



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud for EHS Environment 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.

Service

NTT DATA – SAP S/4HANA Cloud for EHS environment management

SAP S/4HANA Cloud for EHS environment management helps you measure and mitigate environmental impact and reduces compliance risk.

Your organisation strives to run sustainably, but measuring this brings challenges. With environmental management software from SAP for tracking compliance and measuring emissions, you can mitigate environment risks and protect your brand.

Your organisation strives to run sustainably, but you can't manage what you don't measure. With environmental management software from SAP for tracking compliance and measuring emissions, you can mitigate risk to the environment and protect your brand.

SAP S/4HANA for EHS environment management is a cloud solution with integrated waste management, a flexible and auditable emissions calculator, and real-time analytical tools for ESG reporting.

- Cloud deployment
- Waste management integrated into logistics and transportation processes
- Repository and task monitoring for compliance and regulatory requirements
- Inventory calculations and forecasting for greenhouse gas (GHG) emissions

As with many of the SAP solutions over the past few years, SAP has invested heavily in AI and Joule (personal digital assistant) to improve and speed up the processes and reduce overall cost of the solution.

SAP S/4HANA Cloud for Environment Management leverages AI to automate tasks, ensure compliance, and provide data-driven insights. Key AI features include:

AI-assisted Permit Management: This feature automatically extracts compliance requirements and key data from PDF permit documents (which can be hundreds of pages long) and proposes relevant follow-up tasks (such as simple actions, maintenance notifications, and reporting tasks). This significantly reduces manual data entry and helps ensure full coverage of permit conditions for audit purposes.

Automated Data Collection and Validation: The system uses AI and machine learning to automate the capture of data from various sources, including IoT sensors, manufacturing systems, and data historians. This ensures consistent and accurate data, reducing manual entry errors and supporting real-time monitoring against regulatory thresholds.

Joule AI Copilot Integration: Joule, SAP's generative AI copilot, is integrated into the EHS environment, allowing users to interact with the system using natural language. This can be used for tasks like retrieving information or potentially simplifying process navigation.

Proactive Regulatory Intelligence (Future Direction): SAP is moving towards offering proactive AI-driven insights that help businesses anticipate and adapt to changes in legal and regulatory frameworks before they impact operations.

Predictive Analytics: The system employs machine learning algorithms for predictive optimization, such as forecasting resource needs and environmental impacts, enabling proactive adjustments to operations.

Outlier Detection: AI flags anomalies and potential compliance issues in environmental data, such as abnormal emission levels, allowing for proactive risk management.

These features help organisations streamline environmental processes, reduce the risk of non-compliance, and manage their environmental impact more effectively.

Key Features

Emissions management

- Centralise emissions compliance requirements and automate associated tasks

- Use our flexible emissions calculator to track and report on air pollutants, GHG emissions, wastewater, and more
- Collect data from across the enterprise for compliance assurance and emission calculations

Regulatory and permit compliance

- Automate the import of applicable regulatory requirements from content providers
- Maintain a comprehensive registry for EHS legal, permit, and policy requirements
- Manage compliance-related tasks using task calendar and task analysis tools
- Record, investigate, and trigger corrective actions for compliance deviations

Waste management

- Track waste generation back to the points of origin
- Process waste, document appropriate disposal methods, and generate reports for compliance
- Analyse waste generation trends and identify opportunities for waste reduction and process optimisation

Further Solution Features

- Centralises emissions compliance requirements and automates associated tasks
- Uses flexible emissions calculator tracking and reporting on air pollutants
- Collects data across for compliance assurance and emission calculations
- Automates the import of applicable regulatory requirements from content providers
- Maintains comprehensive registry for EHS legal, permit, and policy requirements
- Manages compliance-related tasks using task calendar and task analysis tools
- Records, investigates, and triggers corrective actions for compliance deviations
- Tracks waste generation back to the points of origin
- Processes waste, documents appropriate disposal methods, and generates compliance reports
- Analyses waste generation trends and identifies opportunities for process optimisation

Solution Benefits

Organisations Gain Efficiencies

Streamline regulatory reporting, improve compliance tracking, and monitor corrective actions with real-time analytics and flexible integration of data sources.

Organisations can Measure emissions

Track and report on air pollutants, GHG emissions, and wastewater emissions with our flexible, built-in calculator that does the work for you.

Organisations can Reduce waste

Track waste generation all the way back to the point of origin and quickly process appropriate disposal methods.

Further Benefits

- Waste management integrated into logistics and transportation processes
- Repository and task monitoring for compliance and regulatory requirements
- Inventory calculations and forecasting for greenhouse gas (GHG) emissions
- Lower emissions, mitigate compliance risk and actions to improve performance

- Manages air and water emissions to fulfil legal requirements
- Calculates and aggregate emissions fostering proactive data transparency and monitoring
- Detects and communicates deviations, manages investigations, and tracks follow-up activities
- Reduces risk of non-compliance and penalties
- Streamlines regulatory reporting, improves compliance tracking and monitors corrective actions
- Tracks and reports air pollutants, GHG emissions and wastewater emissions

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

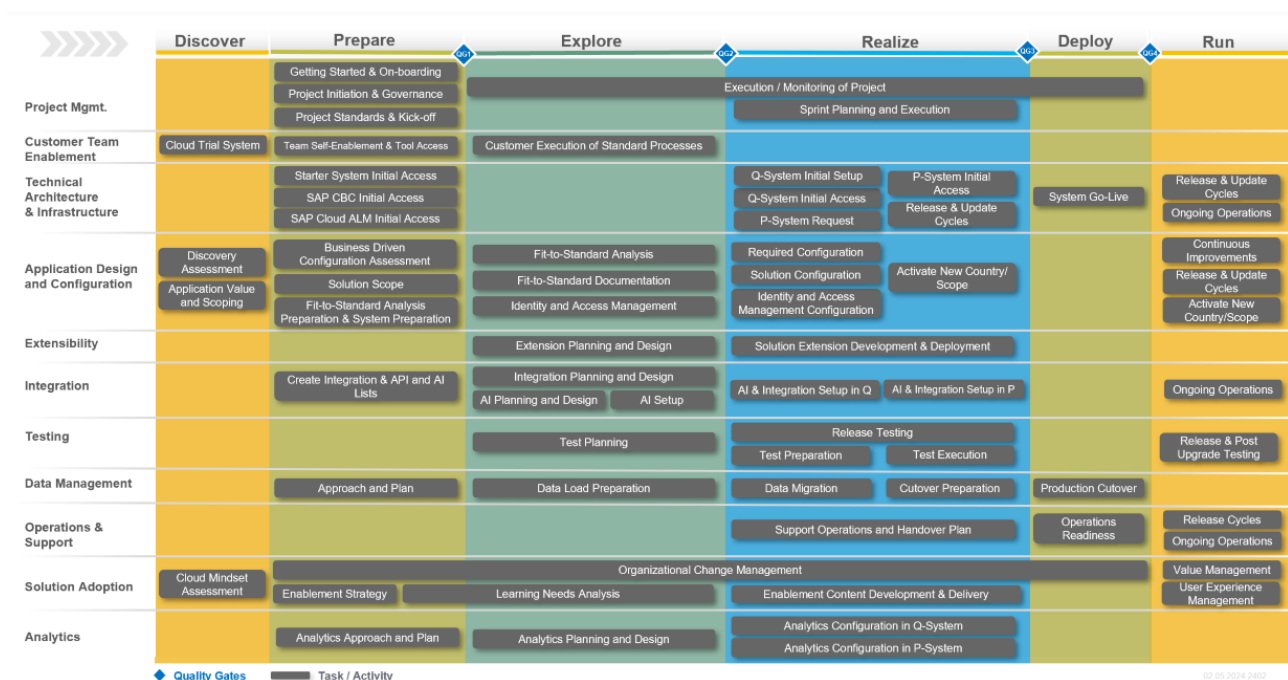
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions 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 organisational 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 & 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.

Service Levels and Support

For productive system the service level for availability is 99.7%. For non-productive systems (development, test) the service level for availability is 99.5%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NDBS can also provide additional application and technical managed service support for the application which enhances the SAP Enterprise Support with additional support for the application and the technical elements of the application. This can include ‘how do I?’ and ‘break-fix’ type support.

Maintenance Windows

There is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 12am UTC) for 24 hours. There are 2 upgrade releases that must be taken.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

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

As a Public Cloud solution, the system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

Enhanced Business Continuity coverage is available as an additional cost service.

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.