



Service Description Document for:

SAP Ariba Snap Buying

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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 Snap Buying

Module Description

SAP Ariba Snap Buying is an SAP Ariba offering created for mid-market Customers with spend below \$500m. SAP Ariba Snap Buying pairs a pre-configured site template with a 12-week partner-led implementation to drive accelerated time-to-value.

SAP Ariba Snap Buying also includes:

- Use of SAP Business Network Commerce Automation except for the deployment, supplier enablement, and SAP Business Network services.
- Operational support services

SAP Ariba Snap Buying is technically the same solution as SAP Ariba Buying; the only difference is the deployment methodology and feature scope for the first 12 weeks.

The SAP Ariba Buying solution together with SAP Business Network connects every step of the requisition to receipt process for indirect goods and services – including catalogues, requisitions, contracts, orders, goods receipts– 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

Features within the 12-week Snap Buying and Invoicing delivery include:

- Guided Buying (preconfigured)
- Spot Buy (standard)
- Non-catalogue purchases (standard)
- Custom form-based purchases (standard)
- 3-bids and a buy (standard)
- Requisition approval (preconfigured)
- Purchase orders (standard account)
- Receiving rules (preconfigured)
- Contract compliance and blanket POs (standard)
- Purchasing units (standard)
- Single Sign-On (standard)
- RFP templates (preconfigured)
- Buyer languages in scope (≤ 3)
- Buyer currencies in scope (≤ 10)

The following features can be deployed post go-live:

- ERP PO and Receipt integration without SAP ERP*
- Import requisitions or receipts*
- Queue management*

- Content management service*
- Full sourcing projects
- Procurement workspace
- Real-time budget check**
- Total Landed Cost*
- Evaluated Receipt Settlement
- Demand Aggregation
- Advanced Tax Processing
- Service Orders and Service Entry Sheets
- Inventory Reservation and Catalogue Syndication
- Asset Data Capture and Asset Workbench
- Procurement Operations Desk
- Usage of APIs (including Validate and Enrich)

**Unless informing SAP team and agreeing early in the Prepare phase*

***SAP customers could do this within first 12 weeks*

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.

Deliverables by Workstream

SAP Ariba

		Deliverables					
		Quality gates					
		DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
Project Management			Getting Started & Onboarding	Execution and Monitoring of Project			
			Project Initiation & Governance	Sprint Planning and Execution			
			Project Standards, Plans & Kick-off				
Customer Team Enablement			Customer Team Self-Enablement				
Technical Architecture & Infrastructure			Supporting Tools for Implementation		Initial Access for SAP Ariba Production System	System Go-Live	Technical Monitoring and Management
			Initial Access to SAP Cloud ALM, WalkMe & SAP Ariba				Release and Update Cycles
Application Design and Configuration	Application Value and Scoping		Fit-to-Standard Workshops Preparation	Fit-to-standard Workshops, Documentation & Validation	Solution Configuration & Walkthrough		Release and Update Cycles
			Transition Planning	Delta Design Workshops and Documentation	Request Configuration Design Freeze		Continuous Improvement
Extensibility				User Access, Permissions and Security Planning and Design	Identify and Access Management Configuration in the Test System		Identify Innovation and Growth Opportunities
Integration			Extension Planning and Design		Extension Development & Configuration		
Testing			Prepare Integration Setup	Integration Planning and Design	Integration Configuration in Test and Production Systems		
Data Management			Test Planning		Test Preparation & Execution		
			Customer Team Self-Enablement	Data Load Preparation	Data Migration in Test Tenant	Production Cutover	Ongoing System Operations
Operations & Support					Cutover Preparation	System Go-Live	Identify Innovation and Growth Opportunities
					Support Operations and Handover Plan	Operation Readiness	Post Go-Live Hypercare Support
Solution Adoption					Operations Implementation	Handover to Support Organization	Incident and Problem Management
							Ongoing System Operations
Analytics							Release and Update Cycles
							User Adoption Analysis
		Organizational Change Management				End User and Supplier Learning	Value Management
Solution Adoption	Introduction to SAP Business Suite	Learning Needs Analysis			Change Impact Analysis		Recurring Supplier Enablement
		Enablement Strategy	Communication Plan Execution	Enablement Content Development & Delivery			
Analytics		Value Determination	Supplier Enablement	Buyer & Supplier Enablement			
			Analytics Planning and Design	Analytics Configuration			

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.
- 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 organisation.

Run Phase Activities:

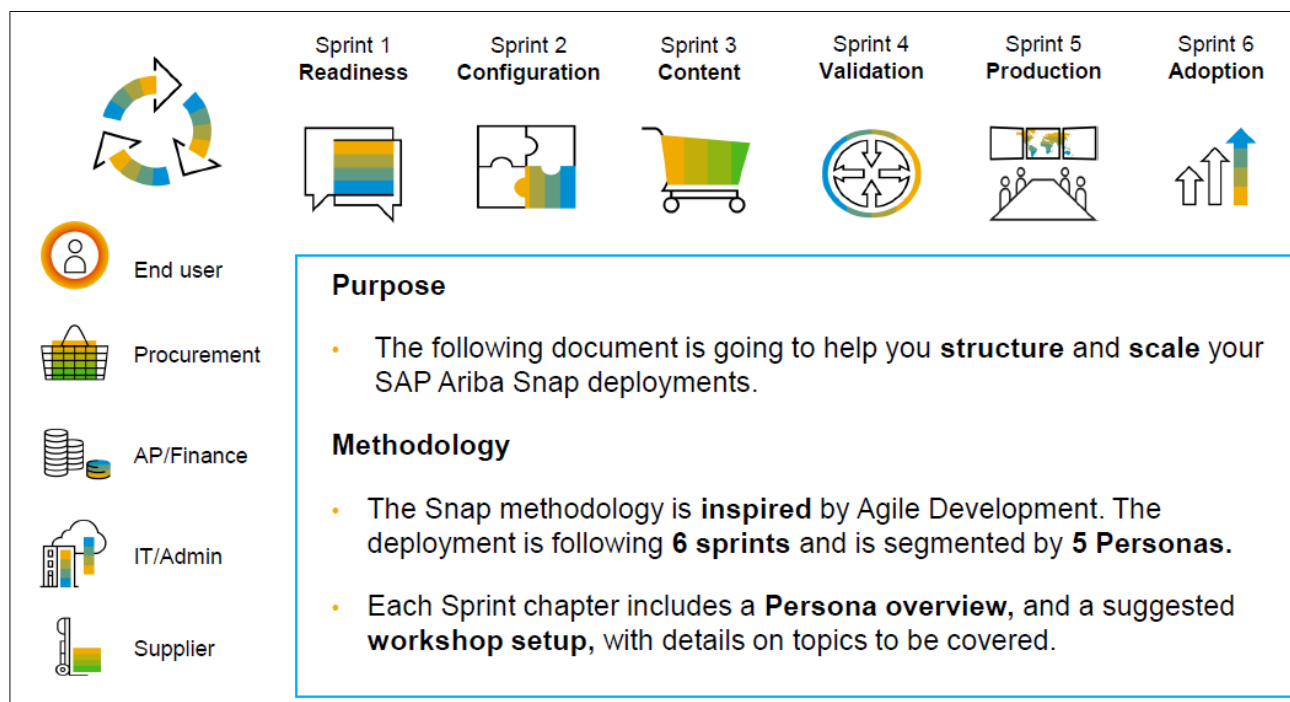
The purpose of this phase is to further optimize and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

Run Phase Activities:

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

- Release cycles

SAP Ariba Snap is delivered in 6 sprints: Sprint 1 Readiness, Sprint 2 Configuration, Sprint 3 Content, Sprint 4 Validation, Sprint 5 Production, and Sprint 6 Adoption.



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.