



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Information Lifecycle 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.

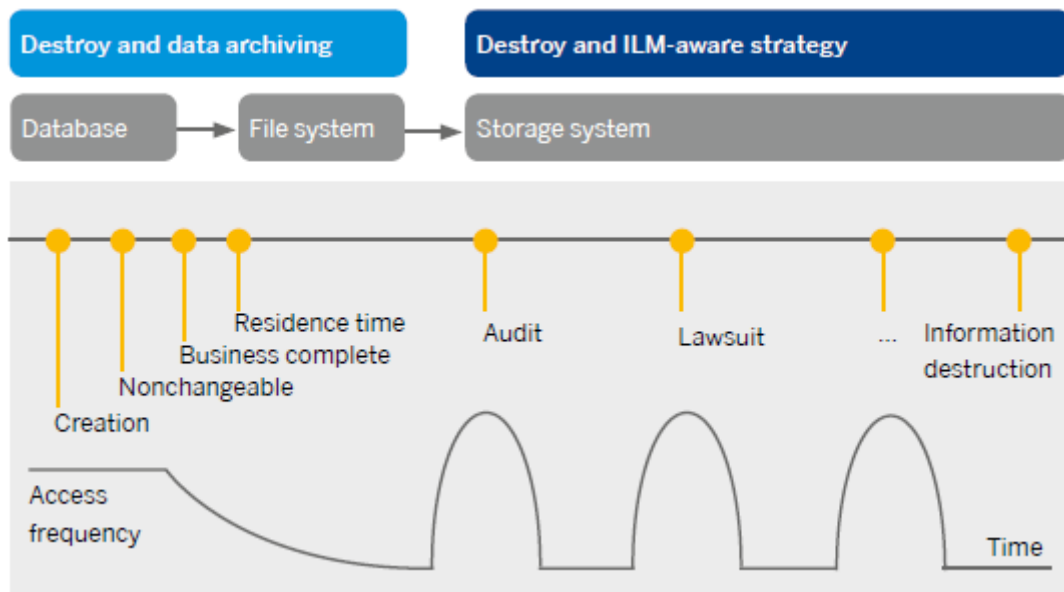
With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start!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

SAP Information Lifecycle Management

SAP Information Lifecycle Management (SAP ILM) enables you to manage the lifecycle of live and archived data based on rules. SAP ILM uses ILM-specific, enhanced data archiving functions.

The ILM approach at SAP is built upon three cornerstones: data archiving and data management, retention management, and system decommissioning. It helps you streamline your IT infrastructure by simplifying legacy system decommissioning and automating data retention management. You can archive data in accessible and searchable formats. Auditing and reporting functions for archived data and central management and enforcement of rules-based retention policies help you minimise business risk, reduce costs, and increase control.



SAP ILM provides tools to manage data throughout its lifecycle.

Data Archiving	Retention Management	System Decommissioning
Analyze data volumes	Define and manage all retention policies across the enterprise	Decommission legacy systems to a central information lifecycle management (ILM) retention warehouse system
Securely move data from the database to the archive	Manage the responsible destruction of data based on policies	Enforce retention policies on data from shut-down systems
Efficiently access archived data	Enforce retention policies	Run reporting on data from shut-down systems
Archive data (as near-line storage) within the SAP NetWeaver® Business Warehouse application	Use secure ILM-aware storage, including the ILM database storage option based on SAP® IQ software	Use a predefined business warehouse tax content and reporting interface
	Perform e-discovery rules and set legal holds	Interpret and understand data in archives without the help of the original system

Managing the Information Lifecycle: Strategies to Reduce Cost and Minimise Risk

Manage Data While Balancing Cost, Risk, and Compliance

Accelerating data volume growth is pushing the limits on managing information through its lifecycle. At the same time, evolving data protection and privacy regulations require increasing data-compliance capabilities. To balance total cost of ownership, risk, and legal compliance, you need a comprehensive strategy to manage information creation, usage, storage, and destruction.

In an intelligent enterprise, data is translated into action across all lines of business, driving process automation and innovation, unlocking new areas of growth, and delivering exceptional experiences. To keep up with the speed and complexities of data today, enterprises need a comprehensive information lifecycle management (ILM) strategy.

In addition, efforts to protect consumer identity have led to an upsurge in legal requirements.

Thousands of regulations worldwide monitor and regulate data, such as the Sarbanes-Oxley Act, Health Insurance Portability and Accountability Act (HIPAA), California Consumer Privacy Act (CCPA), and the General Data Protection Regulation (GDPR).

Moreover, there is a growing need to manage aging systems that consume ongoing storage, administration, and maintenance costs. These systems pose a legal risk because the data they hold must be accessible, for example, to tax auditors. As knowledge of old systems fades and old hardware is removed, data accessibility becomes unpredictable.

An Information Lifecycle Management Approach

The management and retention of information has become so important that an effective ILM strategy is now an essential part of an enterprise's overall strategy for dealing with the challenges of cost, compliance, and risk. For example, privacy regulations are forcing personal data to be deleted when it no longer has a valid business purpose.

SAP has developed an ILM approach that meets the complex information management needs of organisations like yours.

Information lifecycle management comprises policies, processes, practices, and tools developed and used to align the business value of information with the most appropriate and cost-effective IT infrastructure – from creation through destruction of information. You get a complete, flexible, and automated approach to ILM from SAP to help you adapt to constantly changing regulations.

Our ILM approach helps you identify and categorise your data. You can define policies that govern what you do with data. To apply these policies to your data, you can leverage application and storage technology. You can then implement a comprehensive information management strategy. Finally, you can shut down your aging legacy systems in a legally compliant manner.

Information Lifecycle Management for Live and Legacy Systems

The SAP approach to ILM addresses different business scenarios, use cases, and challenges. The SAP® Information Lifecycle Management (SAP ILM) component supports the management of the data lifecycle of both live application systems and legacy data in stand-alone ILM retention warehouses (see the figure):

- Retention management
- System decommissioning

Figure: SAP® Information Lifecycle Management

Information Lifecycle Management (ILM)	
Retention Management	System Decommissioning
Managing the lifecycle of data in a live application system	Managing the lifecycle of legacy data in a stand-alone, ILM retention warehouse
Definition of flexible ILM rules to control the retention time and storage location of archived data* ILM-compliant storage of archive files on an ILM-certified Web Distributed Authoring and Versioning (WebDAV) server* Electronic discovery and legal hold management* Data destruction taking retention periods and legal holds into account*	Data transfer from legacy systems to a retention warehouse Local or business warehouse-based reporting

*These functions also apply for system decommissioning

Retention Management

SAP tools and technologies for ILM provide retention-policy management functions that support the complete information lifecycle – from creation to retention to destruction. You can use these functions to enter different rules and policies reflecting various criteria, including where data is stored, how long data is retained, and when data can and must be destroyed.

These policies, usually based on external legal requirements or internal service-level agreements, can apply to both structured and unstructured data stored on all types of media. Based on rules you devise; the data is automatically archived into the correct storage area and receives an expiration date.

ILM-aware storage integration means that your storage systems understand and can act on the stored data based on rules you define. SAP ILM supports legal- and compliance-level information management and provides automated discovery functionality. At the end of the lifecycle, a destruction function permanently destroys the archived data when the expiration date has been reached/

Deletion of personal data is no longer optional but must be managed in accordance with regulatory requirements.

System Decommissioning

With SAP ILM, you gain a complete approach to shutting down legacy systems and bringing the data from both SAP and non-SAP software into a central ILM retention warehouse.

By decommissioning applications that are no longer in use, you simplify your overall system landscape and reduce your long-term administration and maintenance costs.

SAP ILM can give you a comprehensive approach to shutting down legacy systems, consolidating the data into a significantly compressed retention warehouse. Native SAP software system integration along with value-add data storage and loading capabilities speed up implementation timelines. And SAP ILM gives you on-demand data access and reporting options to view historic data even after the original system has been shut down.

ILM covers policies, processes, and tools that align the business value of information with IT infrastructure – from data creation to destruction.

Implementation of Information Lifecycle Management

Get started on your ILM strategy and support your ILM team during the implementation process with assistance from SAP. A good way to begin is with a system decommissioning project, which helps you gain a clear overview of all ILM functions across its use cases. Take the first steps with starter packages from the [Data Management and Landscape Transformation](#) organisation at SAP.

Depending on your initial focus and objectives, you can use starter packages in different areas. You may want to begin with an archiving approach to curb your data volumes. Then you can expand into a full-fledged ILM strategy. Or you may need to tackle legal compliance issues. A phased approach to implementation works best. It's important to have a clear grasp of your existing IT landscape and current data situation. You may want to classify your data into different categories.

SAP can help you analyse your data, set up a policy catalogue based on legal requirements, plan archiving implementations, or set up a retention warehouse for system decommissioning.

At this point, you are ready to implement the strategy and policies you have developed in previous phases. To apply the policies to your enterprise data, you need technology that can support your ILM processes. For example, you may want to find an ILM-certified storage partner to set up your storage system.

The Business Case for and Benefits of ILM

ILM helps you reduce the total cost of ownership in your IT investments and improve your return on those investments.

For example, by archiving data that is no longer in use, you can significantly reduce the data volume that needs to make the move to SAP S/4HANA®. That means also reducing the scope, complexity, and total cost of your migration to SAP S/4HANA as well as saving on hardware and licensing costs for the SAP HANA platform by optimizing your footprint.

With retention management, you can implement a responsible, transparent, data-destruction strategy and automate data-archiving processes. Results include reduced costs during legal discovery processes through more efficient information-gathering practices and elimination of penalties for failing to present essential information. You spend less money on unnecessary fines by helping to prevent accidental deletion of important data. And you can save time and money on archiving processes through rule-based automation.

Deploy system decommissioning to cease maintenance of systems you no longer use, eliminating unnecessary spending of time and money. The more systems you decommission to one central retention warehouse, the faster your ROI. You can streamline your system landscape by bringing both SAP and non-SAP software systems into a single ILM retention warehouse environment. Improve legal compliance by continuing to harness the value of information in the original system after it is shut down.

Summary

The SAP® Information Lifecycle Management component supports information lifecycle management activities, meeting enterprise needs for data retention, data destruction, system decommissioning, and compliance with legal and regulatory mandates.

Objectives

- Manage the surge in legal requirements regarding the handling of data
- Improve traditional data management techniques that no longer meet enterprise needs
- Cover complex country-, state-, and industry-specific compliance laws that cover more data types and mandate longer retention periods
- Optimise large and complex system landscapes that pose compliance risks and decrease overhead of unnecessary running costs

Solution

- Policy governance for legal compliance
- Data-type determination and attribute definition
- Automated data archiving, migration, and destruction and blocking of data access
- Complete information lifecycle support, from creation to destruction
- Legacy-system shutdown in a legally compliant manner

Benefits

- Cut hardware and administrative costs
- Comply with legal requirements and service-level agreements with data storage systems using defined rules
- Simplify operations by streamlining live systems and eliminating legacy systems
- Increase flexibility with software support of new regulations

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.

Pre-Implementation Checklist for ILM Projects:

Before commencing an Information Lifecycle Management (ILM) implementation, organisations should complete the following readiness checklist:

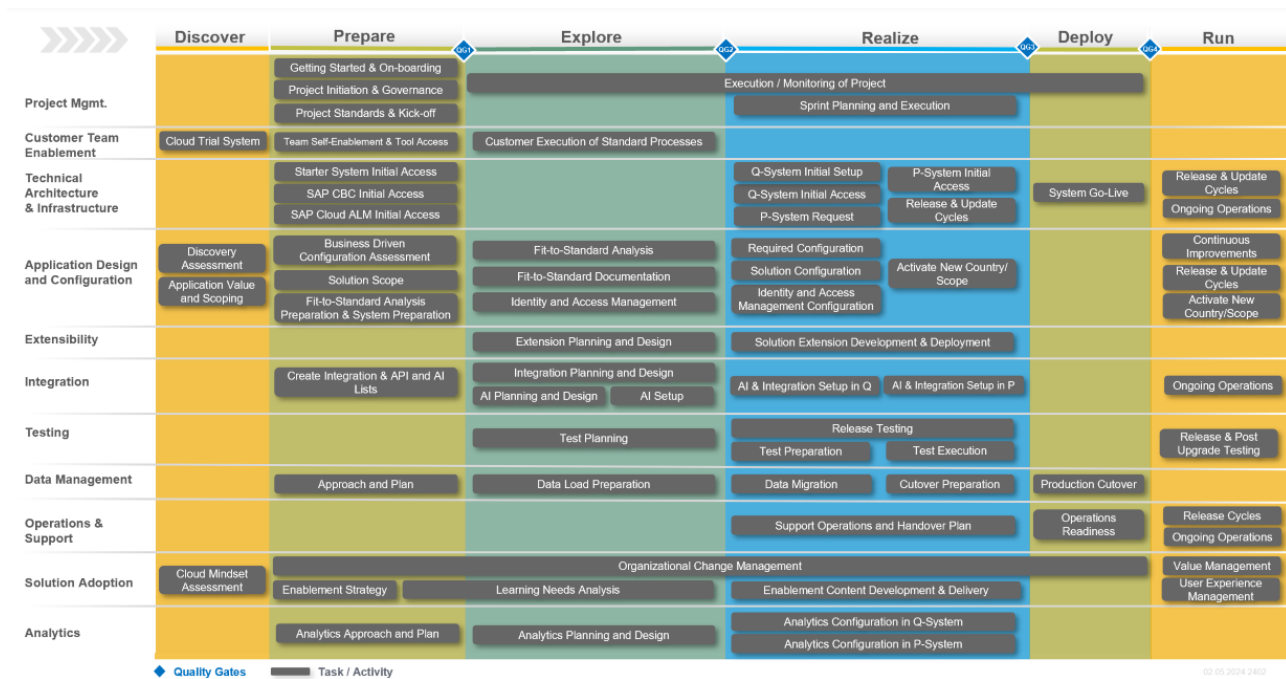
- Confirm SAP ILM licensing status and required components.
- Review and document existing data retention schedules and policies.
- Prepare a list of business processes and data categories subject to regulatory retention or legal hold.
- Assess integration needs with other SAP modules and third-party systems.

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, 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:

- 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 organisational 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 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 04:00 UTC) for 24 hours. There are 2 upgrade releases that must be taken.

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 Public Cloud, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

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.