



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud for Access Control

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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 directly from SAP.

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 14,000 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, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. 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 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 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.

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SAP S/4HANA Cloud for Access Control

Summary

SAP S/4HANA Cloud for Access Control is an enterprise-grade add-on solution designed to automate access governance and enhance security across the entire landscape. It provides a robust framework for managing user access, identifying risks, and ensuring compliance for both on-premises and SAP line-of-business cloud applications.

Operating within a **Private Cloud** environment, it empowers organisations to move away from manual, error-prone spreadsheets to a world of automated attestation, role mining, and real-time Segregation of Duties (SoD) analysis. It is the essential guardrail for any business undergoing digital transformation with SAP Cloud ERP.

Key Capabilities

- **Access Risk Analysis:** Real-time detection and remediation of SoD and critical access risks.
- **Compliant User Provisioning:** Self-service requests with embedded risk analysis and automated approval workflows.
- **Privileged Access Management:** Controlled "Emergency Access" (Firefighter) for urgent situations with full post-session audit logging.
- **Access Certification:** Automated periodic reviews and attestations to ensure access remains appropriate.
- **Role Lifecycle Management:** Comprehensive tools for role design, mining, and automated creation based on business needs.

Objectives

- **Enforce Compliance:** Maintain a continuous state of audit-readiness and satisfy internal/external regulatory requirements.
- **Minimise Risk:** Proactively identify and mitigate access-related risks before they impact the business.
- **Operational Efficiency:** Reduce the administrative burden on IT and Security teams through automation and user self-service.
- **Enable Agility:** Quickly grant necessary elevated access during emergencies without compromising security protocols.

Solution & Architectural Landscape

The solution is deployed as a dedicated instance within the **SAP S/4HANA Cloud Private Edition** landscape, ensuring maximum control and customisation flexibility.

- **GRC Foundation:** Centralised hub for managing risk rulesets and master data.
- **Connectors:** Secure links to target systems (SAP and non-SAP) for real-time provisioning and risk scanning.
- **SAP Cloud Identity Services (IAS):** The central hub for authentication, supporting SAML 2.0 and OpenID Connect for identity federation (e.g., with Microsoft Entra ID).
- **3-System Landscape:** Standard Development, Test, and Production environments for governed change management.

Service Features & Benefits

1. Features

- **Emergency Access:** Temporary elevated access with mandatory log review.
- **Role Mining:** Discovery and creation of business-centric roles.
- **Automated Attestation:** Streamlined access reviews for managers and role owners.

- **Mitigation Monitoring:** Tools to manage and monitor compensating controls where risks cannot be fully removed.

2. Benefits

- **Empowered Users:** Simplified search and request interface for end-users.
- **Reduced Audit Fatigue:** Automated evidence collection for compliance audits.
- **Scalability:** Multi-cloud support allows governance across a diverse application portfolio.
- **Risk Remediation:** Move from "detecting" problems to "preventing" them during the request phase.

Service Levels and Support

- **Availability: 99.7% System Availability SLA.**
- **Service Credits:** 2% of Monthly Subscription Fees for each 1% below the SLA (up to 100% of the monthly fee).
- **Outage Reporting:** Published via the **SAP Trust Centre** and **SAP for Me** portal, with email alerts for subscribers.
- **Maintenance Windows:** Scheduled by the customer in collaboration with SAP to ensure updates occur at a time that suits the business.
- **Incident Response:** P1 issues addressed within **1 hour**.

License Metric & Monitoring

A critical characteristic of SAP Fieldglass Worker Profile Management in G-Cloud 15 is that it is provided on a true consumption-based pricing model.

The solution is priced based on the volume of users managed within the system:

- **Metric Type:** Service usage is monitored at the **user access level** for license compliance purposes.
- **Transparency:** Subscribers can access real-time usage metrics via the **SAP for Me** portal dashboard.
- **Resource Tagging:** Note that while the system tracks usage, it does not currently support specific "Resource Tagging" for cost-centre allocation in the same way some hyperscaler services do.

Others:

- **Supplier Type:** NTT DATA Business Solutions (Reseller Providing Extra Features and Support).
- **Deployment:** Private Cloud
- **Educational Discount:** Not available.
- **Trial Version:** Not available.

All consumption metrics (for example service units, messages, API calls, or runtime) are clearly detailed in the separate G-Cloud pricing document.

Subscription & Maintenance

Maintenance & Lifecycle

- **Mainstream Maintenance:** Guaranteed until **31/12/2027**, with extended maintenance through **2030**.
- **Roadmap:** Clear path to the next-generation **SAP GRC for SAP S/4HANA Cloud Private Edition**.
- **Upgrade Flexibility:** Quarterly updates are available, but customers retain optionality on the timing of major upgrades to suit business cycles.

Included as Standard

- **One Productive Tenant:** A dedicated live environment.
- **Support Inclusion:** **SAP Software Enterprise Support** is included in the base subscription fee.
- **Standard APIs:** Full support for inbound/outbound integrations via the SAP Business Accelerator Hub.
- **Mobile Access:** Responsive HTML5 interface and native iOS/Android apps.
- **Maintenance Timeline:** The current commercial agreement covers Mainstream Maintenance until **31/12/2027**, with an option for Extended Maintenance until **2030**.
- **Security:** AES-256 encryption at rest and TLS 1.2/1.3 encryption in transit.

Not Included

- **Implementation Services:** Functional configuration is delivered via a separate Lot 3 engagement.
- **Enhanced Support:** **SAP Preferred Success** is available as a paid add-on for those requiring faster IRTs (Initial Response Times) and proactive guidance.

Professional Services

- **Deployment Partnership:** SAP works with the Customer and their chosen Partner (e.g., NTT DATA) to deliver deployment services. Customers must provide relevant resources and fulfill obligations to ensure delivery.
- **Implementation:** Onboarding is not "click-to-run"—it is a professional services activity (NTT DATA) using the **SAP Activate** methodology.
- **Onsite Support:** Available as an extra cost/optional line item.
- **Education:** No standard discount for educational organisations is listed for this specific cloud service.

Onboarding & Implementation

The software is available from contract signature as a SaaS. **Embedded Launch Activities (EmLA)** provide guided webcasts and 1:1 sessions. Implementation follows the **SAP Activate** methodology:

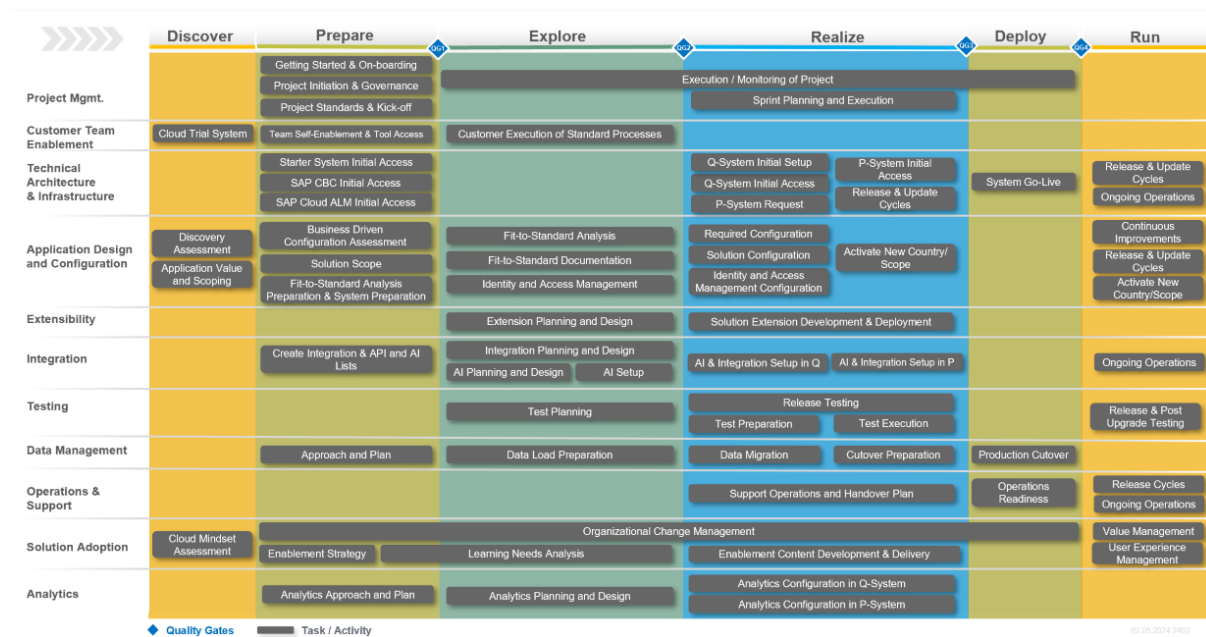
- **Discover:** Solution scoping via the SAP Digital Discovery Assessment (DDA).
- **Explore:** Fit-to-Standard analysis to validate processes against Best Practices.
- **Realise:** Incremental builds in time-boxed sprints within the quality environment.
- **Deploy:** Cutover activities, data migration, and OCM execution.

General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- Application skills for implementation, configuration, testing support.
- Value Added services for: change management, training and training strategy, data migration.
- Technical skills for development of applications, enhancements, and integrations to the SAP platform.

Customers achieve fast and cost-efficient deployment of SAP products and innovations through a consistent and proven methodology, SAP Activate.



The implementation approach encompasses the management of the key workstreams (left axis) throughout the 6 phases of implementation (top axis). Key activities during implementation include:

Discover Phase Activities:

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Secure executive sponsorship.
- Establish project standards, organisation and governance.
- Define and secure approval for the implementation/upgrade strategy.
- Define roles and responsibilities for the project team.
- Validate the project objectives.
- Establish project management, tracking, and reporting mechanisms for value delivery.
- Begin self-enablement.
- Develop enablement strategy.
- Receive and access the initial systems.
- Kick off the project.

Explore Phase Activities:

- Project management execution, monitoring and controlling.
- Customer project team enablement.
- Fit-to-standard analysis.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.

Realise Phase Activities:

- Establish the solution landscape.
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints).
- Conduct overall end-to-end testing of the solution.
- Set up production environment.
- Prepare for data migration and data archiving.
- Conduct project team and key user training.
- Testing of the solution.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Proceed with cutover activities including data migration.
- Execute transition and cutover plans including organizational change management (OCM) plans.
- Complete all scheduled end user training.
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, and end-user documentation and help.
- VALIDATE the SOLUTION - validation to best practices and fit-gap analysis.
- MODULAR and AGILE – SAP provides the ability to deliver the solution incrementally, ensuring to value and focus on key business benefits.
- PRE-ASSEMBLY and CLOUD READY – Pre-built Best Practices enable customers to accelerate implementation whilst leveraging the flexibility and speed of the cloud.
- QUALITY BUILT-IN – A stage gate approach with embedded quality milestones delivers early identification and management of risk, with a “total quality” approach to implementation.
- A FOCUS on ADOPTION – Utilisation of Best Practices as an accelerator allows the project to focus less on the technical aspects of the solution, and more on the data and adoption aspects that are critical to success.

Implementation projects for all products and services are tailored to the customer and delivered in line with client needs and requirements.

Offboarding

During the subscription, data can be exported at any time via Excel, CSV, or API. It is the customer's responsibility to perform a final export via self-service tools prior to contract expiry. Post-termination, SAP ensures data is deleted from servers in compliance with **ISO 27001** standards.

For the Private Cloud solution, the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

Business Continuity

In the Private Cloud, SAP manages the backup and recovery via the chosen hyperscaler's infrastructure (Azure, AWS, or GCP), following a more rigorous schedule:

- **Production Systems:**
 - **Full Backups:** Performed daily.
 - **Transaction Logs:** Captured every **15 minutes**.
 - **Retention:** Data is typically retained for **28 days** by default.
- **Non-Production Systems:**
 - **Full Backups:** Performed weekly.
 - **Transaction Logs:** Captured daily.
 - **Retention:** Data is retained for **14 days**.
- **Storage:** All backups are encrypted and stored in a secure, off-site location (redundant storage within the same region or a paired region depending on the configuration).

Disaster Recovery Tiers

The Private edition distinguishes between "**Standard**" and "**Enhanced**" recovery capabilities. The **Standard Disaster Recovery** (which is included in the base subscription) relies on a backup-based restoration process. This provides a Recovery Point Objective (RPO) of 24 hours, meaning you could lose up to a day's worth of data, and a Recovery Time Objective (RTO) of 48 hours to get the service back online.

For customers with higher availability requirements, **Enhanced Disaster Recovery** is available as an additional service. This tier utilizes Asynchronous HANA System Replication to a geographically separate secondary site. This shifts the performance metrics significantly, offering a much tighter RPO of 30 minutes and an RTO of 12 hours. This ensures that even in a regional disaster scenario, the business can resume operations with minimal data loss and a much faster return to productivity.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.