



Service Description Document for:

SAP Business Data Cloud

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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.

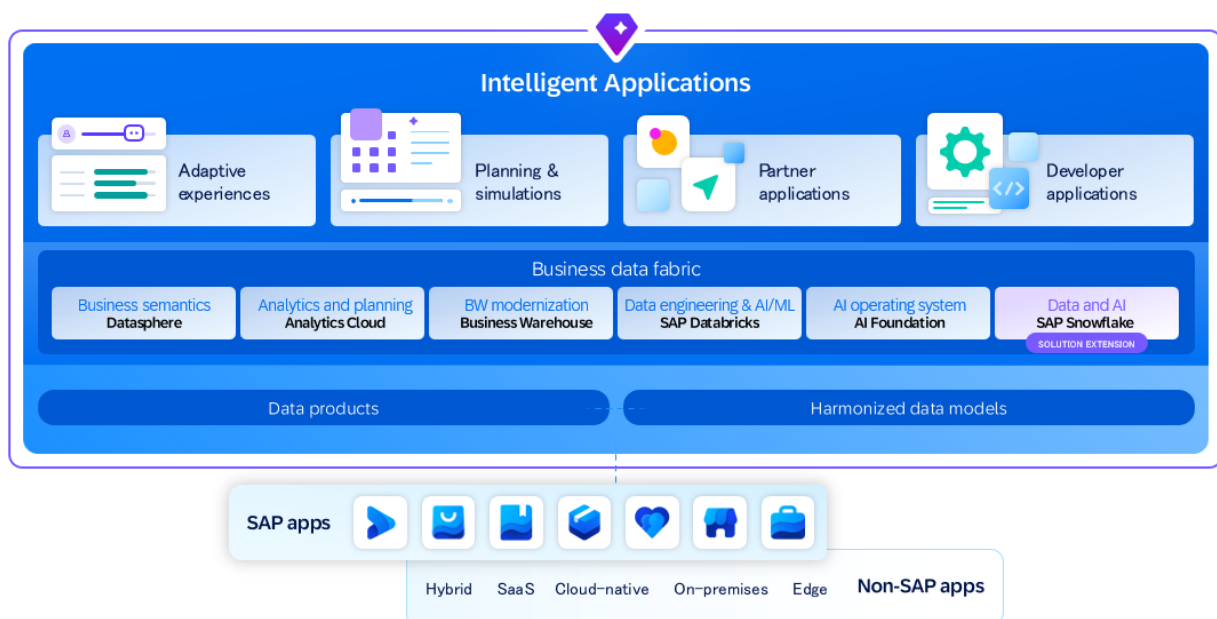
We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, 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.

Service Levels and Support

SAP Business Data Cloud

SAP Business Data Cloud is a comprehensive cloud-based platform designed to unify, manage, and leverage data across an entire enterprise landscape. By providing seamless integration with SAP and non-SAP systems, it empowers organisations to break down data silos, ensuring accurate and consistent information is available for decision-making. This solution offers robust data governance, advanced analytics, and enhanced security, enabling businesses to accelerate innovation and respond swiftly to changing market demands.

With SAP Business Data Cloud, companies can transform their data into strategic assets, driving value and supporting their journey towards becoming truly intelligent enterprises. The platform's scalability and flexibility make it an ideal choice for organisations seeking to modernise their data infrastructure and unlock new business opportunities.



Customers running SAP benefit significantly from unified data management that integrates both SAP and non-SAP systems. This seamless connectivity eliminates data silos, ensuring information remains consistent and reliable across the organisation. With robust data governance features, SAP Business Data Cloud helps safeguard sensitive information, maintain compliance, and guarantee data integrity. The ability to scale and adapt the platform according to business needs allows companies to remain agile and responsive to market changes.

With source SAP Applications, there is a tremendous value to be gained from Data Products and Intelligent Applications. Data Products transform raw enterprise data into governed, reusable assets that preserve SAP's semantics and can be shared across ecosystems without duplication, while Intelligent Applications consume these products to deliver AI-driven insights, predictive analytics, and automated decision support; together they ensure trusted, compliant data flows that empower analysts, planners, and engineers to innovate faster, collaborate securely, and turn operational data into actionable intelligence across finance, supply chain, and customer domains.

Features and Benefits

- Unified data management across SAP and non-SAP systems for holistic business insights.
- Seamless integration eliminates data silos and ensures data consistency throughout the organisation.
- Robust data governance capabilities help safeguard sensitive information and support regulatory compliance.

- Advanced analytics tools enable real-time, data-driven decision-making and innovation.
- Enhanced security features protect enterprise data assets from unauthorised access and cyber threats.
- Scalable and flexible architecture adapts easily to evolving business needs and growth.
- Accelerates digital transformation by modernising the data infrastructure.
- Improves operational efficiency through automated data processes and streamlined workflows.
- Transforms data into strategic assets, driving greater business value and competitive advantage.
- Modernises Business Warehouse (BW) environments, enabling advanced reporting, analytics, and integration with cloud-native data services.
- Hybrid development with Business Warehouse (BW) and Datasphere lets organisations combine on-premises and cloud analytics. The Data Product Generator streamlines creating and managing governed, reusable data products, ensuring consistent access and driving innovation while maintaining governance and flexibility.
- Integrating SAP with Databricks unlocks advanced AI and machine learning, allowing organisations to build predictive models with unified data. This collaboration accelerates innovation in analytics and automation, helping businesses stay competitive.

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 Business Data Cloud is costed entirely on a consumption-based model. This uses the Capacity Units metric to determine consumption by month/year. Capacity units are a combination of storage and compute functions such as data integration, user access to the data, browsing the catalogue and outbound data flows. These Capacity Units can also be dynamically assigned across BW PCE, Datasphere, Analytics Cloud and SAP Databricks.

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.

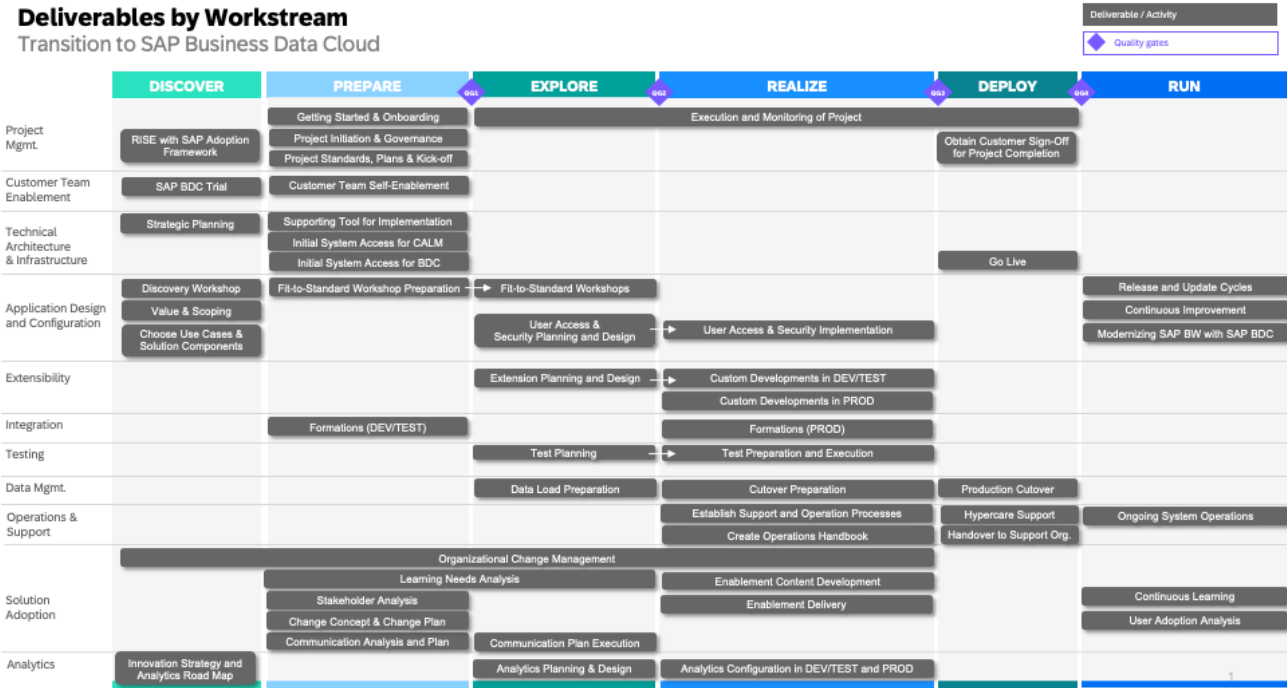
General Implementation Approach

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 Business Data Cloud and how its core components can bring benefits to the business.

- Discover Phase Activities:
- User enablement via the trial system
- Solution scoping via the SAP BDC Discovery Workshop and free assessment
- 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, organization and governance
- Project management, tracking, and reporting mechanisms
- Project team self-enablement
- Provisioning of your SAP Business Data Cloud tenants
- Setup of the SAP Business Data Cloud 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 validate the SAP BDC Intelligent Applications and SAP-managed data products included in 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
- Installation of intelligent applications and data products in DEV/Test tenants
- 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 Realize phase, the project team prepares the test cases and scripts, sets up the SAP Business Data Cloud production environment and prepares cutover plans.

Realise Phase Activities:

- Execution and monitoring of the project.
- Setting up the SAP Business Data Cloud production environment.
- Preparing and executing testing.
- Conducting project team and key user training.
- Finalizing 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 organisation.

Run Phase Activities:

The purpose of this phase is to further optimize 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

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.

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 four times 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.