



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Fieldglass Services Procurement

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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.

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SAP Fieldglass Services Procurement

Service Overview

SAP Fieldglass Services Procurement is a market-leading, cloud-native application designed to automate the complete lifecycle of project-based spend and Statements of Work (SOW). It provides UK organisations with a digital framework to manage external service providers—from initial bidding and negotiation to milestone tracking and automated payment.

By shifting the focus from "hours worked" to "verified outcomes," Fieldglass ensures that businesses only pay for agreed results. This provides total visibility and fiscal control over complex consultancy, legal, and professional services spend that often bypasses traditional procurement checks.

Service Description

The service operates as a specialised Vendor Management System (VMS) focused on services rather than just contingent labour. It digitises the SOW process, enabling collaborative bid scoring, deliverable-based tracking, and automated financial reconciliation.

Integrating directly with **SAP Cloud ERP**, Fieldglass removes manual intervention in the "procure-to-pay" cycle. It enforces compliance by validating service fees against contracted rate cards and ensuring digital sign-off is achieved before any supplier invoice is triggered.

The service operates as a specialised Vendor Management System (VMS) focused on services rather than just contingent labour. It digitises the SOW process, enabling collaborative bid scoring, deliverable-based tracking, and automated financial reconciliation. The subscription includes required **Deployment Services** necessary to assist with the setup and initial configuration of the solution in support of a **single system Go Live**.

The application is highly versatile, handling a variety of statement-of-work engagements, including:

- Capital Projects and Offshore/Off-site delivery.
- Independent Contractors and Managed Programs.
- Business Services and Business Process Outsourcers (BPO).

Platform Capabilities

- **SOW Lifecycle Automation:** Managed bidding, negotiation, and execution of complex service contracts within a single platform.
- **Deliverable & Milestone Tracking:** Real-time monitoring of project progress, ensuring payments are tied strictly to completed outcomes.
- **Supplier Collaboration & Scoring:** Tools to compare consultancy bids using automated scoring criteria to ensure "best fit" selection.
- **Budget & Rate Card Enforcement:** System-level blocks on cost overruns and validation of all service fees against pre-agreed master rates.
- **Subcontractor Visibility:** Deep-tier visibility into the actual individuals and project teams working on-site or remotely.
- **Compliance & Template Libraries:** Standardised contract templates to ensure legal and regulatory consistency across all external engagements.

Commercial Model

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

1. Standard Subscription

- **Metric:** Sold in blocks of **£1 Spend per year**.
- **Commitment:** Features a yearly entitlement that depletes with actual usage.
- **Duration:** Contract terms available between **12 and 60 months**.
- **Flexibility:** Provides fixed budget control for predictable project spends.
- **Pricing:** Price upon request; details available following a scoping session.

2. Pay-As-You-Go (PAYG)

- **Metric:** Sold in blocks of **£1 Spend per year**.
- **Commitment:** A pure consumption-based model with **no upfront license fees**.
- **Duration:** Contract terms available between **1 and 5 years**.
- **Flexibility:** Offers full flexibility to scale use in line with fluctuating business needs.
- **Pricing:** Price upon request; operates on a "pay for what you use" basis.

Additional Commercial Terms:

- **Auto-Renewal:** Both models feature auto-renewal clauses as standard.
- **Tenancy:** Includes one productive tenant of SAP Fieldglass as standard.

Others:

- **Supplier Type:** NTT DATA Business Solutions (Reseller Providing Extra Features and Support).
- **Deployment:** Public Cloud (SaaS).
- **Educational Discount:** Not available.
- **Trial Version:** Not available.

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

- **SAP Deployment Services:** Set up and initial configuration for a single system Go Live as per the Solution Package Scope Assumptions.
- **Standard APIs:** Inbound/outbound integration via the SAP Business Accelerator Hub.
- **Mobile Access:** Responsive HTML5 UI and dedicated iOS/Android apps.
- **Support:** Enterprise Support (24/7 for P1/P2) and NTT DATA UK Service Delivery Management.
- **Data Security:** AES-256 encryption at rest; TLS 1.2/1.3 encryption in transit.

Not Included

- **Implementation Services:** Functional configuration is delivered via separate project engagements.
- **Bespoke "WalkMe" Content:** Customised digital adoption content creation is an additional cost.
- **Third-Party Regulatory Data:** Costs for external data feeds are not included in the base subscription.

Service Delivery Model

- **Deployment Partnership:** SAP works with the Customer and their chosen Partner (e.g., NTT DATA) to deliver deployment services. Customers must provide relevant resources and fulfill obligations to ensure delivery.
- **Updates:** Mandatory updates with zero-downtime regular maintenance. Up to 5 major upgrades annually (40-hour maximum window).
- **Accessibility:** Designed to WCAG 2.1 AA / EN 301 549 standards.
- **Onboarding:** Managed via a structured implementation project, leveraging **WalkMe** (with extra cost) for contextual, in-app "Smart Walkthroughs."

Security and Compliance

- **Authentication:** Support for SSO with MFA and Public Key authentication (TLS certificates).
- **Staff Clearance:** All staff screened to **BS7858:2019**; support for Developed Vetting (DV) where required.
- **Auditability:** Real-time application logs available to users. Infrastructure logs available via SAP ticketing. Retention periods are user-defined.
- **Certifications:** ISO 9001, ISO 27001, ISO 22301, and BS 10012.

Dependencies and Constraints

- **Scope Expiration:** SAP Deployment services and deliverables are deemed accepted upon Go Live.
- **Resource Availability:** SAP Delivery is subject to the customer providing relevant resources at the required times.
- **Single Instance:** Baseline deployment services are restricted to a single system Go Live.