



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Fieldglass Worker Profile Management

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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 Fieldglass Worker Profile Management

Service Overview

SAP Fieldglass Worker Profile Management is a specialised cloud-based application that serves as a centralised registry for tracking the "invisible" portion of your workforce—non-employees who are not managed via traditional procurement or SOW modules.

For organisations, this provides a vital single source of truth for volunteers, interns, and other external personnel. It automates the entire worker lifecycle—onboarding, security compliance, and offboarding—ensuring total headcount visibility and site safety without the financial overhead of invoicing or rate-card management.

Service Description

The service functions as a digital gatekeeper for external talent. It streamlines the collection of documentation, monitors legal and security compliance (such as visas or health and safety permits), and triggers the revocation of building and system access the moment a contract ends.

By bridging the silo between HR and Procurement, Worker Profile Management ensures that every person on-site is accounted for, compliant, and properly offboarded, reducing administrative manual entry and mitigating the risk of "ghost workers."

The service acts as a "single source of truth," assigning a Master Worker ID to every individual to prevent data fragmentation. It streamlines the collection of documentation, monitors legal compliance, and automates onboarding/offboarding tasks, such as background check tracking and the closing of network IDs.

Platform Capabilities

- **Airtight Offboarding:** Automates network ID closure and triggers immediate access revocation the moment a contract ends.
- **"Do Not Rehire" Governance:** A global flag to prevent poor-performing individuals from being re-engaged by other departments.
- **Compliance Monitoring:** Real-time alerts for visa expiries, certification renewals, and mandatory policy training completion.
- **Health & Safety Reporting:** Instant headcount data to identify the location of all external personnel during emergency evacuations.
- **Asset Tracking:** Monitors company property like laptops and tools, ensuring everything is retrieved during the exit process.
- **Centralised Worker Registry:** A single source of truth using **Master Worker IDs** to track all non-employees across the business.
- **Automated Onboarding:** Streamlines documentation collection, background checks, and security training for every new external starter.
- **Supplier Portal:** Shifts data entry to your vendors, allowing them to manage their own workers' profiles and documentation.
- **Real-Time Analytics:** Drill-down dashboards to monitor workforce distribution, tenure, and total external headcount.

Commercial Model

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 workers managed within the system:

- **Metric:** Sold in blocks of **1,000 Resources per year**. (A "Resource" is any authorised individual or physical asset managed/monitored via the service).
- **Subscription Term:** Typically **12 to 60 Months** with Auto-Renewal.
- **Flexible Edition:** A lightweight headcount tracking version is available for companies needing rapid visibility without full deployment services.
- **Test/Demo Environments:** Non-productive environments are available (in 3-month minimum blocks) for testing integrations and standard SAP features.

Additional Commercial Terms:

- **Auto-Renewal:** Both models feature auto-renewal clauses as standard.
- **Tenancy:** Includes one productive tenant of SAP Fieldglass as standard.

Others:

- **Supplier Type:** NTT DATA Business Solutions (Reseller Providing Extra Features and Support).
- **Deployment:** Public Cloud (SaaS).
- **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.

Service Scope

Included as Standard

- **One Productive Tenant:** A dedicated live environment for worker management.
- **SAP Deployment Services:** Set up and initial configuration for a single system Go Live as per the Solution Package Scope Assumptions.
- **Standard APIs:** Full support for inbound/outbound integrations via the SAP Business Accelerator Hub.
- **Mobile Access:** Responsive HTML5 interface and native iOS/Android apps.
- **Security:** AES-256 encryption at rest and TLS 1.2/1.3 encryption in transit.

Not Included

- **Bespoke "WalkMe" Content:** Creation of custom training overlays is available at an additional cost.
- **Implementation Services:** Functional configuration is delivered via a separate Lot 3 engagement.
- **Physical Hardware:** Integration with badge systems is supported, but physical security hardware is not included.

Service Delivery Model

- **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.
- **Updates:** Mandatory updates with zero-downtime regular maintenance. Up to 5 major upgrades annually (40-hour maximum window).
- **Accessibility:** Designed to WCAG 2.1 AA / EN 301 549 standards.
- **Onboarding:** Managed via a structured implementation project, leveraging **WalkMe** (with extra cost) for contextual, in-app "Smart Walkthroughs."

Security and Compliance

- **Authentication:** Support for SSO with MFA and Public Key authentication (TLS certificates).
- **Staff Clearance:** All support staff are screened to **BS7858:2019**; Developed Vetting (DV) is available where required.
- **Auditability:** Users have real-time access to application-layer audit logs. This covers all actions taken by internal users and suppliers.
- **Log Retention:** The retention period for system logs is **user-defined**. Data is stored as long as the customer maintains an active productive system and valid licences.
- **Certifications:** The service conforms to ISO 9001, ISO 27001, ISO 22301, and BS 10012.