



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Integration Suite

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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 Overview

SAP Integration Suite is a cloud-based integration platform service that enables UK public-sector organisations to connect applications, data, and business processes across complex and diverse IT landscapes.

The platform supports integration scenarios including:

- Application-to-Application (A2A)
- Business-to-Business (B2B)
- Business-to-Government (B2G)
- Cloud-to-On-Premise
- Hybrid system integration

SAP Integration Suite provides a secure, scalable foundation for integrating SAP systems such as SAP S/4HANA, SAP SuccessFactors, SAP Ariba, and a wide range of non-SAP applications used in government organisations.

Service Description

The service is delivered as a modular Software-as-a-Service (SaaS) offering running on SAP Business Technology Platform.

SAP Integration Suite brings together multiple integration capabilities within a single cloud environment, including:

- API management and API gateway functionality
- Cloud Integration middleware
- Pre-built SAP integration content
- Event-driven integration
- Open connectors to third-party cloud services
- Message queuing and assured delivery

The platform provides both design-time tools for developers and configuration tools for business technologists, enabling integration solutions to be created and managed in line with buyer requirements.

Platform Capabilities

SAP Integration Suite includes the following core functional areas available to buyers:

API Management

- Design, publish, secure, and manage APIs
- API gateway capabilities
- Developer portal
- API analytics and governance
- Policy-based API security and throttling

Cloud Integration

- Integration flows built with visual tooling
- Connectivity to SAP and non-SAP systems
- Protocol transformation
- Data mapping and orchestration
- Monitoring and logging of interfaces

Integration Advisor

- AI-assisted definition of mappings and formats
- Support for EDI and B2B integration patterns
- Reusable integration templates

Open Connectors

- Standardised access to third-party applications
- Harmonised authentication
- Pre-built connectors for common services

Event Mesh / Message Queues

- Reliable message queues
- Assured delivery when systems are unavailable
- Event-driven architecture support

Process Integration Content

- More than 1,500 SAP-maintained prebuilt integrations
- Integration packs delivered and updated by SAP
- Best-practice bots and templates for SAP applications

Commercial Model

A critical characteristic of SAP Integration Suite in G-Cloud 15 is that it is provided on a true consumption-based pricing model.

This means:

- Buyers enable only the individual SAP BTP services they require
- Platform charges are based on actual measured usage
- There is no requirement to purchase unused services
- Buyers are not forced into fixed bundles or capacity tiers
- Costs scale up or down with buyer demand

All consumption metrics (for example service units, messages, API calls, or runtime) are clearly detailed in the separate G-Cloud pricing document.

Service Scope

Included as Standard

- Access to SAP Integration Suite cloud platform
- All enabled integration capabilities
- Platform hosting and technical operation
- Standard monitoring, logging, and governance
- Encryption, identity and access management
- Platform updates and maintenance
- Tenant isolation and data protection controls
- Standard SAP Enterprise Support underpinning

Not Included

- Bespoke integration development
- Implementation project delivery
- Data migration or data cleansing
- Business process redesign
- Custom coding or enhancements

- Third-party licence costs
- End-user training unless agreed separately
- Professional services for design and implementation are available through separate Lot 3 listings from the supplier.

Service Delivery Model

- Service type: Software as a Service (SaaS)
- Hosting: SAP-managed cloud infrastructure
- Access method: Secure web interface and APIs
- Regions: SAP BTP supported regions
- Users: Buyer-managed platform users and roles

Lifecycle: Versioned integration artifacts within buyer tenant

Buyer Responsibilities

- Define integration requirements
- Configure required services
- Manage internal governance
- Provide API credentials and system access
- Operate integrations deployed using the platform

Onboarding

Following contract signature:

- The supplier requests provisioning of buyer SAP BTP tenant
- User access and roles are configured
- Buyers enable required integration services
- Pilot integrations may be established

Typical onboarding timescale: 1–2 weeks for initial access.

Security and Compliance

SAP Integration Suite provides:

- Data encryption in transit and at rest
- Role-based access control
- Secure API authentication
- Audit logging
- Compliance with GDPR and UK data protection
- Centralised governance controls
- Secure monitoring and alerting

Tenant-level isolation ensures that buyer data and integrations remain segregated from other Digital Marketplace customers.

Data Handling and Ownership

- Buyers retain ownership of all data
- Integration Suite processes buyer data solely to execute integrations
- No cross-tenant data reuse
- Data export facilities available
- Secure deletion at termination
- Backup retention in line with SAP standards

Service Management and Support

Support Model

- Supplier provides first-line support to buyers
- UK business hours coverage
- Single point of contact for incidents
- Management of escalation to SAP Enterprise Support
- Operational queries handled by supplier

Availability

- Productive tenants: availability target 99.7%
- Non-productive tenants: availability target 99.5%
- Planned maintenance windows excluded
- Measurement performed on a monthly basis

Maintenance Windows

- Weekly platform maintenance window
- Up to 4 major upgrade windows per year
- Buyers must take scheduled upgrade releases

Supplier coordinates communications and any required change activities.

Exit and Transition

- At end of contract:
- Buyers may export all data
- Buyers may extract integration artifacts
- Secure tenant decommissioning
- Data deletion after termination
- Reasonable exit support available from supplier

Buyers are responsible for ensuring data download prior to contract end. Enhanced exit assistance may be provided as an additional cost option.

Business Continuity

The platform includes:

- Regular backups
- Archive logs
- Secure offsite storage
- Standard continuity processes

Enhanced business continuity options may be available by agreement and priced separately.

Dependencies and Constraints

- Requires internet access
- Supported modern browsers
- Integrations rely on APIs/connectors
- Regional service availability subject to SAP BTP
- Not suitable for real-time, safety-critical scenarios
- Charging varies by buyer-enabled services

Service Suitability

Suitable for:

- Integration of back-office processes
- NHS and local authority shared services
- Finance interface orchestration
- HR and procurement integration
- e-Government application integration
- Event-driven automation
- API gateway scenarios

Not Suitable for:

- Systems requiring deterministic real-time guarantees
- Classified environments beyond SAP BTP assurance scope