



Service Description Document for:

NTT DATA - Sycamore Middleware

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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

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.

Sycamore Middleware

Sycamore is an ERP-agnostic middleware platform designed for small and medium-sized enterprises (SMEs) to enable reliable, scalable integration between ERP systems and a wide range of business applications. It provides a flexible integration layer that connects systems, automates workflows, and synchronises data while remaining lightweight and cost-efficient.

Overview

Sycamore facilitates integration between multiple ERP platforms and external systems by orchestrating interfaces between defined endpoints (such as APIs, SFTP servers, databases, and webhooks). It enables structured data exchange, scheduled processing, and workflow automation without locking customers into a single ERP ecosystem.

Key Capabilities

- **ERP-agnostic architecture** – Compatible with multiple ERP systems, including SAP Business One, SAP Business ByDesign, and SUN, allowing flexibility across heterogeneous landscapes.
- **Broad connectivity** – Supports cloud services and APIs, on-premise and legacy systems, including ecommerce platforms, EDI, 3PLs, payment gateways, BI tools, social media integrations, and flat-file exchange over protocols such as SFTP.
- **Data synchronisation** – Ensures consistent and up-to-date information across systems, reducing manual intervention and data discrepancies.
- **Workflow automation** – Enables automation of repetitive processes and multi-step workflows using scheduled triggers, conditions, notifications, and approvals.
- **Security** – Implements encryption and authentication to protect data in transit and support regulatory compliance.
- **Operational visibility** – Configurable error handling with automated email notifications to provide proactive feedback on integration issues.

Typical Use Cases

- Ecommerce integrations (products, stock, customers, orders, fulfilment updates)
- Logistics and 3PL integrations (orders, despatches, receipts, inventory)
- EDI integrations (orders, invoices, credits, pricing)
- Scheduled exchange of master and transactional data across multiple systems

What to Expect

Sycamore is delivered as a managed, multitenant service by NTT DATA, ensuring integrations are implemented, operated, and supported on your behalf. It is optimised for scheduled and incremental data exchange rather than real-time, event-driven processing.

To maintain reliability and cost efficiency, the platform is not intended for very high-volume real-time traffic, large binary files, or highly complex data transformations. It consumes external APIs but does not expose APIs of its own.

Why Sycamore

Sycamore provides customers with a practical, cost-effective way to integrate their application landscape without unnecessary complexity. It delivers the integrations SMEs need today, with the assurance of enterprise-grade delivery and support from NTT DATA—helping customers scale confidently as their business grows.