoring tool for content creation.



Benefits

- Personalised training itineraries**
Adapts content, appearance and navigation to each user profile.
- Facilitates the reskilling and upskilling of professionals**
Delivers targeted learning for evolving job demands.
- Increases the learnability of your employees**
Encourages engagement and continuous skill development.

- Robust and reliable platform**
Ensures consistent, high-performance training delivery.
- Guarantees the security of your company’s information**
Protects learning data with strong encryption.
- Customisable at a graphic and functional level according to the user’s profile and/or role**
Tailors features and design to each role.

Features

- User experience**
Simple, fast and intuitive navigation with responsive design and multi-language support.
- Gamification**
Boosts engagement with challenges, rules and feedback dynamics.
- Integration with other systems**
Robust API enables seamless connection to corporate platforms.

- Measuring results**
Tracks learning progress and supports employee development.
- Authoring Tool**
Empower content creation. Create multimedia, SCORM and gamified content easily.
- Microsoft 365 Integration**
Seamless colaboration. Access office apps, events and visualisations directly.

Use cases

Corporate Training Platform
Boosts employee development through personalised learning paths, performance analytics and flexible training workflows—from onboarding to upskilling, across teams and regions.

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Change Management Support Platform
Supports organisational transitions with training, communication and readiness tools, reducing resistance and boosting adoption.

Training Platform for Specific Courses
Facilitates creation and delivery of focused learning modules to meet regulatory or strategic learning needs.



Immersive Experiences

Creating large-scale VR and immersive experiences. The enterprise extended reality platform. Customer and employee experiences that span a wide range of scenarios combining immersive, shared and customisable virtual spaces.

Syntphony Immersive Experiences is a fully flexible enterprise platform for immersive experiences that can be incorporated into a wide variety of business scenarios, from creating a learning journey, displaying products in a virtual shop (showrooms and retail spaces) or visualising floor plans to remote assistance, among others.

It also provides customers with **Extended Reality (XR)** spaces where immersive experiences can be configured to cover diverse use cases. **Built for scale**, it ensures customisation, integration, and fast deployment through a secure, cloud-based and enterprise-ready platform.

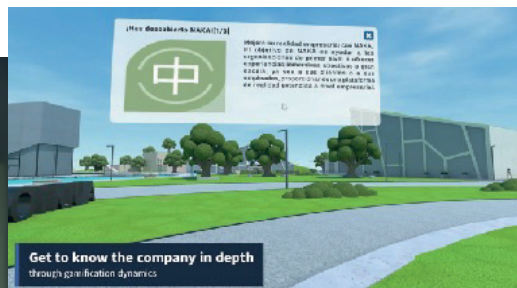
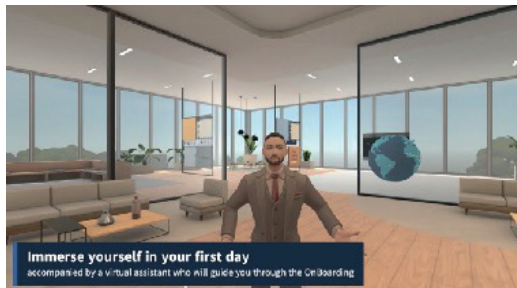
Syntphony Immersive Experiences provides immersive virtual shared spaces that **enable remote teams to collaborate, create, share, plan and make decisions effectively, regardless of where team members are located or what device they are using**. These spaces help provide a sense of real presence and a dynamic meeting environment.

Application available in the Microsoft, Meta (Oculus) and Pico Interactive app shops.

It's a secure, low-code platform that enables scalable, real-time collaboration through customisable, ready-to-use XR scenarios and enterprise-grade integration capabilities.

Syntphony Immersive Experiences aims to help organisations deliver engaging immersive experiences on a large scale to customers or employees through an enterprise-wide extended reality SAAS platform. Supports a variety of platforms from Windows OS to the latest VR headsets and offers scalability, security and flexibility.

Its modular design allows organisations to configure their own experiences by combining scenes, interactive gadgets and content. Backed by NTT DATA, **it ensures enterprise-grade support**, seamless integration, full security and continuous innovation tailored to real business needs.



Benefits

Customisable

Create your own digital world from scratch. With the SGC Framework and SDK, tailor avatars, scenes and content to fit your exact needs—no limits, just possibilities.

Scalable

Start small, grow at your own pace. Thanks to cloud infrastructure and flexible pricing, scale experiences as your organisation evolves.

Ready-to-run platform

Launch immersive experiences immediately using pre-built scenarios, gadgets and content. Easy to use, fully adaptable, and ready from minute zero.

Enterprise ready

Easily integrates with corporate systems and services, supporting analytics, authentication, and multilingual access.

Cost-effective repetitions

Reinforce skills through repeatable simulations—no risk, no extra cost, high impact.

Features

Improve the User and Employee Experience

Create immersive environments that enhance engagement, creativity and collaboration across teams.

New Sales Channels and More Revenue

Expand your market reach with virtual showrooms and events, without adding extra staff.

Boosts Collaboration

Facilitate dynamic teamwork through shared virtual meeting spaces—anytime, anywhere.

Do it yourself

Design and configure experiences easily via web or VR cockpit. No coding required.

Devices

Compatible with modern VR headsets and Windows PCs.

Available in major app stores

Downloadable from Microsoft Store, Oculus and Pico Interactive.

Use cases

Training, retraining and upskilling

Learn by doing in risk-free, cost-effective virtual environments. Deliver engaging simulations tailored to real scenarios and boost knowledge retention across industries.

Customer experience

Create immersive showrooms and virtual events where clients explore and interact with your products—enhancing engagement and brand loyalty.

Employee experience.

Empower employees with immersive onboarding, collaborative simulations and shared virtual spaces that spark creativity, connection and long-term growth.

Customer service

Deliver immersive, interactive support that transforms the service journey. Reduce friction, personalise attention and increase satisfaction.



Industry Cloud

Intelligent Automation
Employee Communication
Learning Tech
Immersive Experiences
Industry Cloud

Industry Cloud is a vertically integrated, cross industry catalogue of composable components and solutions that have been pre-built to enable organizations to rapidly introduce new business capabilities aligned to their specific industry needs utilizing the capabilities of cloud technology efficiently and at scale. It brings together:

- Domain-specific expertise in prebuilt components
- Cloud-native, integrable architecture
- Reusability and composability to reduce time-to-market and operational costs.
- Governance and observability for full control
- It is a foundation to build smarter businesses, unlike generic platforms

Industry Cloud is a modular, cloud-native accelerator designed to scale innovation across regulated environments without disrupting existing systems.

It solves key challenges such as slow development cycles, legacy complexity and compliance burdens. By combining NTT Data's considerable domain expertise, prebuilt business components, advanced Data & AI services and embedded FinOps tools, it allows organizations to modernize progressively, maintain consistency and reduce time to value.

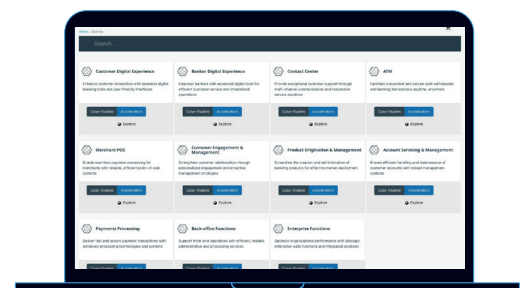
Already present in over 1.200 projects, it proves its capacity to deliver sector-specific transformation with security, control and speed.



Differentiation

Industry Cloud stands apart by offering industry-shaped capabilities, not generic platforms. It enables modular, composable transformation tailored to sector-specific and regulatory needs—without overcustomising.

Clients accelerate time-to-market, control costs and integrate seamlessly with legacy or third-party systems. With FinOps, cloud-agnostic architecture and support from NTT DATA's global ecosystem, we deliver real, sustainable value. This is not about replacing everything. It's about evolving what matters—with precision, at your pace, and always aligned with your purpose.



Benefits

Faster time-to-market

Accelerate the deployment of digital solutions with prebuilt, industry-aligned components ready for immediate use.

Operational efficiency

Streamline complex workflows using automation and composable, configurable processes.

Cost control and visibility

Optimise resources through built-in FinOps practices that enhance financial transparency.

Progressive modernisation

Modernise legacy systems step by step, without disruption.

Enhanced integration

Connect seamlessly with legacy and third-party platforms.

Improved compliance

Meet regulatory demands with built-in governance.

Features

Sector-specific business components

Preconfigured modules aligned with industry regulations and needs, ready for immediate deployment.

Composable cloud-native architecture

Supports multicloud, edge and 5G environments with enterprise-grade scalability and agility.

Integration-ready APIs and SDKs

Accelerates connectivity with legacy systems and third-party platforms.

Built-in governance and FinOps

Ensures transparency, compliance and cost control throughout the lifecycle.

Reusable and flexible

Adaptable components designed to scale across business units and geographies with minimal effort.

Use cases

Regulatory compliance

Quickly respond to changing regulations with industry-aligned, configurable components that reduce risk and ensure compliance.

Operational efficiency

Streamline back-office and sector-specific processes through automation and reusable workflows designed for scalability

Legacy modernisation

Replace outdated systems with modular, cloud-native services that integrate easily into existing architectures.

AI and data integration

Deploy advanced AI and data tools to power real-time insights and intelligent decision-making across business units.

Sustainability and ESG

Incorporate smart traceability tools and carbon footprint calculators to support ESG compliance and transparency.



About NTTDATA

NTT DATA - a part of NTT Group - is a trusted global innovator of IT and business services headquartered in Tokyo. We help clients transform through consulting, industry solutions, business process services, IT modernization and managed services. NTT DATA enables clients, as well as society, to move confidently into the digital future. We are committed to our clients' long-term success and combine global reach with local client attention to serve them in over 50 countries.