



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud Real Estate Management Residential Property Management Private Edition

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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 Real Estate Management Residential Property Management Private Edition

Summary

SAP S/4HANA Cloud for Real Estate Management (Residential Property Management - Private) is a dedicated private cloud environment supporting the end-to-end lifecycle of residential assets. This includes apartment houses, student housing, and related facilities like garages. It is designed to manage both **leased-out** space (landlord scenarios) and **leased-in** space (corporate housing), providing a seamless bridge between physical asset management and financial accounting.

As part of the **RISE with SAP** Private Edition framework, the service offers a two-year major release cycle with **seven years of mainstream maintenance**, ensuring you can modernise your real estate operations without the disruption of mandatory, frequent updates.

Main Characteristics:

- **Real Estate Master Data:** Centralised management of land, buildings, and space with a single source of truth.
- **Contract Lifecycle Management:** Full lifecycle support including multi-GAAP posting, valuation, and sales-based rent.
- **Deep Financial Integration:** Automated determination of option rates, input tax distribution, and management accounting.
- **Operational Excellence:** Service charge settlement, adjustment of conditions, and high-volume correspondence printing.
- **Maintenance & Innovation:** Integration with facility maintenance solutions, leveraging a Digital Twin to ensure facilities are properly maintained and operated.
- **Compliance:** Support for third-party management and specific country-level procedures and regulatory requirements.
- **Comprehensive Portfolio Management:** Support for all space types and utilisation models, fostering a deeper understanding of physical property characteristics.
- **Strategic Analytics:** Identify opportunities for cost savings and sustainable portfolio management through embedded analytic capabilities.

Objectives

- **Strategic Modernisation:** Transition legacy real estate systems to a modern HTML5/Fiori interface with real-time visibility.
- **Operational Control:** Schedule maintenance and upgrade windows in collaboration with SAP to avoid peak leasing or accounting periods.
- **Productivity & Compliance:** Improve employee output while ensuring strict compliance with international accounting standards (e.g., IFRS 16).
- **Location Intelligence:** Share and centralise building master data and location data across the entire IT landscape.

Maintenance & "Stay Current" Strategy

SAP releases a new version of the software every **two years**.

- **Feature Packs:** Delivered every six months during the first two years of a release to provide rapid access to innovations.
- **Managed Upgrades:** When you decide to install a new release or feature pack, SAP performs the technical execution, reducing the internal effort required from your IT team.
- **Flexibility:** While SAP encourages staying current, the seven-year maintenance window provides the flexibility to align IT updates with business milestones.

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:

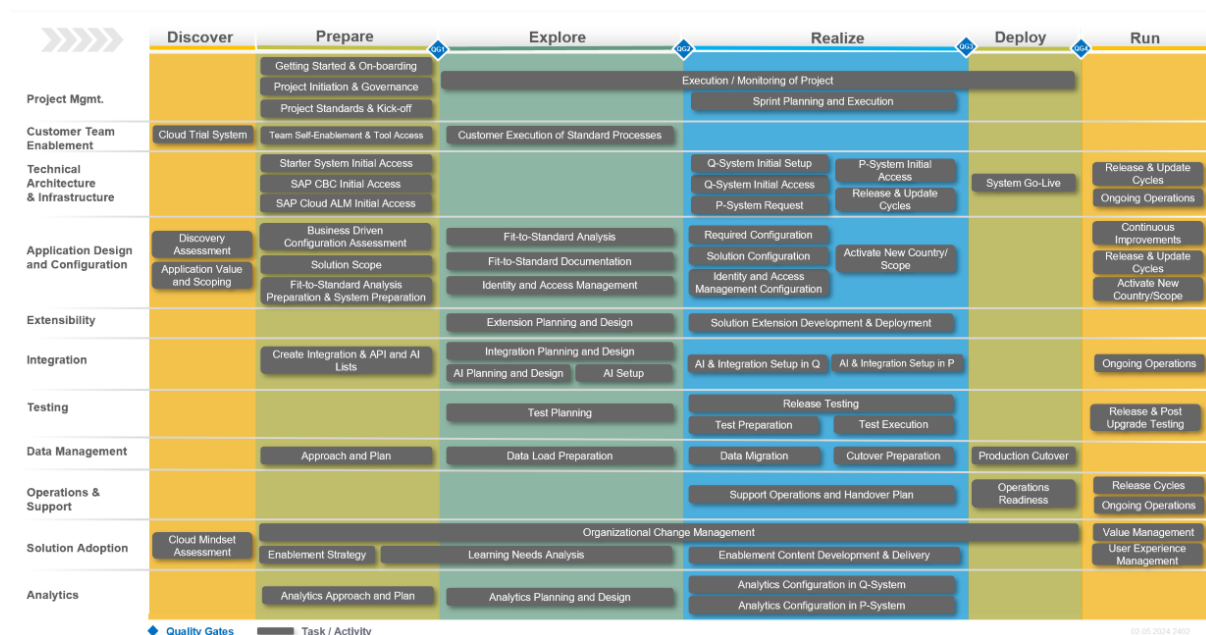
- **Discover:** Solution scoping via the SAP Digital Discovery Assessment (DDA).
- **Explore:** Fit-to-Standard analysis to validate processes against Best Practices.
- **Realise:** Incremental builds in time-boxed sprints within the quality environment.
- **Deploy:** Cutover activities, data migration, 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** (this is significantly more frequent than the Public Cloud standard).
 - **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).

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.