



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

# SAP Business One

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

## NTT DATA Business Solutions

### We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies – and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 13,500 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

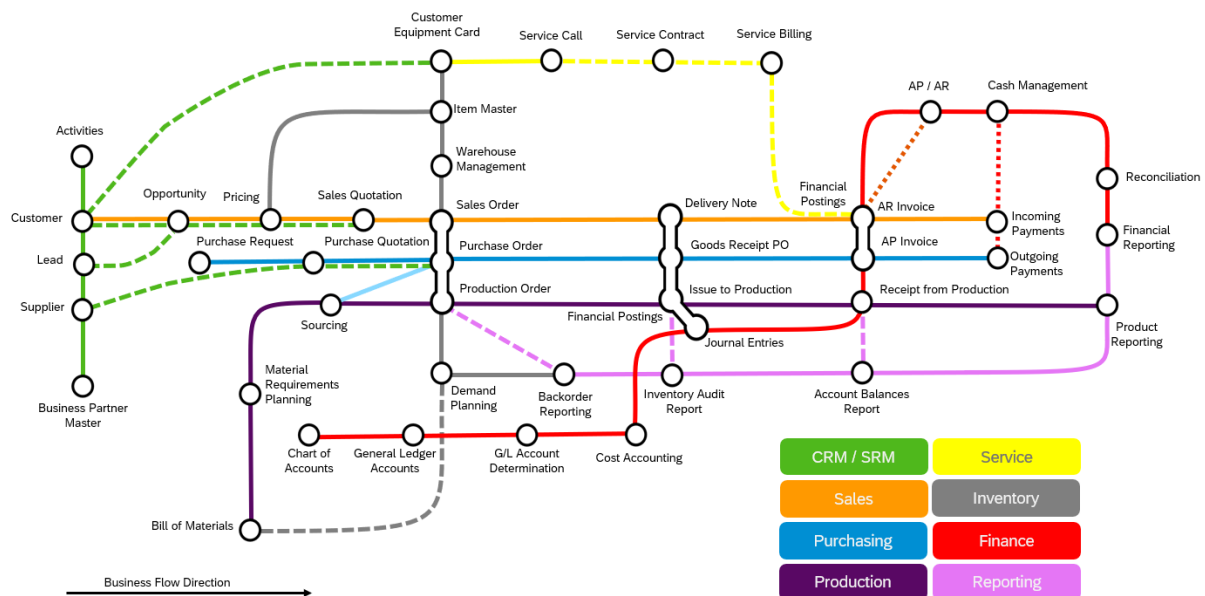
We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, Intelligent Enterprise Value Realisation, Customer Success Management, and Partner-Led Demand Management. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2024. Additionally, our greatest asset and our most significant differentiator is our people. In 2024, NTT DATA Business Solutions was named a Global Top Employer in 29 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

## SAP Business One Overview

SAP Business One is a single, integrated solution that provides clear visibility into your entire business and complete control over every aspect of your operations. It captures all critical business information for immediate access and use companywide. Unlike accounting packages and spreadsheets, it delivers what you need to manage your key business areas. Because every business is different, SAP Business One is designed with flexibility in mind. Whether it's deployed on premise or in the cloud, you can access SAP Business One at anytime, anywhere via any mobile device. And because SAP Business One runs on both the SAP HANA® and Microsoft SQL server platforms, you can choose the one that suits your business best. What's more, your employees can start using it from day one. As your business grows, you can customize and extend SAP Business One to meet your evolving needs. Do you want to grow your business overseas? SAP Business One supports 28 languages and 50 country-specific versions, delivered and supported locally by our extensive network of over 850 SAP Business One partners.

## Core Functionality of SAP Business One

### SAP Business One Process Metro Map



## Financials

This module:

- Includes all functions and reports required for the accounting and financial operations of the company.
- Includes all tax-related reports according to the regulations in each country/region.
- Enables you to document all financial and accounting-related transactions.

## Opportunities

The **Opportunities** module lets you track and analyse pending opportunities according to the progress of activities such as meetings, negotiations, and other proceedings in the sales and purchasing pipelines.

Comprehensive forecasting methods enable you to project potential earnings and prioritize sales and purchasing activities.

Using the various tabs of the **Opportunity** window, you can process an opportunity from creation and field configuration, through updating and reporting, to closure.

Some features of this module include the following:

- Link a variety of documents.
- Designate an owner for an opportunity.
- Select a different owner for each stage of an opportunity.
- Determine employee access to the contained information.
- Generate table and graphical reports to provide different formats for analysis.
  - Analysis can be per stage, per user, or a high-level overview displayed in the Statistics report.
  - Reports can be filtered by such parameters as business partner, sales employee, buyer, and time period.

## Sales - A/R

This module covers the entire sales process, from creating quotations for customers and interested parties, to invoicing, creating document drafts, and printing. SAP Business One provides an extensive range of sales documents, each of which pertains to a different stage of the sales process.

You can customize documents to meet special requirements, as follows:

- Combine different types of content in one sales document by making appropriate settings in the Form Settings window.
- Perform batch processing of target documents using the Document Generation Wizard.
- Create letters using the Dunning Wizard to notify customers of their open invoices and to remind them of overdue payments.
- Add predefined text to a document with the built-in text editor.

## Purchasing - A/P

SAP Business One enables you to manage the entire purchasing process from purchase orders through processing A/P invoices. Furthermore, you can create various reports to analyse purchasing information such as purchase volume analysis, pricing information, vendor liabilities aging, and so on.

## Business Partners

The **Business Partners** module manages all the information relevant for your relationships with customers, vendors, and leads (interested parties), as well as performing and reviewing internal reconciliations for business partners.

## Banking

Use this component to perform all monetary transactions that involve bank accounts, including the following:

- Manual and automatic creation of incoming and outgoing payments for various payment means.
- Manual and automatic performance of internal and external reconciliations
- Post-dated and cash deposits of checks and credit card vouchers.
- Batch and single check printing

## Inventory

Use the Inventory module to optimise inventory management, including the following:

- Managing item master data records
- Working with serial and batch numbers
- Managing Inventory transactions, including goods receipts, goods issues, inventory transfers, initial item quantity settings, and inventory counts
- Managing price lists, including period and volume discounts, and special prices
- Working with the pick and pack process
- Generating inventory-related reports

## Production

The **Production** module, along with the **Resources** module, provides a base platform for managing light manufacturing processes in SAP Business One. This module helps businesses streamline the production process, enabling better control and visibility into the entire production cycle.

## MRP

The Material Requirements Planning (MRP) module enables you to plan material requirements for a manufacturing or procurement process based on the re-evaluation of existing inventories, demands, and supplies on changing planning parameters (such as lead time determination, make or buy decisions, and holiday planning).

## Service

If your company provides support services to its customers, or receives support services from your vendors, you can manage all activities related to those services using the service component.

For example, you can:

- Manage the interaction between service representatives and business partners.
- Maintain information on service contracts, items, and serial numbers as well as customer complaints and inquiries.
- Monitor and manage the activities of your service department by using standard and custom reports that assist managers and support staff with their daily work.
- optimise the potential of your sales and service departments and generate additional revenue by supporting business functions such as:
  - Service operations
  - Service contract management
  - Service planning
  - Tracking of customer interaction activities
  - Customer support
  - Management of opportunities
- Create a knowledge base of solutions for issues raised by your customers. You can manage this knowledge base according to your items; therefore, when a certain problem reoccurs, you can reduce the time required to solve it by searching for solutions by item.

## Human Resources

Use the **Human Resources** module to enter and maintain information about company employees, and to perform the following related tasks:

- Enter and maintain general and personal employee information, such as age, marital status, passport and ID number, phone numbers, and home and work addresses.
- Manage information regarding employee education, previous job records, results of professional reviews, and absences.
- Analyse employee costs and salaries.
- Create various reports and employee lists to run your business more efficiently.

Project Management

Use the **Project Management** module to manage your projects from start to finish, centralizing all project related transactions, documents, resources, and activities. The feature helps you monitor the progress of tasks, stages, subprojects, analyse budget costs, and generate reports on various aspects of the project, such as stage analysis, open issues, and resources.

A project comprises stages which contain one or more tasks. For each stage, you can manage open issues, documents, attachments, work orders, and activities. All this information is maintained in the **Project** window, where you can also view financial information for the project.

A project can have only one level, or it can contain lower-level projects called subprojects. Subprojects can contain further subprojects underneath them, and so on, forming a hierarchical tree of subprojects, with the main project at the top level.

If a project contains a subproject, you can access it from the **Project** window. The information about the subproject is displayed in the **Subproject** window, which is similar in layout to the top-level **Project** window.

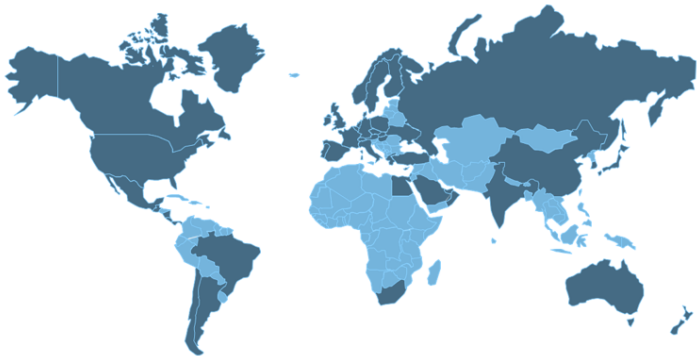
SAP Business One Localisations

SAP Business One is Used in More than 170 Countries

Master the challenge of globalization in your business

Current localizations (50)

Argentina	Finland	Mexico	Slovakia
Australia	France	Netherlands	South Africa
Austria	Germany	New Zealand	South Korea
Belgium	Greece	Norway	Spain
Brazil	Guatemala	Oman	Sweden
Canada	Hong Kong, China	Panama	Switzerland
Chile	Hungary	Poland	Turkey
China	India	Portugal	Ukraine
Costa Rica	Ireland	Puerto Rico	United Arab Emirates
Cyprus	Israel	Qatar	United Kingdom
Czech Republic	Italy	Russia	United States
Denmark	Japan	Saudi Arabia	
Egypt	<u>Lebanon</u>	Singapore	



Countries making use of localizations

Customers in more than 120 countries use localization of other countries, own customization, or partner solution.

Current system languages (28):\*

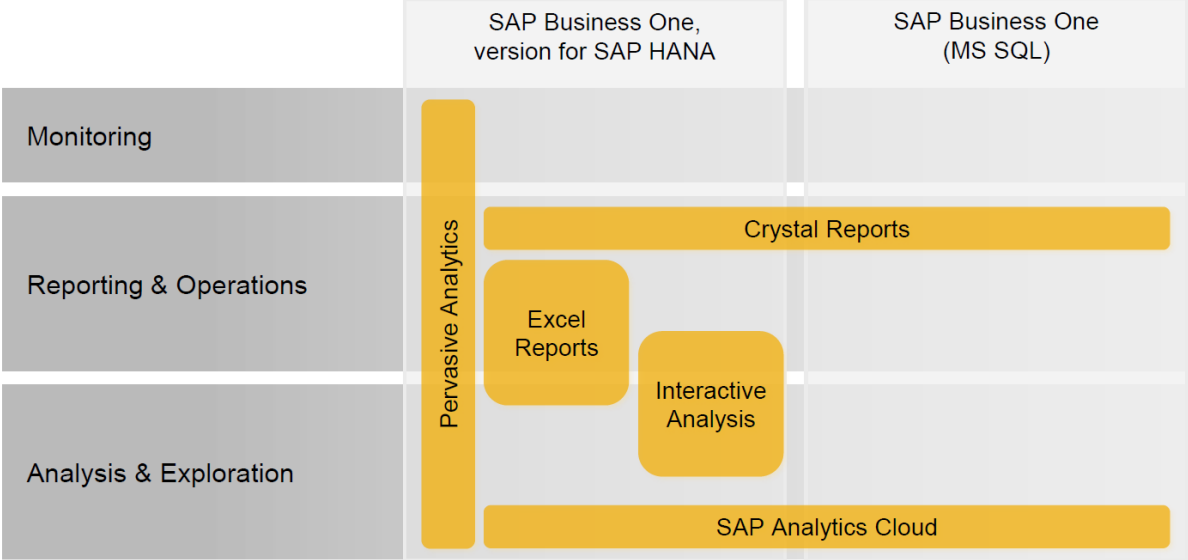
Arabic, Chinese (simplified/traditional), Czech, Danish, Dutch, English (UK/U.S.), Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese, Russian, Slovak, Spanish (Latin America), Spanish, Swedish, Turkish, and Ukrainian

\*Convenient option to make additional languages available is using a partner solution (for some countries bundled with functional add-ons) or to define customer-specific UI terms using the custom language tool as detailed in SAP Note [1757764](#).

Public

SAP Business One Analytics and Reporting

Analytics and Reporting for SAP Business One  
Overview



Intelligent Automation for SAP Business One

Intelligent Automation for SAP Business One

The **SAP Build Process Automation** solution helps you maintain your edge, and the **AI services** free up your employees from repetitive and error-prone tasks.

Embedded business cases:

- Intelligent invoice scanning **including templates**
- Business partners creation **and update** based on business card scanning

Side-by-side business cases:

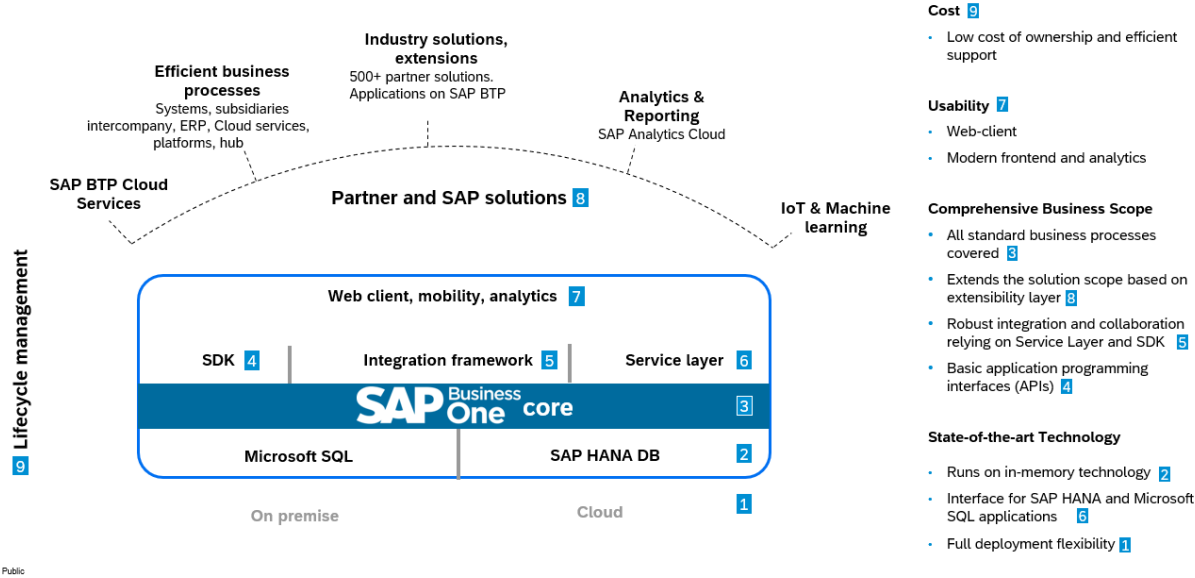
- 7 automation best-practice templates (incl. product return request automation workflow)





SAP Business One solution stack

SAP Business One solution stack





## SAP Business One Extensions

### Boyum B1UP and Print and Delivery

#### B1UP

B1 Usability Package is an add-on for SAP Business One aimed at making it a smoother and easier platform to work with. The package is very user-friendly and allows consultants to carry out configuration tasks that were previously only possible for developers. B1 Usability Package consists of modules that can be turned on and off manually.

#### Key Benefit and Features

##### Ensure Data Quality

- DATA-CHECK: Create validation rules to ensure that important data is correct.
- TEMPLATE SYSTEM: Use templates to enter data quickly and without errors.
- DATA MANAGEMENT TOOLS: Easily implement mass updates to documents and master data records.

##### Enhance User experience

- SCREEN DESIGN: Make every window in SAP Business One suit each user's needs.
- CUSTOM MESSAGES: Guide and inform users through personalized system messages.
- USABILITY: Improve system navigation with custom buttons and right-click menus.
- DATA SEARCH: Find relevant information quickly and efficiently in SAP Business One using a Google-style search tool.
- QUICK CREATE: Add Items or Business Partner master data on the fly from within marketing documents.
- TOOLBOX: Make SAP Business One smarter with 50+ out of the box usability tweaks.

##### Optimise your work

- VALIDATION SYSTEM: Set up triggers and conditions to define your business rules.
- AUTOMATION: Design macros to eliminate manual tasks or run system tasks on a scheduled basis.
- GO FURTHER: Exchange files, run external applications and connect SAP Business One to other systems and interfaces.
- COLLABORATION: Assign automated activities and internal messages to team members.
- EXCHANGE RATES: Update rates through global bank providers, including the brand new B1UP Online Services.
- ADMINISTRATION TOOLS: Effortlessly manage user authorizations and form settings.

##### Make Better Decisions

- B1 DASHBOARDS: a centralized cockpit of interactive widgets that enables you to analyse up-to-date information and make accurate, data-driven decisions. Web access is also available.
- DATA VISUALIZATION: Display your data in eye-catching, colourful charts and pop-up dashboards.
- CUSTOM REPORTS: Create your own fully customizable reports based on HANA or SQL.
- CRYSTAL REPORTS: Display, print or save Crystal Report-based layouts.

## Print and Delivery

B1 Print & Delivery (B1P&D) automates the entire communication flow in SAP Business One. It enables employees to maximize their productivity by handling day-to-day repetitive communication-related tasks, such as emailing, viewing, printing, and saving documents and reports.

B1P&D also boosts team synergy by delivering customized messages through collaboration tools such as Microsoft Teams or Slack, as well as sending activities and internal messages within SAP Business One to your team members. All of this is entirely automated. Let B1 Print & Delivery take care of the work, while your team focuses on achieving their business objectives




## NTT Data Intercompany

The NTT Data Intercompany Solution for SAP Business One improves visibility of information throughout the entire extent of a multi company organisation by enabling the management of intercompany accounting, sales, purchasing and inventory transactions and the consolidation reporting required by multi company businesses. It maps transactions in a controlled and fully auditable process across multiple companies operating within one or more installations of SAP Business One, regardless of their physical location.

As your organisation grows, increasing the number of companies in the group, it is vital that strong homogenous business controls and processes are adopted for best practice accounting and reporting. The Intercompany Solution from NTT Data enables intercompany transactions to be defined, configured, and added to all new companies in the group quickly.

Transactions can be mapped from different currencies and language installations of SAP Business One – truly a global solution. A full audit trail is maintained, and workflow alerts enable corporate controls to be maintained across all companies.

The following modules are available:

 <b>Sharing of Common Business Data</b>	<ul style="list-style-type: none"> <li>Master Data Replication</li> </ul>
 <b>Standardising Business Processes</b>	<ul style="list-style-type: none"> <li>Intercompany Trade</li> <li>G/L allocation</li> <li>A/P Invoice Allocation</li> <li>Payment Delegation</li> </ul>
 <b>Financial Consolidation</b>	<ul style="list-style-type: none"> <li>Financial Consolidation</li> </ul>

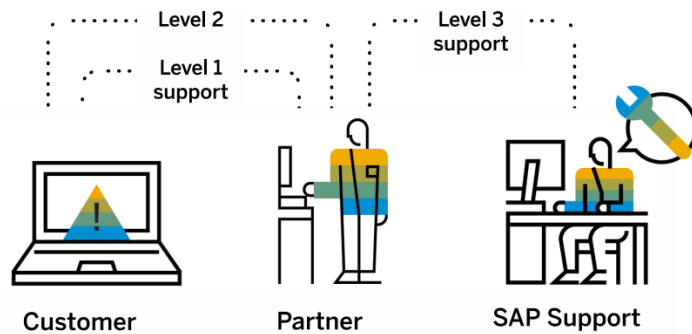
# Service Levels and Support

## SAP Business One Support

### SAP Business One Support Model

The **Partner** is the primary support provider for SAP Business One. They provide **Level 1** and **Level 2** support to the customer.

**SAP Business One Support** provides **Level 3** support when partners log a customer incident.



## Service and Tools

### Remote Support Platform (RSP) - [Here to Help!](#)



#### Best Practice Guide for RSP

Now available in [Chinese](#), [English](#), [German](#), [Portuguese](#) and [Spanish](#)



[Link](#)  
All about Remote Support Platform for SAP Business One



#### FAQ on Secure Usage of RSP

Now available in [English](#), [German](#), [Portuguese](#), and [Spanish](#)



#### Book a GoToAssist Service for all your SAP Business One Customers

Watch [this video](#) to learn how. By using your partner S-user and password, you will be able to book a GoToAssist service in a few minutes for all your customers using any single RSP installation



#### Report a Problem

Delivered in SAP Business One 9.3 PL03 with RSP 3.2 PL12 to record a problem inside SAP Business One Client and submit the report via RSP.

Watch the [Report a Problem video](#) for details

## Support Levels

### Understand **Support Levels**

#### Partner and SAP Business One Support Obligations

##### Level 1 & Level 2 **Partner Support**

- Search SAP Notes, KBAs, GA and other documentation
- Reproduce and isolate the issue
- Propose appropriate workaround if available
- Prepare a comprehensive issue description
- Summarize status, results of investigations and business impact of the incident before forwarding to Support Level 3

##### Level 3 Support **SAP Business One Support**

- Analyze all incident related data in detail
- Analyze and reproduce the reported incident
- May access customers system for analysis or to apply a workaround or fix with the partner
- Request a copy of the customer database if required
- Create new or update existing SAP Notes or documentation
- Determine the planned correction timelines and deliveries



## Project Methodology

NTT Data Business Solutions draws on its global presence to implement ERP software to organisations worldwide. We have vast experience in local projects right through to multi-site enterprise implementations, and provide:

- Dedicated project management
- Data mapping and migration support
- Design workshops and associated documentation
- Implementation of any necessary configuration changes to the software
- Troubleshooting
- Acceptance testing and user training.
- Microsoft Project Plans
- Microsoft SharePoint Project Workspace & Alerts Access for all client & Sapphire project personnel
- Regular Project Review meetings and calls
- Risk assessment
- Account Manager contact throughout.
- Detailed escalation process

## SAP Business One Implementation Methodology

