



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Analytics 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 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.

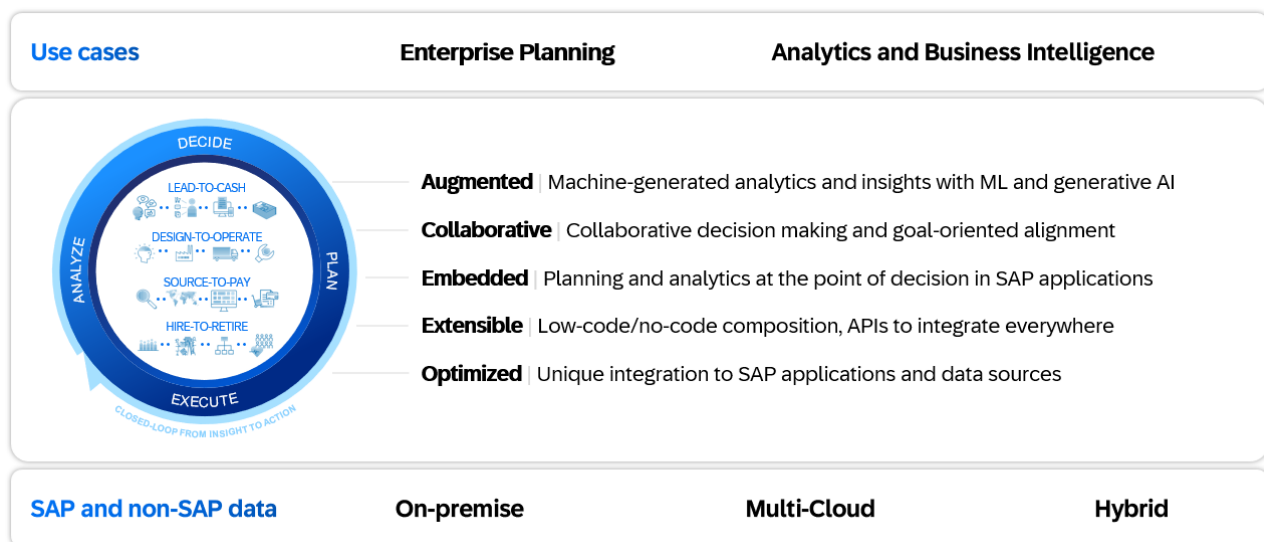
With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! 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.

SAP Analytics Cloud

SAP Analytics Cloud is now delivered as the native analytics and planning capability within SAP Business Data Cloud, providing a unified environment for business intelligence, enterprise planning, predictive analytics, and intelligent applications. By operating within SAP Business Data Cloud, organisations benefit from a single semantic model, governed data foundation, and the ability to publish reusable Data Products that combine datasets, business logic, and policies into shareable, secure, and high-value asset.

This integrated architecture enables customers to design and consume analytics, simulations, and plans directly on governed SAP Business Data Cloud data, supporting faster decision-making and eliminating the complexity of maintaining separate analytics tools. Advanced machine learning and GenAI capabilities, including SAP's copilot *Joule*, are embedded to enrich insights and automate key analytical and planning tasks.



Features and Benefits

- **Unified Data + Analytics Platform** – SAP Analytics Cloud is now embedded inside SAP Business Data Cloud, enabling analytics to run directly on governed data models without additional integration or replication.
- **Reusable data products** - Create governed, shareable Data Products that package curated datasets, business logic, and semantics for consistent use across analytics, planning, and applications.
- **Build intelligent, data-driven applications** on trusted SAP Business Data Cloud data, using Machine Learning and GenAI to automate decisions, trigger workflows, and embed insights into business processes.
- **Accelerated Time to Insight** – Deliver dashboards and reports using pre-built business content (KPIs, models, data flows) across industries and functions.
- **Trusted, Semantic Insights** – SAP Business Data Cloud retains business semantics across the entire data landscape, ensuring consistent, trusted, contextual analytics for all users.
- **AI-Powered Decision Making** – SAP Joule enhances analytics with GenAI-driven explanations, simulations, anomaly detection, risk analysis, and scenario modelling.
- **Natural Language Queries** – Users can interact with data conversationally, asking questions in plain business language to receive instant, accurate responses.
- **Planning Embedded in Analytics (xP&A)** – Combine analytics and planning across all business functions within one platform for continuous, integrated performance management.
- **End-to-End Automation** – AI-driven enrichment, automated calculations, forecasting, and data preparation reduce manual effort and improve accuracy.

- **Single Source of Truth for Cross-Organisation Planning** – SAP Business Data Cloud and SAP Analytics Cloud together deliver a consistent data foundation for consolidated financial, workforce, supply chain, and operational planning.

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 Analytics Cloud subscriptions are sized by number of users, the functionality required, whether you are adopting the private edition or the public edition and whether you require additional storage. This determines the monthly subscription cost.

Functionality required is managed by 3 types of user.

- SAP Analytics Cloud for BI & Predictive – this is the base level product and includes all the analytical functionality including the authoring and consumption of Stories (dashboards) and the use of all the predictive features embedded into SAP Analytics Cloud
- SAP Analytics Cloud for Planning, Predictive, Standard Edition – this includes all the functionality of the base level product but additionally includes the capability to interact with planning models by inserting and updating data and executing planning functions
- SAP Analytics Cloud for Planning, Predictive, Professional Edition – this is the most powerful user personas and includes capabilities to define planning models, functions and processes in addition to the functionality available with the other two user types

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

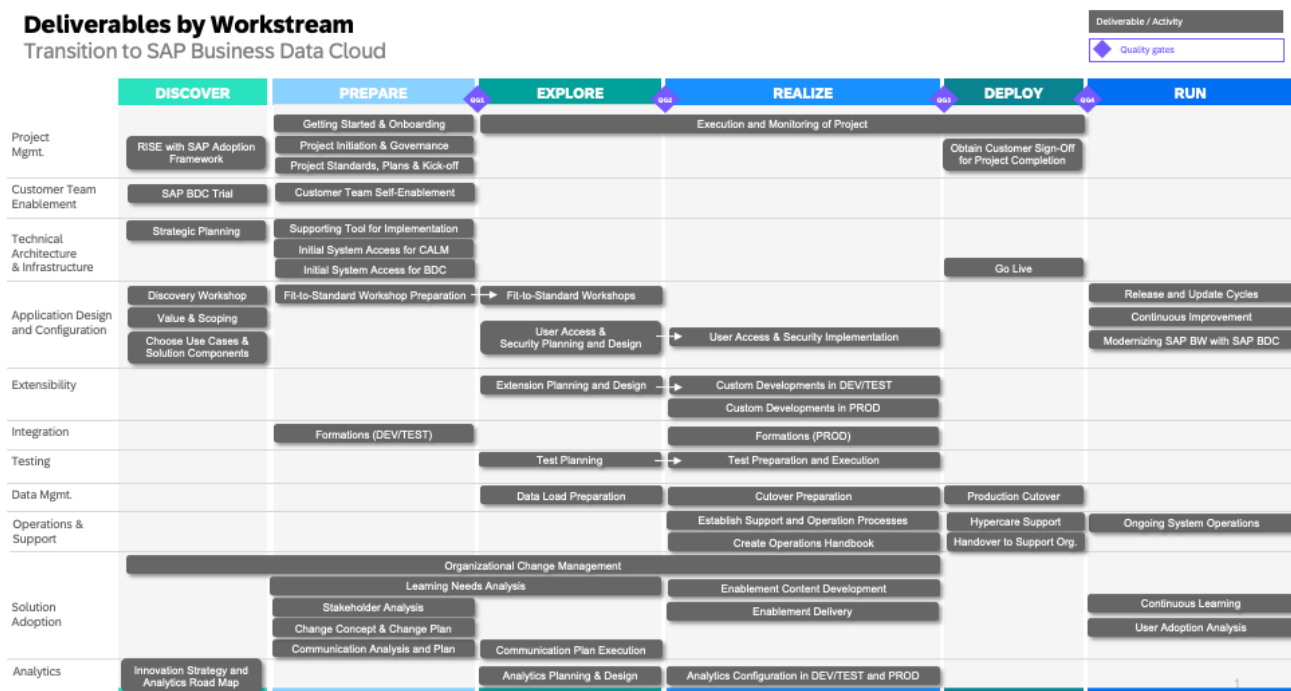
NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NTT DATA Cloud Support Services (Implementation). These services cover:

- 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.