



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud Contract Accounting Solutions

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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 were 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

SAP S/4HANA Cloud for Contract Accounting Solutions

Contract Accounting contains the functions of Contract Accounts Receivable and Payable used for subledger accounting, implementing typical functions of accounts receivable accounting such as posting, payments and dunning, and is set up to process large numbers of documents.

The Invoicing element of this functionality enables the generation of a consolidated service-based invoice.

SAP S/4HANA Cloud for Contract Accounting and Invoicing

SAP S/4HANA Cloud for contract accounting and invoicing enables high-volume businesses to converge invoice streams from any combination of digital solutions along with automated, streamlined sub-ledger processes within SAP S/4HANA Cloud.



Transparent and simplified billing process

Gain value from a low-touch solution that offers an intuitive interface and user-friendly, efficient analytical applications for invoice management.



Simplified user experiences

Use the intuitive capabilities of the SAP Fiori user experience to manage your revenue and expenses faster and more effectively.



Intuitive transformation and monetization

Deploy and integrate your solution in the cloud with a simplified architecture that you can configure and extend with greater ease.

Subscription- and consumption-based invoicing

Any contract based consumed service from a metering or billing platform, may be invoiced via a converged/consolidated invoice. The consolidated invoice will detail service consumption and recurring or one-time charges, in addition to other customer specific details required as part of billing, accounting or payment handling.

Consumption values may be uploaded from several third-party systems into a single consolidated invoice to determine the overall billable value for a period. Values from multiple sources, are displayed within a single invoice, totalled by service type, recurring or one-off charge, with supporting itemisation detail

Consolidated billing facilitates prepaid, paid immediately with usage or paid following invoice scenarios, in addition to complex discount structures.

Contract accounts receivable and payable

Enabled to support high volume invoicing scenarios, where consolidated invoices are either received from vendors or sent to customers. Facilitated by automated processes and a unified subledger, to enable efficient processing of accounts receivable & payable.

Manage secure payment services more effectively and improve the traceability and compliance of accounting, reconciliation, and period-closing processes, in high volume service-based invoice scenarios.

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.

There is a pre-requisite software service of RISE with SAP S/4HANA Cloud Public Edition to support SAP S/4HANA Cloud for contract accounting and invoicing

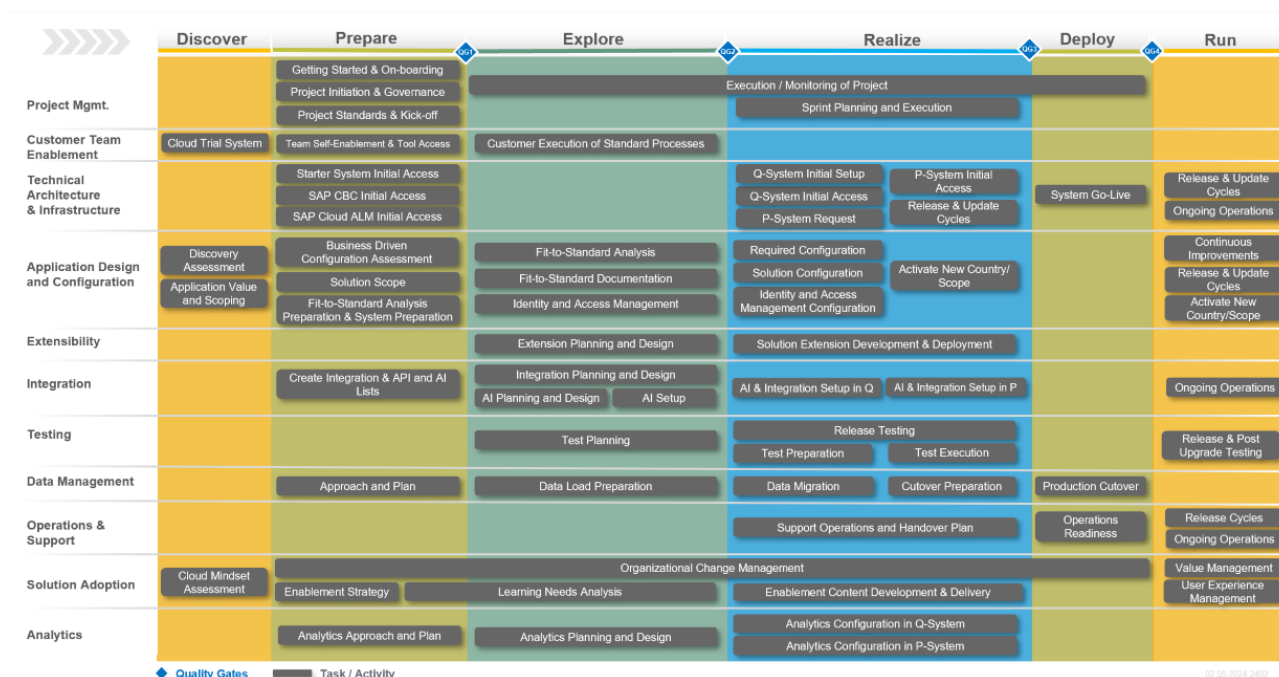
There is a pre-requisite software service of RISE with SAP S/4HANA Cloud Private Edition to support SAP S/4HANA Cloud for contract accounting and invoicing, private edition

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.

This service is typically implemented in parallel with RISE with SAP S/4HANA Cloud Public Edition.

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%.

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

Public Edition

Half yearly updates, with published scheduled downtime for updates.

Customers are always on the latest version as the bi-annual upgrade is mandatory.

Maintenance window of 4 hours per week (Saturday 22:00UTC for Europe)

Major Upgrade window of 24 hours per each bi-annual upgrade (Saturday 04:00UTC for Europe)

Private Edition

Major updates available every 2 years along with interim Feature Packs every 6 months. Optional to take the updates and / or Feature Packs – but the customer must be on a supported / maintained release.

Maintenance and Upgrades are scheduled by the customer and in collaboration with SAP.

Offboarding, and Access to Data

When offboarding, SAP provides tools (as available for the cloud service) 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.

Business Continuity

For Public Cloud services, the production 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.