



NTT Group: Optimizing systems and visualizing value chains across multiple group companies in Japan

NTT Group is a leading global telecommunications business originating in Japan. Since the company's privatization, NTT has been divided into separate companies operating across different business divisions, including mobile communications, regional telecommunications, global solutions, and more. As a result of each company establishing its own operations, the total number of IT systems in NTT has reached thousands in Japan alone, making it difficult to standardize and automate operations and utilize data.

Since 2018, NTT has been working on digital transformation across its entire operations, with the ultimate goal of delivering greater value to customers, employees, and stakeholders by using data more effectively. This has involved driving business process visualization and standardization to move away from siloed systems, making best use of data serialization and analytics, and implementing a common language between business and IT to provide greater visibility and allow for better process analysis.





Driving large-scale digital transformation with SAP LeanIX and SAP Signavio solutions

Before: Challenges and opportunities

- Use digital transformation to provide greater value to customers, employees, and stakeholders by moving away from siloed systems, improving data serialization and analysis, and promoting visibility and standardization of business processes, enterprise architecture, and data governance
- Create a center of excellence team to work with the CIO of each operating organization to promote digital transformation measures across companies within NTT Group

Why SAP

- SAP LeanIX solutions and The Open Group Architecture Framework, supporting a single source of truth, sustainable growth, and centralized optimization of businesses, operations, and systems
- SAP Signavio solutions, offering an intuitive way to create Business Process Model and Notation (BPMN) 2.0 assets and centralize process management in the cloud, including using the global BPMN 2.0 standard language to enhance communication between operations and IT

After: Value-driven results

- Unified group business processes, centralized management of business processes and clear connections across business areas, and smooth resolution of gray zones and cross-functional issues
- Quantitative data visible across the entire organization, resulting in more-motivated employees, continuous improvement of efficiency goals, significant cost savings, and a 98% reduction in launch issues in ERP migration projects compared to same-size IT projects

“We recognize that SAP LeanIX and SAP Signavio solutions strongly support the digital transformation of the entire NTT Group. The solutions enabled us to **shift from temporary initiatives to sustained activities**. We want to use powerful tools to transform business processes and IT for NTT Group overall.”

Ken Komazawa, Former Vice President, IT Strategy Office, Technology Planning Department, NTT Group

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Business processes standardized in BPMN format

1,017

System interfaces managed by SAP LeanIX solutions