Service Description Document for:

SAP Ariba Buying and Invoicing

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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 Ariba Buying and Invoicing

Module Description

SAP Ariba Buying and Invoicing is a set of procure-to-pay applications that help you drive increased visibility, cost control, and compliance across your procurement processes through better user experience, improved supplier collaboration, and greater spend coverage.

The SAP Ariba Buying and Invoicing solution together with SAP Business Network connects every step of the purchasing lifecycle for indirect goods and services – including catalogues, requisitions, contracts, orders, goods receipts, and invoices – enabling you to:

- Streamline workflows, expedite approvals, and eradicate errors and exceptions.
- Connect with millions of suppliers across hundreds of categories worldwide, reducing discovery time and allowing you to transact and collaborate with all trading partners in one place.
- Deliver a smart, more automated buying experience that directs users to compliant purchases with the least amount of human intervention possible.
- Access preferred vendors and items in custom business-to-business (B2B) marketplaces, so you can expand choices while controlling tail spend.
- Eliminate silos by integrating with other applications and ERP systems, so you can drive consistent business processes and share centralised data.

As a result, you can manage more spend with less effort – helping you bring speed, scale, and savings to procurement and fresh innovation to the business.

Technology Features

Catalogues
This solution supports multiple approaches to managing and accessing catalog content.

- **Local Catalogues -** Authorised users can load, manage, and access catalogs and prices stored in the solution. This solution supports customer catalogs in CIF, cXML, BMEcat, and Microsoft Excel formats and allows loading of catalogs from SAP Business Network.
- **Remote Catalogues** - Users can access and procure from catalogs hosted and managed by suppliers on their selected third-party providers. Features include: Authentication by SAP Business Network**,** Support for Level 1 and Level 2 PunchOut
- **Additional Capabilities** - The following catalog capabilities require additional services to configure: Kits, Filtered views

Spot Buy Capability

- The Spot Buy capability connects this solution to content providers available from the SAP Ariba Spot Buy Program, enabling buyers to add items from suppliers or marketplaces in that program to requisitions in this solution. Use of this capability requires participation in the SAP Ariba Spot Buy Program and is subject to special terms and regional availability limitations.
- Spot Buy requires an integrated SAP Business Network buyer account.
- End users can search and browse the Spot Buy capability for content, view items details, and add items to requisitions.
- Customer administrators can select to connect to available content providers, configure search criteria and controls, and specify administrative contacts to manage Spot Buy requisitions.

Guided Buying Capability
Guided buying provides a simplified user interface that allows casual users to search for and request for goods and services, create receipts, and manage approvals. Guided buying supports the following features in this solution:

- Catalogues
- Spot buy capability
- Taxes and charges
- Budget checks
- Approval workflow

- Purchase orders, receipts, and service sheets
- Contract compliance
- Dynamic forms
- Form builder

It also includes the following unique features.

- Purchasing Policies - Guided buying policies ensure consistent compliance for all purchases. They can be configured with policy errors and warnings related to different scenarios that occur during the creation of a request. Warnings and errors are messages that inform users about a policy violation. Warnings can be configured to give users the opportunity to either provide a custom justification or to choose from a predefined list of justification reasons. With errors, users can't submit the request until they fix the violation.
- Landing Pages - A landing page is a page that contains various clickable tiles that make it easier for users to navigate through the catalogue. Users see an initial landing page when signing in to guided buying. The guided buying home landing page can be customised to show different category tiles with images.

Requisitions and Approvals

This solution supports end-user requisitioning and requisition approval for use in monitoring and compliance.

- Catalogue and Non-Catalogue Requisitioning - Users can requisition both catalogue and non-catalogue items.
- Catalogue Search and Viewing - Users can view and search for both local and remote catalog items using: 1) Keyword search, 2) Dynamic filters for category, suppliers, price ranges, and manufacturers, 3) Favourites
- Service Requisitioning - Users can create requisitions for service items as well as material items. They can also leverage the N Bids and a Buy feature to collaborate with suppliers, get quick quotes, and award the service to selected suppliers. When a user indicates that a requisition line item is a service item, that item requires a service sheet.
- Taxes and Charges - The solution can default taxes on requisition lines. Users with appropriate permissions can change the defaulted tax code on requisition lines. Users can also add shipping and other charges to requisition lines.
- Demand Aggregation and Sourcing - Demand aggregation consolidates line items from multiple requisitions into an aggregated requisition in order to get better discounts and reduce the costs and efforts involved in the procurement cycle. Configurable rules can aggregate requisitions for some items automatically. Purchasing managers or agents can manage aggregated requisitions in the Purchasing Workbench. In solutions integrated with SAP Ariba Sourcing, purchasing managers or agents can send sourcing requests for aggregated requisitions in order to benefit from the tiered pricing available in contracts.
- Budget Checks - Budget checks confirm that funding is available at the time of requisition approval. Budget check features include: - Budget data import and consumption data export, - Approval of requisition line items against available budget. Customers with integrated SAP ERP can optionally check and reserve budgets for requisitions directly in the ERP system in real time.

Purchase Orders, Receipts, and Service Sheets

This solution generates purchase orders (POs) from fully-approved requisitions.

- Service Purchase Orders - Fully approved service requisitions generate service purchase orders. Service purchase orders are associated with all of the service sheets that contain details of services and material goods used to fulfil the order.
- Purchase Order Delivery - Purchase orders can be delivered to suppliers in the following ways:
- Through SAP Business Network, which supports a number of delivery formats, including fax, email, cXML, and EDI and manual delivery.
- Order Confirmation and Advance Ship Notices - Suppliers can only return order confirmations and advanced ship notices through SAP Business Network.
- Receiving - Users can record the receipt of requisitioned items. Receiving features include:
  - Desktop and central receiving
  - Receiving against contracts for non-PO spend
  - Automated, date-specific receiving for imported requisitions
  - Asset information capture and reporting

  - Returned goods management
  - Receipt import
- Service Sheets - This solution supports service sheets that suppliers submit on SAP Business Network. The service sheet best-practice approval workflow and other workflow-related capabilities include the following:
  - Routing to individual groups or queues
  - Routing to supplier-identified users, contract owners, or purchase order requesters
  - Service sheet approvable inclusion and filtering in the My To Do list
  - Custom workflow creation and maintenance

Procurement Operations Desk for Buying Solutions

Procurement operations desk provides the capability to consolidate information from buying solutions on a single dashboard to enable team members and their managers to perform approval activities for requisitions more effectively. The layout of the dashboard addresses role-specific requirements for the activities performed by team members and their managers. Procurement operations desk includes:

- Automatic assignment of requisitions to designated approvers based on factors such as spend value, commodity code, or region.
- Options to collaborate with other users to find information necessary for processing approvals.
- Ability for approvers to apply custom sub-statuses to requisitions to provide enhanced visibility.
- Ability for team managers to track the day-to-day approval activities of their teams, review the progress of high-priority requisitions, monitor service level agreement (SLA) violations, and use options for balancing their teams' workloads.

Purchase Cards

This solution supports purchase card management and purchase card charge reconciliation.

Form Builder

The form builder feature is a self-service application in which customer administrators can create standalone forms to extend this solution.
Key features include:

- Ability to create standalone forms using an easy-to-use drag and drop interface.
- A powerful condition editor to support building conditions related to editability, validity, and visibility.
- Ability to add master data to enhance the user experience.

Invoices

This solution supports invoice management, reconciliation, and approval.

- **Invoice Capture -** Users of this solution can enter PO invoices, no release contract invoices, or non-PO invoices directly in the user interface of the solution site. Buyers can leverage this functionality to capture paper-based invoices for routing and approval. Suppliers can also send invoices to this solution through SAP Business Network either electronically from other systems or manually by creating them in the SAP Business Network user interface.
- **Invoice Matching**
  - Invoice Matching Engine - This solution reconciles invoices against purchase orders, contracts, and receipts using buyer-defined business rules set by configuring exception types. Buyers use these features to confirm that invoices are applied against the correct purchase order or contract and to ensure that all items and services have been received and that the amount billed is correct.
  - Invoice Exception Library - This solution reconciles invoices against purchase orders, contracts, and receipts using a robust library of configurable invoice exception types. This solution can also reconcile non-purchase order invoices or other applicable business rules.
  - Tax Tables - Tax tables validate taxes submitted at the invoice or invoice line item level. Buyers can extract tax table data from their ERP systems or third-party tax applications and load it into this solution as part of ongoing master data synchronization. In sites configured to use the enhanced tax engine, tax tables also include withholding taxes.

Approval Flows and Queues

- Approval Workflow - Requisitions can be routed through approval steps prior to becoming orders. Approval flow features include:
  - Ability to add approvers to a flow on an ad-hoc basis
  - Approval from within this solution or in HTML email
  - An Approval Rules Library
  - Custom approval rules
- Approval Rules Library - This solution includes a library of configurable best practice approval workflows and rule sets for approving purchase order, contract, and non-purchase order invoices.
- Queue Management - Queue members take ownership of approvable transaction routing in a first in/first out manner. Queue managers can analyse, balance workloads, and reassign or expedite approvable transactions.

Payments
This solution supports several different payment features.
- Advance Payments - Purchasing and payment users can issue advance payments, which are required before suppliers fulfill orders in some cases. Payment agents and managers can create and manage advance payments, which are separate approvable documents, against purchase orders. Users who reconcile invoices can adjust advance payment amounts against invoices matched to purchase orders with advance payments.
- Evaluated Receipt Settlement and Recurring Payments - Evaluated receipt settlement (ERS) allows buyers to automatically generate invoices on behalf of suppliers based on receipts, ensuring timely settlement without supplier invoicing. These invoices can be generated for either purchase order or contract lines that are flagged for ERS. Recurring payments allow buyers to automatically generate invoices on behalf of suppliers at fixed periods based on no-release contracts, ensuring timely settlement without supplier invoicing or manual intervention from the buyer.

Contract Compliance
- Contract Maintenance - You can maintain contracts within this solution using:
  - Setup in the user interface
  - Contract import
  - Access control
- Contract Elements - Contracts created in this solution can be based on suppliers, commodities, or items, and can include the following elements:
  - Release required
  - Contract hierarchies
  - Effective and expiration dates
  - Limits
  - Simple and advanced pricing terms
  - Release type
  - Blanket purchase orders
- Contract compliance - Contract compliance measures include:
  - Compliance for purchase orders and non-purchase order invoices and related invoice workflow routing
  - Accumulators for tracking usage and balance
  - Matching against contracts
  - Creation of purchase orders with contract pricing
  - Manual contract assignment
  - Enforcement of pricing terms in purchase orders
- Supplier contract invoice entry - Suppliers can create invoices by selecting items from a buyer-created contract.

Procurement Workspaces
This solution includes the option to configure and use procurement workspaces, which allow users to manage procurement as a project.
- Procurement Workspace and Procurement Workspace Request Templates - Template managers can create templates for both procurement workspace requests and procurement workspaces. These templates can include tasks, approvals, and fields.
- Procurement Workspace Creation - Users can create procurement workspaces from:
  - Approved procurement workspace requests

    - The Create menu on the dashboard
    - A purchase requisition (PR)
- Procurement Workspace Referencing - The following documents and sub-projects can be linked using procurement workspaces, including:
    - Sourcing projects
    - Contract workspaces (sales or procurement)
    - Requisitions
    - Purchase orders
    - Receipts
    - Invoices
    - Procurement workspaces (as sub-projects)
    - Supplier Performance Management projects

Dynamic Forms - Dynamic forms include the following components:
- Flexible requisition templates: Customer administrators use these templates to define the fields they need.
- Supplier response: Supplier invitation, proposal generation, and contract/pricing compliance.
- Proposal review: Supplier comparisons, price negotiations, and messaging.

SAP Ariba E-forms Add-On
The SAP Ariba e-forms add-on is a set of tools that allows companies to automate business processes to facilitate their enterprise spend management initiatives. Key features include:
- Form creation - Create forms to collect information needed so that the form can be submitted for approval.
- Dynamic workflows - Rule-based workflows and role-based notifications to configure dynamic processes specific to your needs and approval requirements.
- Reporting and search - All data in forms can be added to reports or used as search criteria.

The purchase of SAP Ariba e-forms includes a one-time setup fee for one form with up to 30 custom fields. For an additional charge, SAP Ariba will develop a form based on the following sizing criteria:
- Large: one form developed with 21-30 custom fields
- Custom: one form developed with more than 30 custom fields; a custom form requires custom scoping

Customer administrators and functional administrators can modify approval processes associated with a form.

Use of SAP Ariba e-forms is subject to restrictions regarding the type of information that may be stored as provided in the SAP Ariba Data Policy.
Each form includes a set number of fields for each data type. These fields are pre-allocated in the database whether you use them or not, and you cannot add fields beyond the set number. In some cases, multiple SAP Ariba e-forms field types map to a single data type; for example, Text fields and Multiline Text fields both count against a form's text field limit. The number of fields available for each form depends on the site's variant type.

Any forms created by SAP Ariba are wholly owned by SAP Ariba. For forms created by a customer, the customer grants SAP Ariba an unlimited license to commercially use or offer any forms created in the solution.

Multi-ERP Configuration
Buyers with many ERP systems can take advantage of this solution's features and workflow without migrating to a single ERP. A multi-ERP configuration provides the ability to define and publish enterprise-wide procurement policies and the flexibility to deploy unique policies and configurations at the business unit level. The multi-ERP configuration publishes policies from a parent site; one or many child sites inherit those policies.

The parent site is a control centre that defines enterprise-wide procurement policies (approval rules, system parameters, customisations, and so forth), manages catalogue content, and consolidates master data that is shared across the enterprise.

The parent site publishes these policy, content, and data components and child sites consume them either through subscription or inheritance.
The child site or sites are where all of the actual procurement transactions (requisitions, orders, invoicing, receiving, and so forth) occur. Each child site is configured to support one of the supported Enterprise Resource Planning (ERP) systems.
One parent site and one child site are included in this solution. You can purchase coterminus subscriptions to additional site add-ons for your solution in order to add more child sites. If you do so, you must also purchase the corresponding deployment services for each additional child site for an additional fee.

Child Site ERP Integration
Each child site can be integrated with only one ERP system. In most cases, ERP-specific master data is loaded directly into the child site. This data includes:

- Catalogue content - Administrators can subscribe or unsubscribe to catalog content.
- System parameters - The parent site's parameters are replicated in child sites and all inherited parameters apply unless explicitly set in the child site.
- Customisations - Once customisations are published in a parent site, they are validated and immediately pushed to child sites. Modifications in child sites can override customizations, inherited from the parent.
- Strings and enumerations - Strings and enumerations are maintained in the parent site and are copied periodically from parent to child.

A child site's configuration type (which is set by SAP Ariba) dictates the content, policies, and data published by the parent site that it can consume.
Valid configuration types are:

Configuration Type	Description
Single variant	Data is highly shared between parent and child sites. All data objects are typically maintained in the parent site. This option is only available if the parent and child ERP variants are the same.
Multi-Variant	Common data is shared between parent and child sites, but ERP-specific data is loaded directly into the child site. Parent and child sites can be different ERP variants.
Disconnected/Basic	Data is not shared between parent and child sites.

Multi-ERP User-Facing Features
In addition to the standard features included in the solution, the multi-ERP configuration also includes the following user-facing features:

- Cross-site reporting
- Cross-site global contracts
- Shared content
- Invoice reassignment
- Site switching

ERP and Third-Party Integration
This solution supports integration with third-party applications, including ERP systems from SAP, PeopleSoft, and Oracle. Integration capabilities vary by ERP system.
The following integration points are supported for SAP ERP (releases 6.0 and EhP 2-7), PeopleSoft Enterprise (Versions 8.8, 8.9, and 9.0), and Oracle Financials (Versions 11i and R12) ERP systems:

- End-to-end integration for:
    - Master data
    - Purchase orders
    - Receipts
    - Ok-to-Pay
    - Remittances

- Partial integration for:
    - Requisitions: customers need to generate the flat files that are imported into this solution
    - Financial transactions: customers need to create the accrual and liabilities entries from the flat file exported by this solution.
    - Budgets: customers need to generate the flat files that are imported into this solution
    - Charge payments: customers need to process the PCard changes exported from this solution

Document Exchange Using SAP Business Network
This solution includes the ability to use SAP Business Network to exchange documents with suppliers connected to the network, including:

- Transmission of orders
- Transmission and receiving status updates for order confirmations and ship notices
- Transmission of collaboration requests and orders
- CIF, cXML, BMEcat, and Microsoft Excel catalogs
- Remotely hosted catalog index files
- Receiving of supplier invoices
- Status

In order to use SAP Business Network, suppliers must be enabled on the network and must remain eligible to use the network.

Administration
This solution includes administration capabilities in the following areas:

- User delegation
- Catalogue management and export
- Data import and export

Power users such as managers and administrators have access to user interface-based administration. Access to various tasks in this interface is based on permissions.

This solution includes catalogue administration capabilities:

- Catalogue loading and maintenance
- Catalogue validation rules
- Catalogue approval rules
- Catalogue views
- Catalogue kits
- Relevance ranking
- Commodity codes
- Data import, export, and setup

Reporting

- System search for documents
- Prepackaged reports
- Reporting dashboard
- Custom report creation

APIs

- Document Approval API - This API set enables your application to approve or decline requisitions and invoices, either systematically or by presenting the approval task to one or more approvers. It only applies to requisitions and invoices; it does not apply to invoice reconciliations.
- Custom Forms API - This API set enables your application to get data from custom forms created with the form builder.
- Operational Reporting API for Procurement -This API set enables your application to extract and report on the procurement transaction data that is necessary for making operational decisions, such as which invoices to pay or purchase requisitions to approve. The transactions available via the operational reporting API are: purchase requisitions, purchase orders, receipts, invoices and invoice reconciliations.

- Analytical Reporting API for Strategic Procurement and Operational Procurement - The analytical reporting API enables you to create a client application that extracts reportable data from reporting facts and dimensions such as you would select in the user interface when creating an analytical report. For example, you could use this API to extract and report on the analytical data that you need to import to a customer's warehouse or create dashboards for trend assessment
- Catalogue Content API - The Catalog Content API allows your application to retrieve catalog data from your SAP Ariba solution.
- Content Lookup API - This API set enables your application to update catalog lookups in your procurement solution.

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

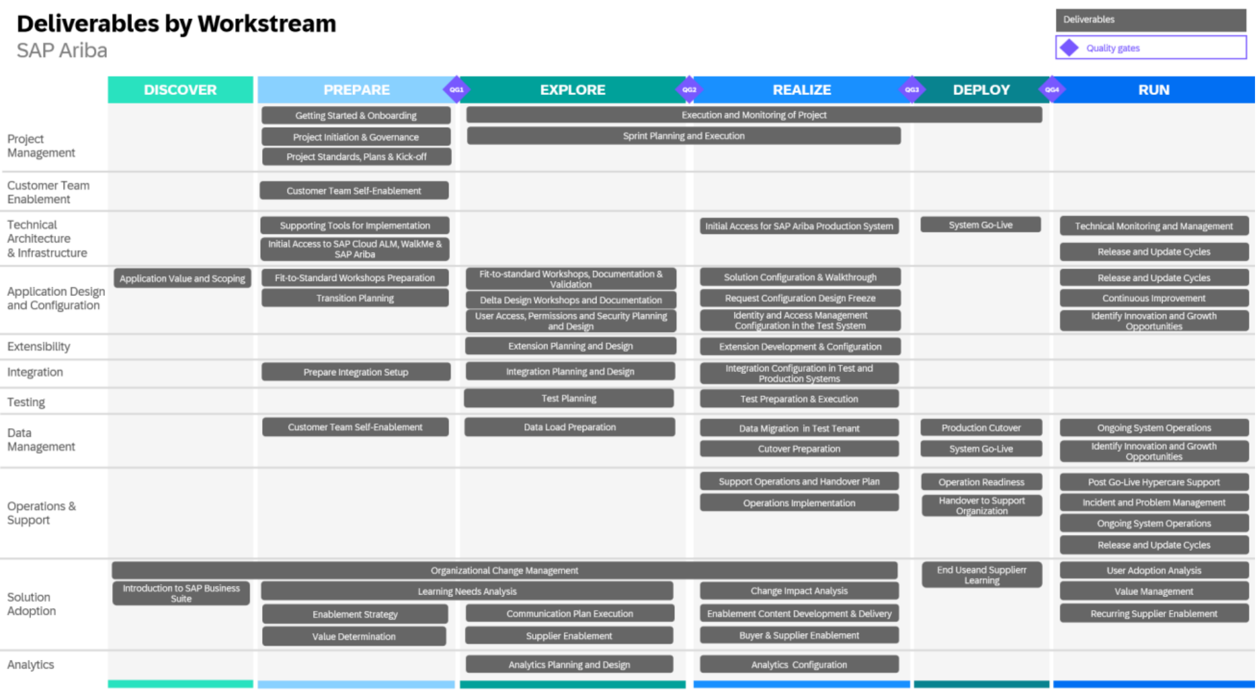
Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS 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 for SAP Ariba.



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 functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and 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.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Best practices installation
- Establish project standards, organisation and governance.
- Define and secure approval for the implementation/upgrade strategy.
- Define roles and responsibilities for the project team.
- Validate the project objectives.
- Establish project management, tracking, and reporting mechanisms for value delivery.
- Begin self-enablement.
- Develop enablement strategy.
- Receive and access the initial systems.
- Kick off the project.

Explore Phase Activities:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

Realise Phase Activities:

The purpose of the Realize phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Plan and execute on sprint plan
- Implement the solution in the test environment in time-boxed iterations (sprints).

- Conduct overall end-to-end testing of the solution.
- Set up production environment.
- Prepare for data migration and data archiving.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organization readiness, and to switch business operations to the new system(s).

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

The purpose of the Run 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.

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES - with the solution delivered through proven, re-useable knowledge assets and pre-built content, including process flows, pre-configuration, test scripts, data migration assets, 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 and 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%.

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

For Public Cloud, there is a weekly maintenance window (Saturday 22:00 UTC) for 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 19:00 UTC) for 8 hours.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools to download the data from the service. It is the customer responsibility to download the data prior to contract termination. Additional cost options can provide enhanced support from NDBS to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

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.