



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Fieldglass Contingent Workforce 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

SAP Fieldglass Contingent Workforce Management

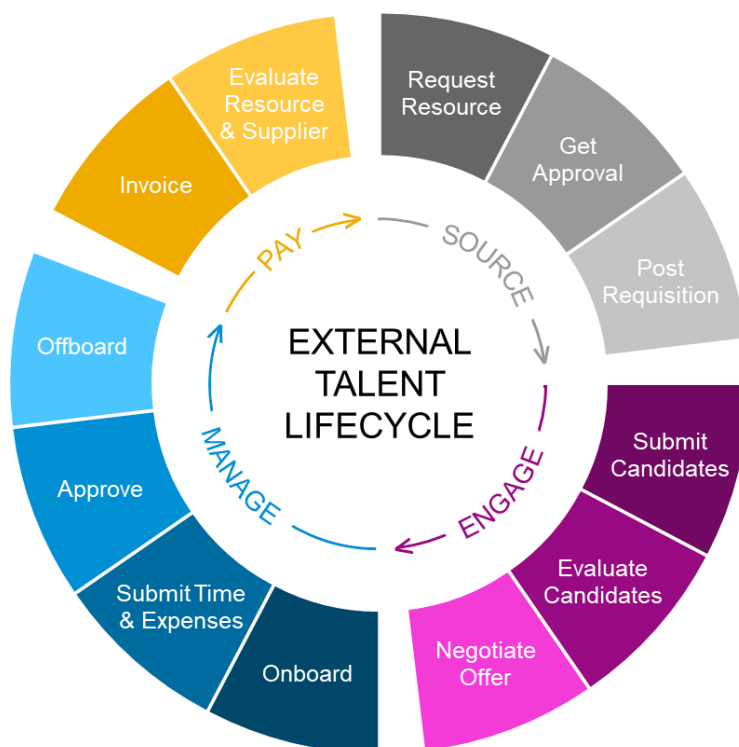
Companies rely on contingent workers and the external workforce more than ever to help drive business growth and gain competitive advantage. SAP Fieldglass Contingent Workforce Management is a cloud-based application that automates the entire process from start to finish — beginning with a hiring manager requesting a resource and continuing through procurement, onboarding, time and material tracking, payment processing, and eventually offboarding the worker.

Companies can use SAP Fieldglass Contingent Workforce Management to manage:

- Contingent labour in numerous categories, such as technology, healthcare/clinical, professional, creative, skilled trade, and other specialised areas
- Projects and services arranged through statements of work (SOW)
- Independent contractors
- Specialised talent pools, such as retirees and alumni

Figure: External Talent Lifecycle with SAP Fieldglass

Our platform has powerful applicant tracking functionality that helps organisations acquire external workers, services and direct hires. It guides users through an intuitive process that covers four comprehensive sections, with compliance and measurement capabilities throughout each step.



Business Challenges

Today's workforce is changing quickly. Independent contractors, temporary workers, and service firms make up a growing proportion of the global workforce. Increased globalisation and a tightening labour market will only accelerate this shift. However, despite the prevalence of such workers, organisations often struggle to take advantage of the flexibility and cost savings associated with the contingent workforce. SAP Fieldglass Contingent Workforce Management helps organisations automate and streamline their contingent workforce and services procurement programs. It also provides them with workforce transparency and strategic operational insights.

Business Benefits

SAP Fieldglass makes it easy for organisations to achieve total workforce visibility, maximise cost savings, improve worker quality and efficiencies, and enforce compliance. Business benefits include:

- Automated process for procuring and managing flexible labour
- Greater visibility to help reduce costs, enforce compliance, and increase program efficiencies
- Lower risk and higher compliance to safety and security protocols
- Open and integrated platform with a variety of enterprise and self-developed applications
- Early adoption of advanced analytics, mobile, and machine learning

Key Features and Functions

SAP Fieldglass Contingent Workforce Management can support any flexible workforce management program, including those managed in house, through one or more trusted Managed Service Provider(s) (MSP), or with a Vendor on Premise (VOP), or any combination therein. It provides enforceable and auditable rules and tracks Service Level Agreements (SLAs) with full transparency, providing the necessary oversight to ensure the programs are as efficient and effective as possible.

It offers the following capabilities:

Job Requisition Distribution

- Streamline supplier selection and rate management.
- Automatically engage the best suppliers and enforce contracted rates.
- Create new or template-based job postings in two clicks that provide suppliers complete job requirements, including qualifications, certification management, and complex rate structures.

Worker Review and Selection

- Evaluate attached bios and credentials and access real-time rate guidance.
- Compare candidates side by side, share feedback, and guide hiring managers in making selections.
- Support collaborative review of current workers, with features for capturing historic data and commenting on documents.

Supplier Contracts

- Negotiate contract terms and gain approvals.
- Establish tiered supplier distribution lists that support first access to job postings to top-performing suppliers and distribution to lower-tier suppliers by time intervals.
- Associate distribution lists with specific locations or business units to target their postings directly to optimal suppliers.

Worker Onboarding, Management, and Evaluation

- Automate functions for managing entry paperwork, supply needs, orientation, and personnel introductions.
- Ensure that all third-party service providers, contingent workers, and full-time staff depart successfully.
- Oversee the return of company inventory, revoke third-party access, and manage exit interviews.

Time and Expense Invoicing

- Automatically convert approved timesheets to expense invoices with automatic invoicing functionality.
- Capture accounting and billing codes on job postings and tie them to subsequent timesheets and invoices.
- Automatically apply tax rules and discounts and download invoices to your accounts payable system.

Onboarding

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

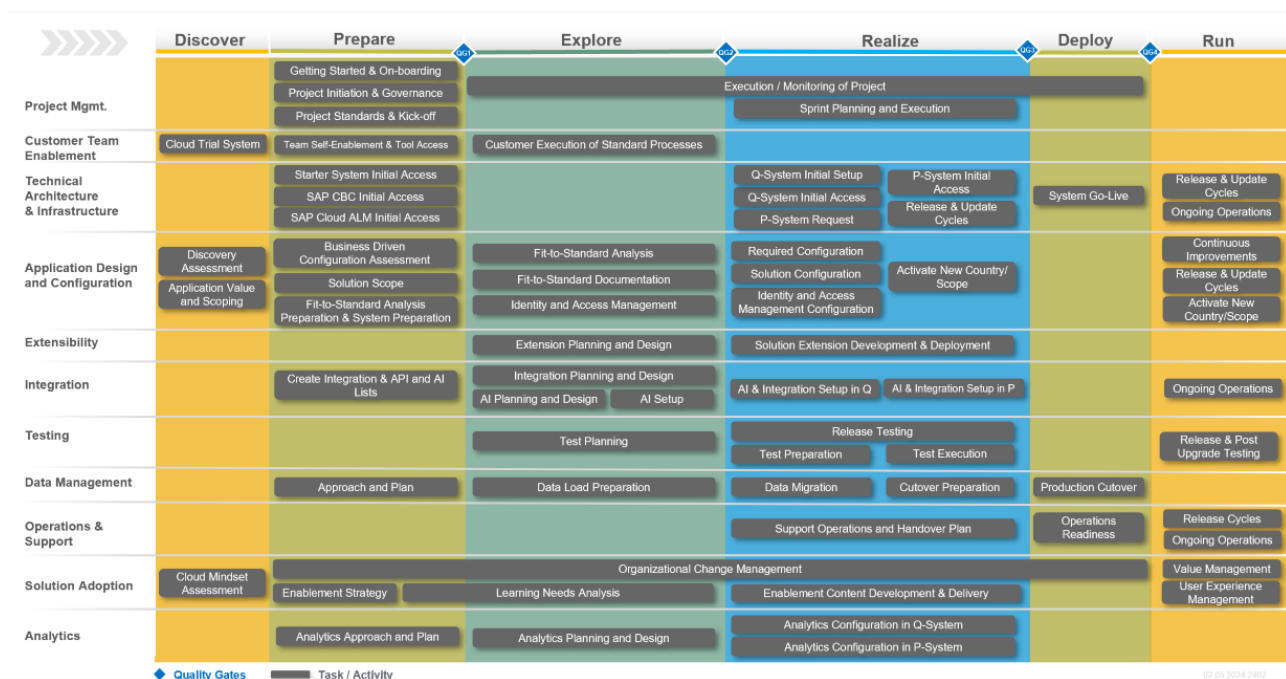
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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, organization 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

Realize 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
- Finalize end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalize 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 & 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 SAP Fieldglass there are maintenance windows which are up to twice a month on a Friday 22:00 UTC for 3 hours.

There are major upgrade windows which are scheduled to take place a maximum of 5 times per year and these are scheduled to take place on a Friday 21:00 UTC for a maximum of 40 hours.

Advance notice will be provided to customers in the SAP For Me portal and further notifications and emails will be provided as per the usual support process.

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

For Public Cloud, 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.