



NTT DATA
Trusted Global Innovator



CONRAD
HOTELS & RESORTS™

canopy
by Hilton



CURIO
A COLLECTION BY HILTON™



TAPESTRY
COLLECTION
BY HILTON™



HOMEWOOD
SUITES
BY HILTON™

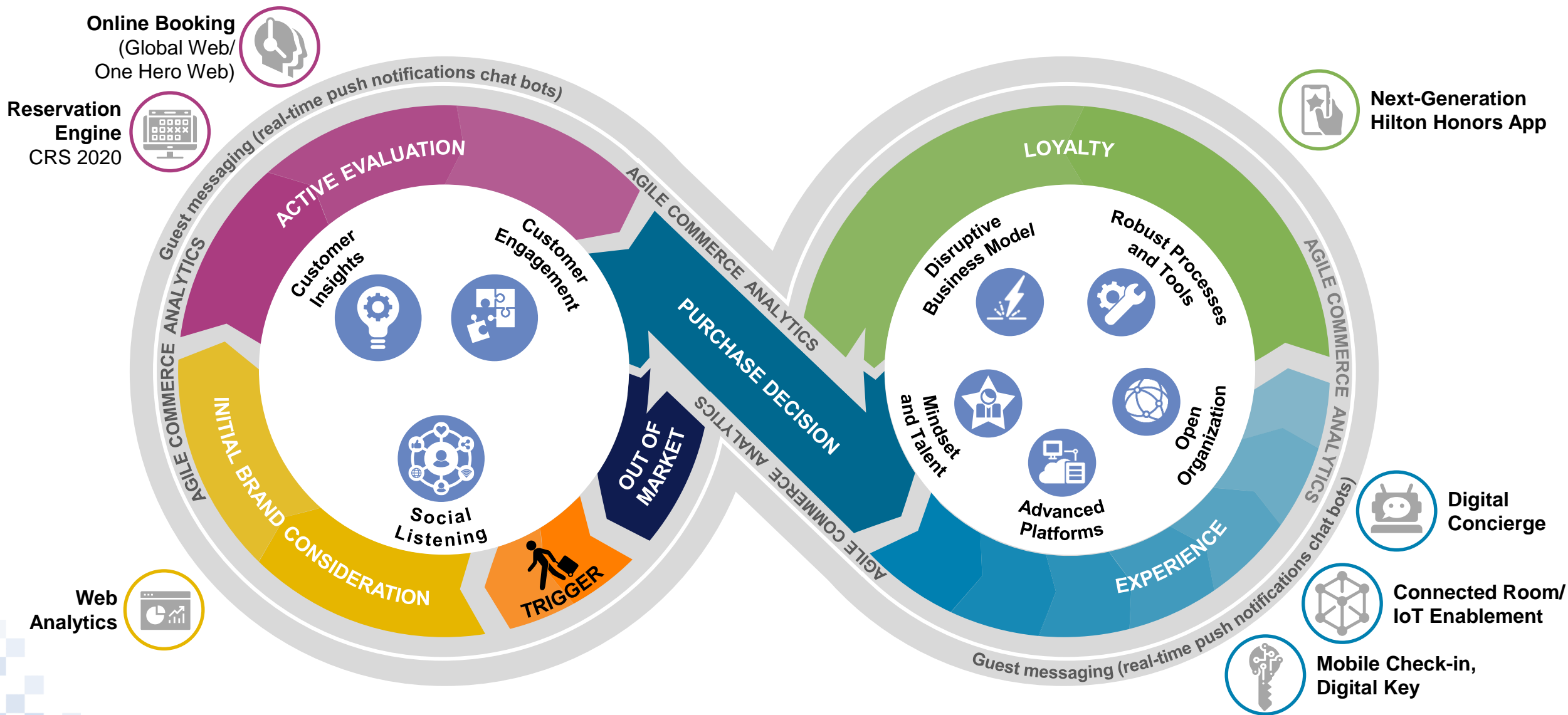
HOME2
SUITES BY HILTON™



Partnership: Digital Transformation

Guest Experience

Treating every guest like a Diamond Hilton Honors Member





“We’re expecting to realize immediate and incremental gains in conversion from our digital channel from the digital transformation that we’re working on with NTT DATA.”

- Naveen Manga

Vice President, Customer Journey and Delivery, Hilton

Hilton powers transformation by deploying high-speed, reliable, and scalable infrastructure



Business need

To provide guests with a seamless experience with digital services, Hilton needed to improve the data center infrastructure and improve the flexibility of its technologies.

Solution

Hilton engaged NTT DATA to blueprint, create, and manage an easy-to-scale data center infrastructure.

Outcomes

- Reduced new feature-to-production from 3 months to a few days/hours
- Improved service levels by boosting uptime from 95% to 99.998%
- Boosts agility and security in the infrastructure
- Automated 80% of the tests using the framework from NTT DATA
- Provided end-to-end stack of services for data center infrastructure

[View the Video Case Study >](#)

[Read the Full Case Study >](#)

