



Service Description Document for:

SAP BusinessObjects Business Intelligence

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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

NTT DATA Business Solutions

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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 Levels and Support

SAP BusinessObjects Business Intelligence

SAP BusinessObjects Business Intelligence (or SAP BusinessObjects, for short) is a comprehensive analytics platform that allows users to make better informed, more timely and more accurate decisions on a single, scalable platform.



Rich data visualisations, drill-down analysis and slice-and-dice self-service mean that users can quickly and accurately unlock insights and make rapid, accurate decisions.

BusinessObjects has direct access to hundreds of data sources unlocking real-time decisions across the enterprise.

BusinessObjects is scalable - from a handful of users to tens of thousands of users, includes comprehensive scheduling/publishing functionality and is built on a secure platform that allows for data to be personalised to individual users or teams; whether that is to improve focus or to protect the privacy of commercially or

personally sensitive data.

BusinessObjects is now available in a Private Cloud edition, fully hosted and supported by SAP meaning that it is easier than ever to get access to the power of the BusinessObjects platform. It is also available as an on-premise system.

Features and Benefits

- **Enhanced Data Visualisations:** Leverage more sophisticated and interactive dashboards, enabling users to unlock deeper insights from complex data sets and present information in a visually compelling manner.
- **Real-Time Connectivity:** Benefit from live connections to hundreds of data sources, allowing for immediate access to up-to-date information and supporting prompt, informed business decisions.
- **Personalised and Secure Data Access:** Improved personalisation ensures that users and teams see only the data relevant to them, enhancing focus while robust security features safeguard sensitive business and personal information.
- **Advanced Scheduling and Publishing:** Make use of comprehensive, automated scheduling and publishing tools to deliver reports and insights to the right stakeholders at the right time, streamlining information dissemination across the organisation.
- **Optional: Private Cloud Hosting by SAP and NTT DATA**

These capabilities enable businesses to optimise their operations by making timely, accurate decisions, supported by powerful analytics and a secure, scalable platform. Whether you need dashboarding, reporting or advanced data visualisation, this platform ensures your organisation remains agile and competitive in a rapidly evolving digital landscape.

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.

SAP BusinessObjects Business Intelligence Suite is available as a Private Cloud and on-premise offering. The pricing mechanism for each option are different and we can discuss these with you upon request.

Our Technical Architects can work with you to understand your current and future requirements. This allows us to specify the correct solution architecture, to meet your requirements. This brief engagement also checks compatibility with source systems and advises on technical enablement and best practices.

General Implementation Approach

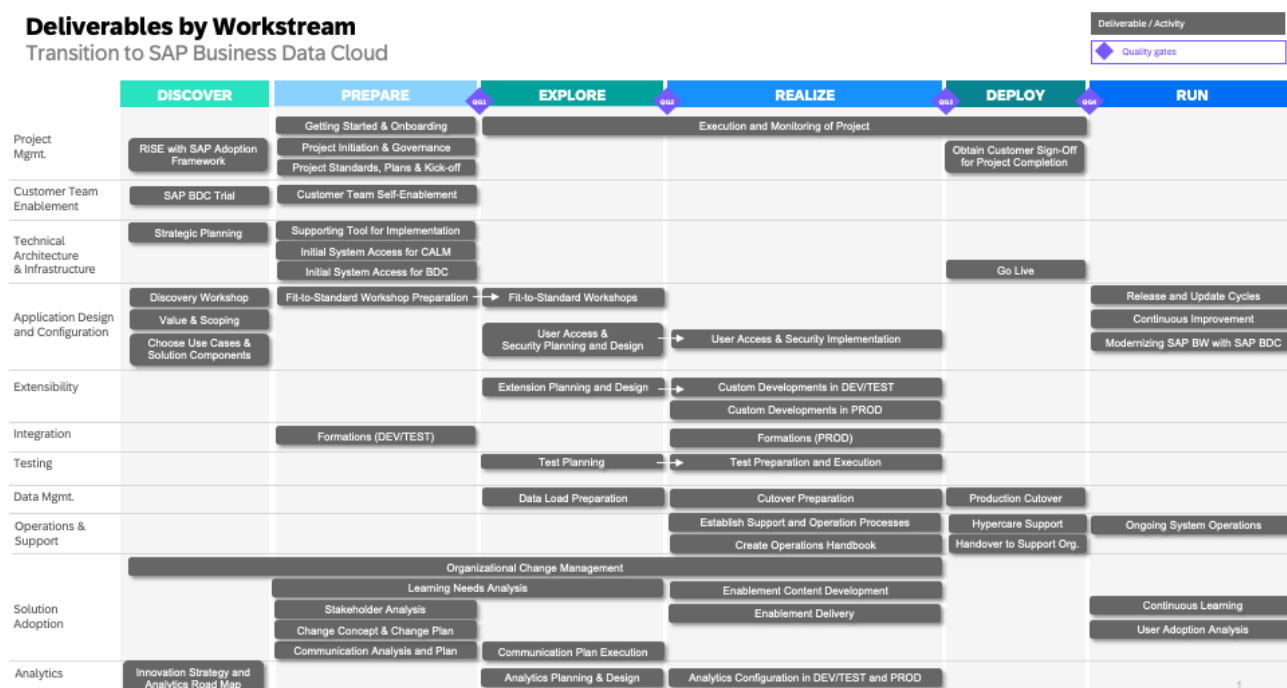
NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NTT DATA Cloud Support Services (Implementation). These services cover:

- 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® which manages the initial implementation of the solution and the delivery of corporate content. Once the platform is established, selected power users or developers can continue to develop their own content, dependent on the security and organisational policies of your business.

Deliverables by Workstream

Transition to SAP Business Data Cloud



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 value of SAP BusinessObject and how its core components can bring benefits to the business.

- Discover Phase Activities:
- User enablement via the trial system
- Value discovery

By the end of this phase, the implementation scope, overall project timelines and target solution model are set and the implementation project is ready to begin

Prepare Phase Activities:

The purpose of this phase is to perform the 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.

Prepare Phase Activities:

- Defining a high-level project scope and a project plan
- Project standards, organisation and governance
- Project management, tracking, and reporting mechanisms
- Project team self-enablement
- Provisioning of your SAP BusinessObjects tenants
- Setup of the SAP BusinessObjects DEV/TEST formations
- Project kick-off and onboarding

Explore Phase Activities:

The purpose of this phase is to perform a fit-to-standard analysis, to ascertain how much of the project scope can satisfy the business requirements. Identified delta configuration values are added to the backlog for use in the next phase.

Explore Phase Activities:

- Project Management Execution, Monitoring and Controlling
- Fit-to-Standard Analysis and Analytics Design
- Test Planning
- Data Load Preparation
- Phase Closure

Realise Phase Activities:

The purpose of this phase is to incrementally build and test an integrated business- and system environment. During the Realise phase, the project team prepares the test cases and scripts, sets up the SAP BusinessObjects production environment and prepares cutover plans.

Realise Phase Activities:

- Execution and monitoring of the project.
- Setting up the SAP BusinessObjects production environment.
- Preparing and executing testing.
- Conducting project team and key user training.
- Finalising end user training materials and documentation.
- Planning cutover activities.

Deploy Phase Activities:

The purpose of this phase is to conduct cutover activities and to switch business operations to the new system.

Deploy Phase Activities:

- Resolving all crucial open issues
- Proceeding with cutover activities including data load
- Hypercare support
- Handover to support organization

Run Phase Activities:

The purpose of this 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.

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 for SAP data sources - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including pre-configuration 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%. This applies to the Private Cloud Edition.

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

NTT DATA 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

Major upgrades take place twice per year and the timing of this varies for the individual services and the region that this system is hosted in.

Offboarding, and Access to Data

When offboarding, the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided, including enhanced support from NTT DATA to support the extraction of the data.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NTT DATA 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, NTT DATA can provide specific detail on application.