



Service Description Document for:

SAP Ariba Category Management

8 January 2026 | Document Version 0.01

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NTT DATA Business Solutions

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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.

SAP Ariba Category Management

Module Description

SAP Ariba Category Management enables you to define and manage purchasing categories and provides actionable market intelligence, category insights, and various tools and templates for developing and operationalising category strategies that drive business value and performance. This business solution provides a simplified user interface with different applications that allow users to consolidate category taxonomy, create category strategies, execute category strategies, and monitor category strategies for faster, more efficient category management in procurement.

Technology Features

Integration with the spend analytics system

SAP Ariba Category Management supports the integration with the spend analytics system (currently procurement data warehouse) to retrieve spend data information for purchasing categories.

Integration with the SAP central master data service

SAP Ariba Category Management supports the integration with the SAP central master data service (currently SAP Master Data Integration service) to publish and maintain purchasing categories in a central location. This enables users from other applications to consume the purchasing category master data from their platform.

Manage purchasing categories

Administrators can consolidate category taxonomy by grouping identical purchasing categories together. SAP Ariba Category Management enables administrators to:

- Import purchasing categories from a spreadsheet.
- Create, view, edit, or delete purchasing categories.
- Map standard or custom product classifications to purchasing categories.
- Publish purchasing categories to the SAP central master data service.

Manage phases and templates for strategy and plan documents

Administrators can configure phases and templates for category strategy and plan documents.

Administrators can:

- Add phases for the strategy and plan document and associate strategy and plan tools for each phase.
- Edit or delete phases and tools associated with each phase.
- Add, edit, or remove tools associated with category segmentation templates.

Manage versioning of strategy and plan documents

Administrators can configure versioning for category strategy and plan documents. Administrators can:

- Enable or disable versioning of the tools associated with the strategy and plan document.
- Enable or disable the initiation of reapproval of the strategy and plan document when a tool is enabled for versioning.

Manage category profile data

Category managers can create, view, edit, or delete category profile data such as category details, product classifications, laws and regulations, company policies, stakeholders, and spend channels

Integration with the strategic sourcing solution

SAP Ariba Category Management supports the integration with the strategic sourcing solution (currently SAP Ariba Sourcing with guided sourcing capability) to create guided sourcing projects from the initiatives of a category strategy and plan.

Manage strategy and plan documents

Category managers can:

- Create strategy and plan documents for purchasing categories.
- Edit strategy and plan documents.

Manage approval of strategy and plan documents

Category managers can:

- Create an approval document for a category strategy and plan and submit it for approval.
- When the document is approved, category managers can activate the strategy and plan document and convert the initiatives of an active strategy and plan document to guided sourcing projects.

Monitor category strategy and plan documents

Category managers can monitor the progress of an active category strategy and plan document. They can review the progress of goals and initiatives, and calendar reminders for sourcing projects and contracts associated with the purchasing category. Category managers can modify the category strategy and plan document, if necessary.

Consume market intelligence data

SAP Ariba Category Management can consume market intelligence data from external data provider. This enables category managers to analyse the current market trend for categories in the user interface. The solution displays news feeds, alerts, and market dynamics data for categories obtained from the external data provider.

Integration with an opportunity analysis solution

SAP Ariba Category Management supports the integration with the opportunity analysis solution (currently intelligent opportunity analyser) to identify and create sourcing opportunities for categories.

Manage opportunities

Opportunity managers can:

- Identify, create, view, or edit sourcing opportunities for categories.
- View and analyse spend data of a category-specific opportunity from the visualisation charts.
- Convert opportunities into initiatives.

Intelligent recommendation for opportunities

Intelligent opportunity analyser provides recommendations on opportunities for categories. Opportunity managers can view, edit, approve, or dismiss the system-recommended opportunities. SAP Ariba Category Management allows opportunity managers to convert a system-recommended opportunity into an initiative.

View and analyse spend data

Opportunity managers can view and access the analytics dashboard to analyse the category spend data at a granular level.

Onboarding

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

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

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

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 for SAP Ariba.

Deliverables by Workstream

SAP Ariba

		Deliverables					
		Quality gates					
	DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN	
Project Management		Getting Started & Onboarding Project Initiation & Governance Project Standards, Plans & Kick-off	Execution and Monitoring of Project Sprint Planning and Execution				
Customer Team Enablement		Customer Team Self-Enablement					
Technical Architecture & Infrastructure		Supporting Tools for Implementation Initial Access to SAP Cloud ALM, WalkMe & SAP Ariba		Initial Access for SAP Ariba Production System	System Go-Live	Technical Monitoring and Management Release and Update Cycles	
Application Design and Configuration	Application Value and Scoping	Fit-to-Standard Workshops Preparation Transition Planning	Fit-to-standard Workshops, Documentation & Validation Delta Design Workshops and Documentation User Access, Permissions and Security Planning and Design	Solution Configuration & Walkthrough Request Configuration Design Freeze Identify and Access Management Configuration in the Test System		Release and Update Cycles Continuous Improvement Identify Innovation and Growth Opportunities	
Extensibility			Extension Planning and Design	Extension Development & Configuration			
Integration		Prepare Integration Setup	Integration Planning and Design	Integration Configuration in Test and Production Systems			
Testing			Test Planning	Test Preparation & Execution			
Data Management		Customer Team Self-Enablement	Data Load Preparation	Data Migration in Test Tenant Cutover Preparation	Production Cutover System Go-Live	Ongoing System Operations Identify Innovation and Growth Opportunities	
Operations & Support				Support Operations and Handover Plan Operations Implementation	Operation Readiness Handover to Support Organization	Post Go-Live Hypercare Support Incident and Problem Management Ongoing System Operations Release and Update Cycles	
Solution Adoption	Introduction to SAP Business Suite	Organizational Change Management Learning Needs Analysis Enablement Strategy Communication Plan Execution Supplier Enablement Value Determination			Change Impact Analysis Enablement Content Development & Delivery Buyer & Supplier Enablement	End User and Supplier Learning User Adoption Analysis Value Management Recurring Supplier Enablement	
Analytics			Analytics Planning and Design	Analytics Configuration			

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:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and preparation for the project. In this phase, the project is started, plans are finalised, project team is assigned, and work is under way to start the project optimally.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Best practices installation
- 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:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

Realise Phase Activities:

The purpose of the Realise phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Plan and execute on sprint plan
- Implement the solution in the test environment 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.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organisation readiness, and to switch business operations to the new system(s).

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

The purpose of the Run phase is to further optimise and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

- 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.

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

For Public Cloud, there is a weekly maintenance window (Saturday 22:00 UTC) for 2 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 20:00 UTC) for 4 hours.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

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.

Business Continuity

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

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.