



Service Description Document for:

SAP Data Service Enterprise Edition

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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.

SAP Data Services Enterprise Edition

SAP Data Services, Enterprise Edition is a bundle of software products that includes rights to the following data management solutions from SAP:

- SAP® Data Services
- SAP® Information Steward

When customers license this enterprise edition, they can deploy any or all of the included solutions up to their total licensed cores across all solutions (sum of cores across all solutions equals total licensed cores).

SAP Data Services software helps customers establish and maintain a centralised foundation for their enterprise information management strategy, providing the underlying data management infrastructure essential to deliver timely and trusted information in support of all data-driven initiatives. SAP Data Services provides a single, enterprise-class solution to move, improve, govern, and unlock value from data that is otherwise hidden in disparate and siloed systems.

SAP Information Steward software is designed to provide a single environment to discover, define, monitor, and remediate enterprise data assets. It brings IT and business users together with a common purpose to maintain and improve data quality through data governance. Within a single application, SAP has incorporated the ability to manage metadata, profile data at its source, apply validation rules to assess its quality, and continuously monitor its quality over time.

Data Services is now available in a Private Cloud edition, fully hosted and supported by SAP, meaning that it is easier than ever to get access to the power of the Data Services platform. It is also available as an on-premise system.

Features and Benefits

- Extract, transform and load data from hundreds of possible data sources to hundreds of possible targets to automate data integration.
- Gives both IT and business users instant visibility into the origins of their data, the quality of the data, and the ability to determine what applications or reports are affected by it.
- Broad application and system support – ability to access and integrate SAP and non-SAP sources and targets, from Data Lakes through SAP Business Suite software to SAP HANA® databases and SAP BusinessObjects™ business intelligence solutions
- Single solution (interface, architecture, and engine) with an intuitive business user interface for extract, transform, and load and data quality – breakthrough ease of use, allowing rapid development of data integration and quality projects
- Native text data extraction and processing – ability to unlock meaning from unstructured text data for increased business insights, from support calls, services agreements, Microsoft PowerPoint documents, PDFs, and forums to content collected from Twitter, and so on
- High performance and scalability – ability to meet high-volume needs through parallel processing, grid computing, and bulk data-loading support
- Maximised productivity and simplified maintenance – ability to transform and cleanse all types of data, regardless of industry or data domain, and leverage a centralised business rule repository and object reuse
- Continuous monitoring of data quality over time

- Reduced risk of propagating bad data by identifying it early
- Integration with SAP Business Data Cloud
- Optional: Private cloud solution, fully hosted and managed by SAP and NDBS.

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 Data Services is available as a Private Cloud and on-premise offering. The pricing mechanism for each option are different and we can discuss these with you upon request.

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

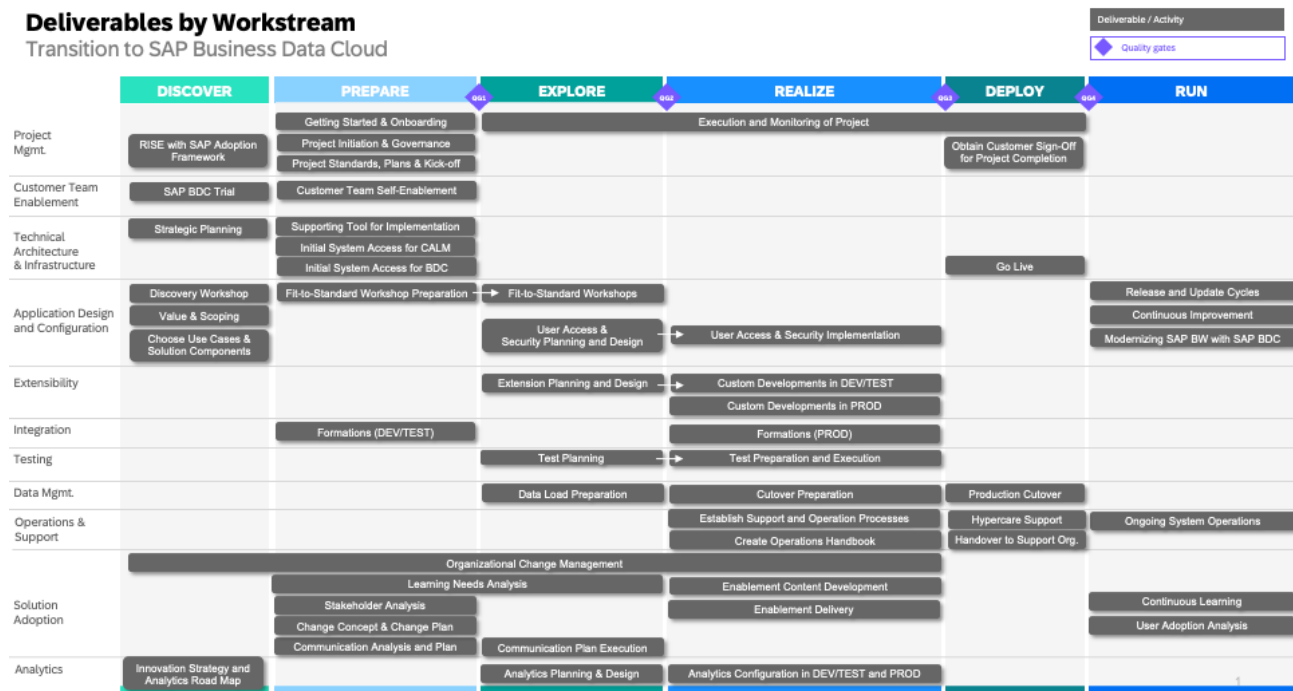
NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NTT DATA Cloud Support Services (Implementation). These services cover:

- 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 Data Services and how its core components can bring benefits to the business.

- Discover Phase Activities:
- User enablement via the trial system
- 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, organisation and governance
- Project management, tracking, and reporting mechanisms
- Project team self-enablement
- Provisioning of your SAP Data Services tenants
- Setup of the SAP Data Services 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 ascertain how much of 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
- 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 Realise phase, the project team prepares the test cases and scripts, sets up the SAP Data Services production environment and prepares cutover plans.

Realise Phase Activities:

- Execution and monitoring of the project.
- Setting up the SAP Data Services production environment.
- Preparing and executing testing.
- Conducting project team and key user training.
- Finalising 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 organization

Run Phase Activities:

The purpose of this phase is to further optimise 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

Our approach embeds the following principles:

- START with BEST PRACTICES for SAP data sources - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including pre-configuration 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%. This applies to the PCE edition.

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

Major upgrades take place twice 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 NDBS to support the extraction of the data.

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.