



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud Private

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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 Private

Summary

SAP Cloud ERP Private edition is an intelligent ERP suite that combines the digitally enabled processes of a modern enterprise with the flexibility and functional depth of a dedicated environment. It provides a comprehensive cloud experience with a functional scope comparable to on-premise installations, allowing you to retain prior investments in **SAP ECC customisations**, configurations, and certified partner add-ons.

Designed for organisations that require high levels of control, the service is updated on a **two-year major release cycle** with **seven years of mainstream maintenance** per release. This allows your business to innovate at its own pace while benefiting from a fully managed subscription-based model.

Main characteristics:

- Gradual transformation to a pure SaaS landscape at your own pace with a well-defined conversion methodology
- Software, support, services, and infrastructure all from one supplier with one set of service level agreements (SLAs)
- Functional scope comparable to SAP S/4HANA with the benefit of subscription-based, cloud economics
- Ability to safeguard prior investments such as SAP ECC customizations, configurations, and partner add-ons including SAP Solution Extensions and certified solutions

Objectives

- **Strategic Modernisation:** Convert existing legacy systems to a modern, cloud-based S/4HANA architecture without losing functional richness.
- **Operational Control:** Schedule upgrades and maintenance windows in collaboration with SAP to suit specific business cycles.
- **Data & Application Ownership:** Maintain complete control and ownership of the application landscape and data.
- **Intelligent Automation:** Leverage predictive and simulation capabilities for improved, real-time decision-making.
- **Global Scalability:** Deploy a solution supporting 25 industries, 64 countries/regions, and 39 languages.

Solution & Architectural Landscape

The architecture is built on the **SAP ABAP Platform**, which connects the **SAP HANA database** to core business logic.

- **SAP S/4HANA Enterprise Management:** The functional foundation for deep and broad enterprise requirements.
- **Enhanced & Industry LoB Functions:** Specific capabilities tailored for 25 industries and specialised lines of business.
- **Cloud Connector:** A secure tool connecting the Private Cloud to Adobe Document Services (ADS) and other applications on the **SAP Business Technology Platform (SAP BTP)**.
- **SAP Web Dispatcher & Load Balancing:** Robust tools that manage external internet connections and distribute server requests to ensure peak performance and even load distribution.
- **Compatibility Packs:** Provision to run certain classic SAP ERP solutions to ensure business continuity during transformation.

Benefits

- **Safeguard Investments:** Ability to convert and reuse existing SAP ECC customisations and configurations.
- **Clean Core Transformation:** Gradual transformation to a pure SaaS landscape at your own pace with a well-defined conversion methodology.
- **Decision Support:** Embedded "Insight to Action" approach using real-time data and KPIs relevant to individual user roles.
- **Extended Maintenance:** Seven years of maintenance per release, providing a stable platform for complex long-term projects.
- **Partner Ecosystem:** Full support for SAP Solution Extensions and certified non-SAP add-ons.

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.

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.

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:

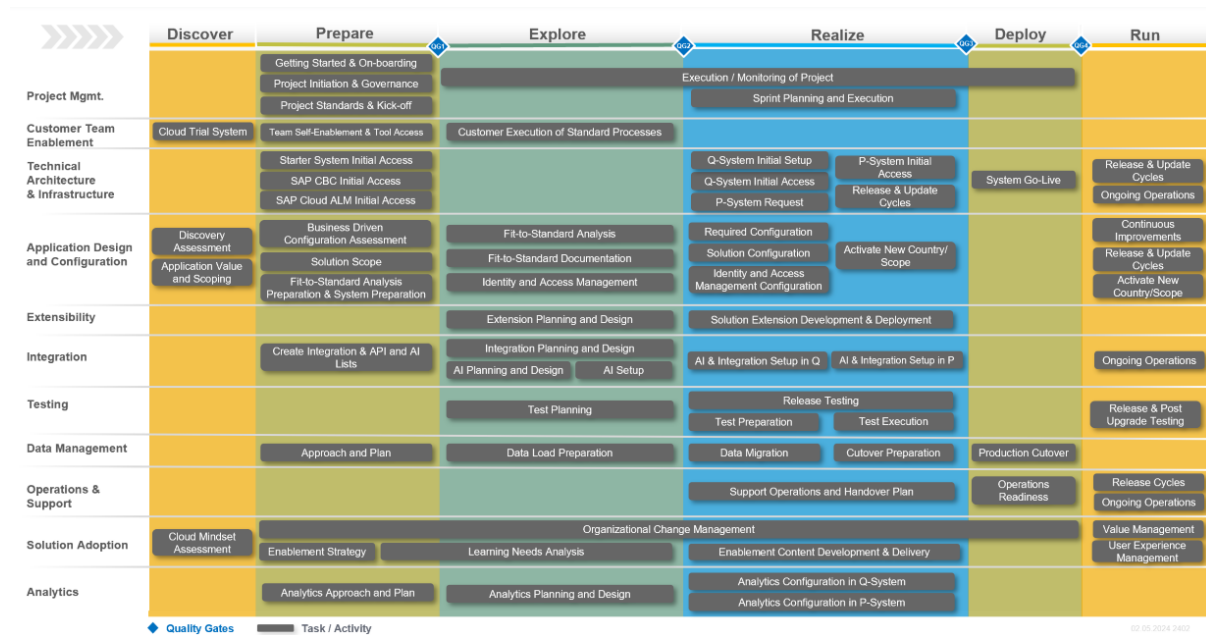
- **Discover:** Solution scoping via the SAP Digital Discovery Assessment (DDA).
- **Explore:** Fit-to-Standard analysis to validate processes against Best Practices.
- **Realise:** Incremental builds in time-boxed sprints within the quality environment.
- **Deploy:** Cutover activities, data migration,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

Technical Security & Governance

- **Management Access:** Strictly controlled via **SAP Cloud Identity Services (IAS)** with mandatory **Multi-Factor Authentication (MFA)** and **Privileged Access Management (PAM)**.
- **Audit & Logging:** Real-time audit information is available to buyers. System logs can be stored for any duration as defined by the customer's compliance policy.
- **Infrastructure Security:** Connectivity via secure **Site-to-Site VPN** or **MPLS**. Admin ports (TCP 3200) remain behind the secure tunnel and are never internet-exposed.
- **Vulnerability Management:** Weekly scanning with **CVSS scoring** and daily monitoring of NIST vulnerability feeds.

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).

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.