



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Project and Resource Management

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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.

Service

SAP Project and Resource Management

SAP Project and Resource Management provides comprehensive capabilities to manage projects throughout the entire lifecycle.

SAP Project and Resource Management targets the needs of requesters, resource managers, and resources in the staffing process of projects and other activities. Requesters can manage their resource requests and track the staffing status of each request. Resources can maintain meaningful profiles comprised of employee data, skills, previous experience, and availability to ensure they are matched with appropriate resource requests. Resource managers can find suitable resources based on a matching score and are enabled to improve the utilization of their resources. The solution facilitates the information exchange across the different roles, and everyone has access to the up-to-date information. SAP Project and Resource Management extends the projects capabilities of SAP S/4HANA in the areas of Resource Management and Collaboration.

SAP Project and Resource Management has the following capabilities:

- **Project management** The project management capability offers a business network for the execution of cross-company projects. You can set up a project and invite project partners (companies) from various disciplines to collaborate on the project.
- **Resource management** The resource management capability supports you in the efficient use of your human resources.

Key capabilities include:

- **Deliver projects on time** - Monitor project performance to identify issues early and mitigate to avoid delays.
- **Streamline communication** - Coordinate activities between teams to increase productivity.
- **Optimize resource staffing** - Quickly identify the perfect resource match, provide transparency into assignments, and balance the workload between resources.

SAP Project and Resource Management, Project Management

Feature	Description
Manage Projects	Create projects and invite business partners for different roles from different companies to collaborate on projects
Manage Account	Configure and manage users and onboarding settings for your company account
Manage Company Profile	Manage your company details and enable company visibility for invitations into projects.
Manage User Profile	Manage your user details and enable personal visibility for invitations into projects
Manage Authorizations	Manage users and user groups and authorise them to perform various functions in a project.

Manage Documents	Manage and share project-related documents within a cross-company collaboration project.
Manage Project Plans	Create project plans to manage breakdown structures of a project
Import and Share Project Plans	Share, connect, and coordinate project plans from different project partners in a cross-company project environment.
Manage Financial Plans	Plan quantities, costs, and revenues across the overall project lifecycle
Manage Tasks	Coordinate the execution of tasks in a cross-company project environment
Manage Issues	Manage issues that affect the completion of a task, goal, or activity in a collaboration project. Share issues with project partners in a project
Manage Digital Twins	Manage digital representations of physical entities related to a project, for example, a building or bridge
APIs	Access business objects and perform various functions in a project using the public APIs for SAP Project and Resource Management, collaborative project management. The APIs for SAP Project and Resource Management, collaborative project management are available only for customers with a commercial subscription. Freemium customers can't use the APIs.
Related Objects	Reference business objects in a project with objects in business systems that are outside project management.
Integration with an enterprise resource planning system	Supports the integration with an enterprise resource planning system (currently SAP S/4HANA Cloud Public Edition) to enable users of the enterprise resource planning system to directly navigate to apps in project management.

SAP Project and Resource Management,, Resource Management

SAP Project and Resource Management, resource management enables resource managers to improve the utilisation of their resources by better fulfilling staffing demands.

Key Benefits

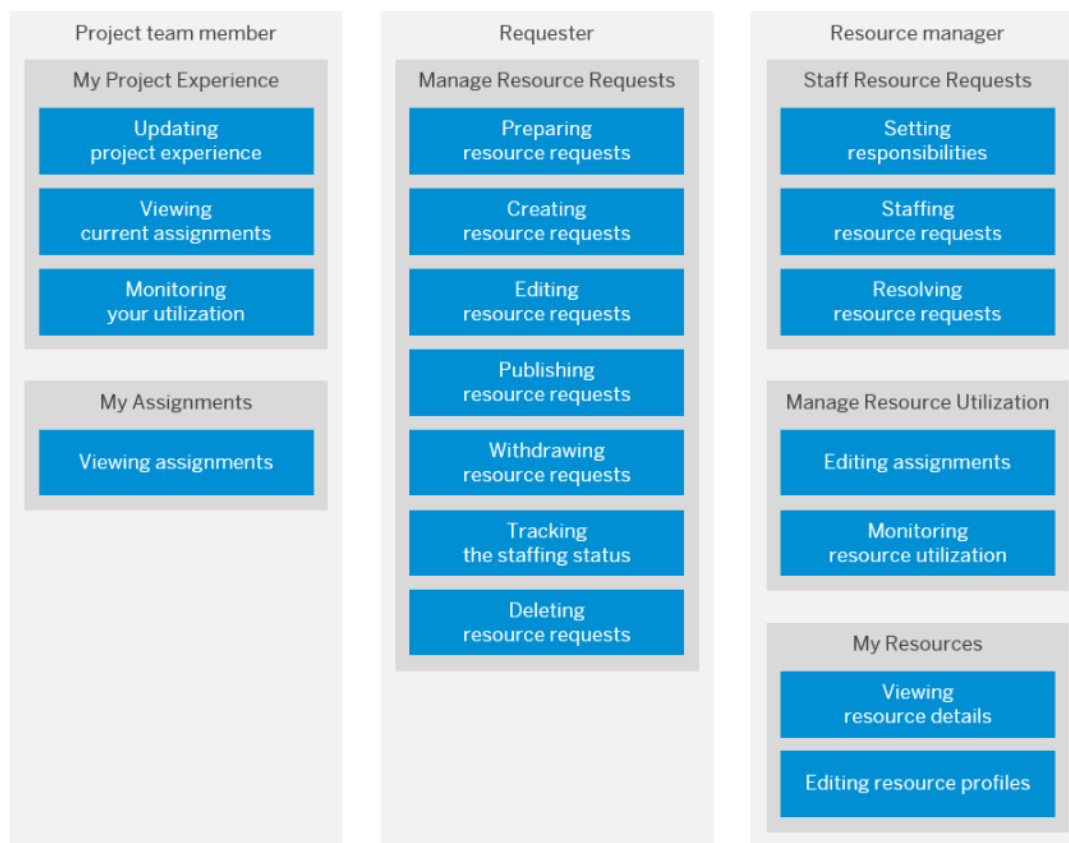
Meaningful profiles of project team members comprised of employee data from the HR system, additional skills, project expertise, and availability

- Consistent skills catalogue
- Resource request handling, distribution, and monitoring for requesters and resource managers
- Staffing of suitable resources based on a matching score
- Overview of the resource utilisation for resource managers

Roles and Corresponding Tasks

The following roles are involved in the resource management process:

- Project team member - Updates own profile with information about skills and previous project experience.
- Requester - Creates and manages resource requests based on project data and demands coming from the projects.
- Resource manager- Staffs suitable resources to the resource requests and monitors the resource utilisation.



Capabilities

SAP Project and Resource Management, Resource Management delivers the following capabilities:

Feature	Description
Request resources for projects	Requesters can request resources for projects, specifying the required skills, the time period, and a description of the project, for instance. They can also track the progress of the staffing process.
Find and staff resources	Resource managers can find suitable resources and assign them to resource requests.
Monitor utilisation of resources	Resource managers can monitor the utilisation of their resources and refine their assignments
Maintain profile	Project team members can maintain their project experience and skills in their personal profiles. They can also keep track of their utilisation.
Stay informed about assignments	Project team members can get a graphical overview of their assignments to check which of them are scheduled for a particular day.
Integration with an enterprise resource planning system	Supports the integration with an enterprise resource planning system (currently SAP S/ 4HANA Cloud Public Edition) to enable users of the enterprise resource planning system to exchange data with and directly navigate to apps in resource management.

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.

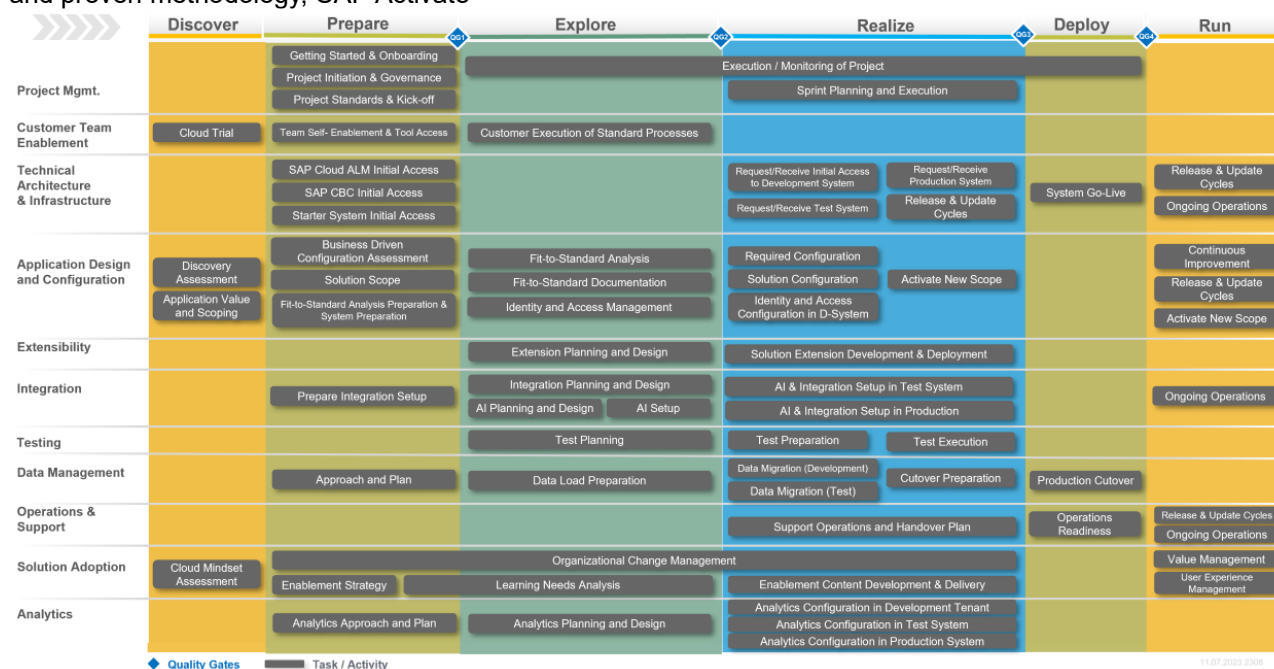
A pre-requisite to using SAP S/4HANA Enterprise Portfolio and Project Management, is licensing for RISE with SAP S/4HANA Private Cloud.

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 – 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®



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:

- User enablement via the trial system
- Solution scoping via the SAP Digital Discovery Assessment tool

- Value discovery

Prepare Phase Activities:

- Define project goals, a high-level scope, and a project plan
- Identify and quantify business value objectives
- Secure executive sponsorship
- Establish project standards, organization 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:

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build 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
- Conduct project team and key user training
- Testing of the solution

- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

- Finalise the solution and business processes for production go-live
- Proceed with cutover activities including data migration
- Execute transition and cutover plans including organizational change management (OCM) plans
- Complete all scheduled end user training
- Track and report on value delivery
- Develop post-go live support plan

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 - 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 & 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%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

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 Private Cloud – there is a major release every 2 years, with interim Feature Packs every 6 months. Upgrades are optional in Private Cloud, but the customer must be on a maintained release (hence must upgrade at least every 7 years). Subscription includes costs for the upgrade every 2 years.

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.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

Business Continuity

For Private Cloud, the backups retention is agreed with the customer.

Enhanced Business Continuity coverage is available as an additional cost service.

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.