



Service Description Document for:

Ingentis Workforce Planning

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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

Ingentis org.manager

Ingentis is a German software company, specialising in the development of add-ons to leading HR systems such as SAP® and SAP SuccessFactors™. The flagship product is Ingentis org.manager, a tool that enables anybody to create and publish individual, data-rich organisational charts within minutes. Firstly, released in 1999 it counts over 1,700 implementations worldwide today.

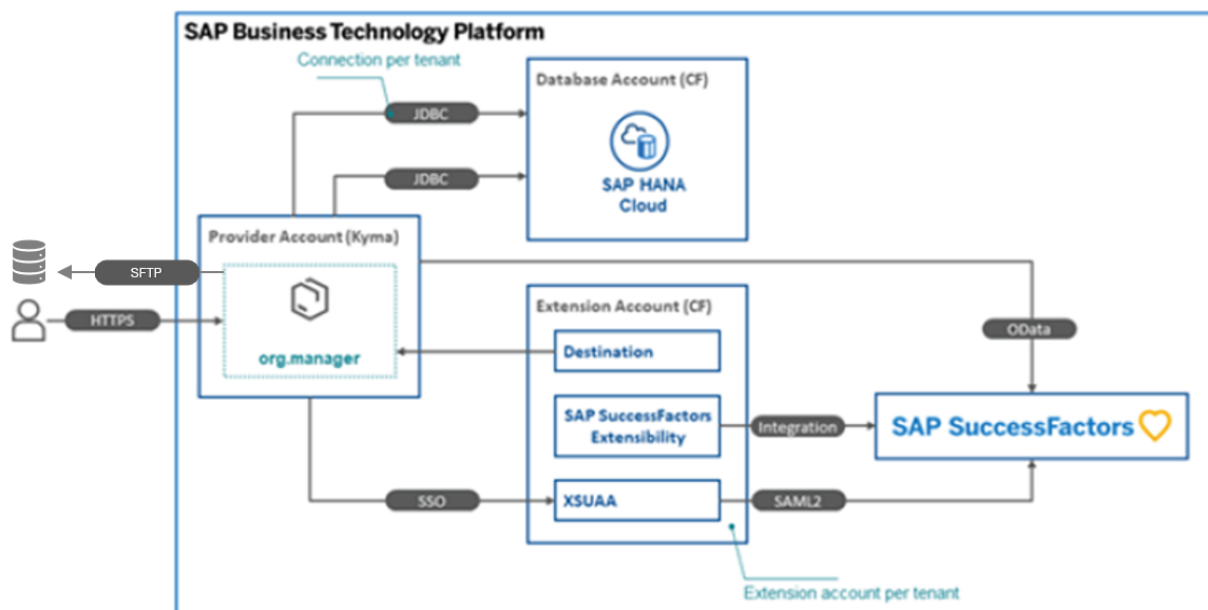
The software Ingentis org.manager for SAP SuccessFactors is an extension to SAP SuccessFactors and was first released in 2015. Benefiting from over 25 years of experience in the segment of organisational charts, the solution is designed for the swift creation of custom organisational charts for SAP SuccessFactors. Ingentis org.manager for SAP SuccessFactors runs on SAP Business Technology Platform (BTP) and is integrated in SAP SuccessFactors.

The tool is certified by SAP as SAP SuccessFactors Extension build is based on the SAP Business Technology Platform.

Ingentis org.manager for SAP SuccessFactors distinguishes itself from the built-in organisational charts of SAP SuccessFactors in terms of its flexibility, design and feature rich capabilities of displaying any hierarchy, including any objects maintained in SAP SuccessFactors. The configuration can easily be adapted to the customer's requirements. The org.manager solution works closely with the SAP SuccessFactors solution and is able to take advantage of the AI functionality and Joule capabilities which can be used by customers to enhance and extend the solution further.

System architecture for org.manager application

The solution is written in JAVA and hosted by Kyma runtime. The below figure shows the architecture landscape utilised by Ingentis org.manager for SAP SuccessFactors



Functionality Offered by Ingentis org.manager

With Ingentis org.manager for SAP SuccessFactors solutions, you can visualise any structure maintained in SAP SuccessFactors Employee Central. There are no limits on the design or content of your org charts. Users can keep them simple for a quick overview or enrich them with additional information such as KPIs,

employee details, or even objects and their relationships (for example, legal entities, business units, divisions, departments, locations and cost centres).

The software incorporates the latest HTML technologies, opening up a wide range of design and application possibilities.

For example, you can use animations to visualise the navigation across the organisational chart and individual boxes to display diverse data – all with just a single click of the mouse. In addition, the entire viewable organisational chart can be navigated and modified in real time.

Users can decide whether certain positions should be displayed or not in the org chart and can decide whether employees with certain qualifications should be emphasised in the visual chart outputs.

Users are able to experiment and make various changes to the text and image sizes so that they are optimal and easy to read. With Ingentis org.manager for SAP SuccessFactors solutions, it's easy to modify content and activate or deactivate visualisation rules, to create exactly what you need for different audiences or use cases.

The software's modelling feature enables users to run any number of simulations and experiment with reorganisations using drag-and-drop functionality, whilst working directly in ones existing organisational chart. Structural changes can be easily checked and shared with others, to collaborate and gain feedback, and transferred to SAP SuccessFactors Employee Central. All of the changes are recorded and can be viewed in a report.

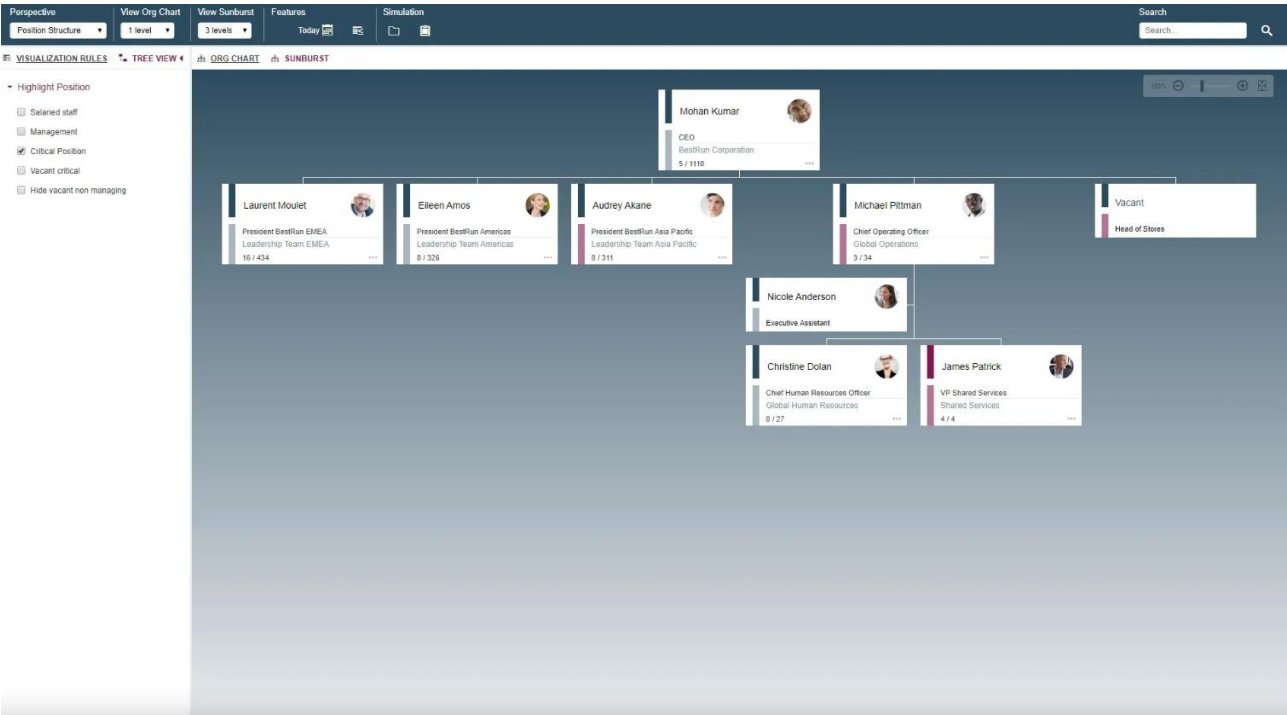
KPIs are displayed right within the org chart, so users can easily monitor the impact of the changes. As soon as users are ready to go live with the changes, they can be easily transferred to the new org structure and back into SAP SuccessFactors Employee Central.

Accessing Employee Data in SAP SuccessFactors Employee Central

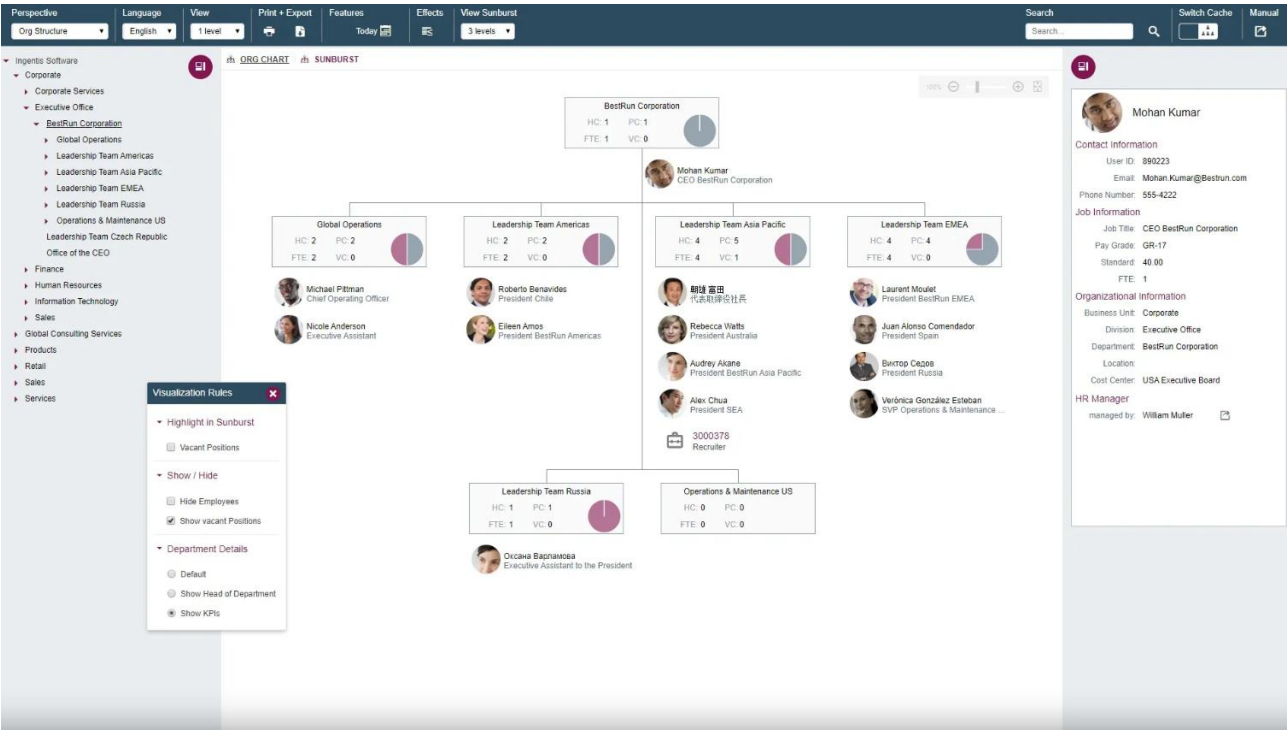
With Ingentis org.manager for SAP SuccessFactors solutions, users can not only view org charts at any level of detail, but also use them to access employee information. For example, your HR team can choose to look at all managers within a certain area of the business and, with a single click, view all employees allocated to each specific manager. From this view, they can directly access employee files in SAP SuccessFactors Employee Central. At the same time, integrated search functionality lets users understand the position of each employee within the company.

The solution also democratises access to accurate, detailed org charts. Employees at all levels enjoy unexpectedly exceptional experiences, finding and using org charts to understand and adapt to organisational changes, finding people, and for collaboration purposes. Once users obtain the org chart view of choice, they can easily print the output as a PDF or export it as a picture. Furthermore, data can be exported to Microsoft Excel and other MS products. This saves users time and improves communications across the organisation and enhances the employee experience and boosts productivity within the organisation.

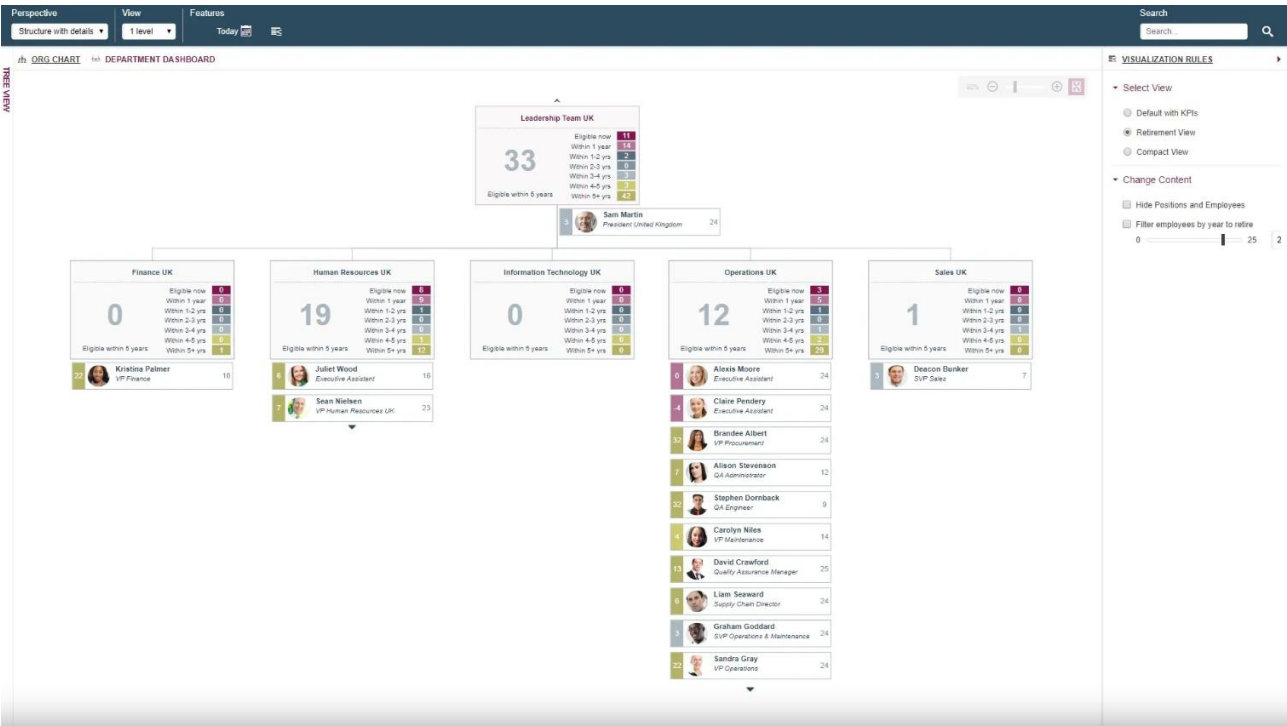
The screenshot below shows the org chart (current date) and also on a future planned date, which helps organisations to plan and budget for possible workforce planning and budget forecasting.



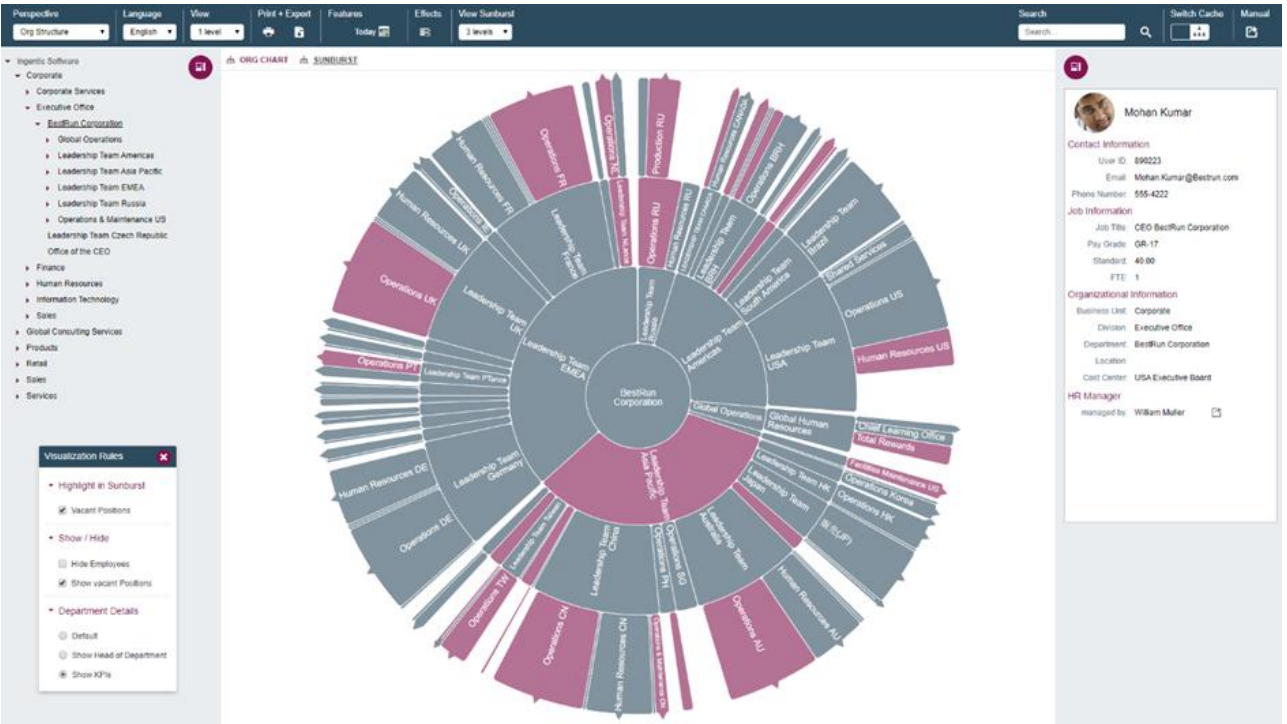
The screenshot below, shows the breakdown of positions in SAP SuccessFactors, using the capabilities of org.manager, showing the position details in the organisation chart and also the specific details for any selected position.



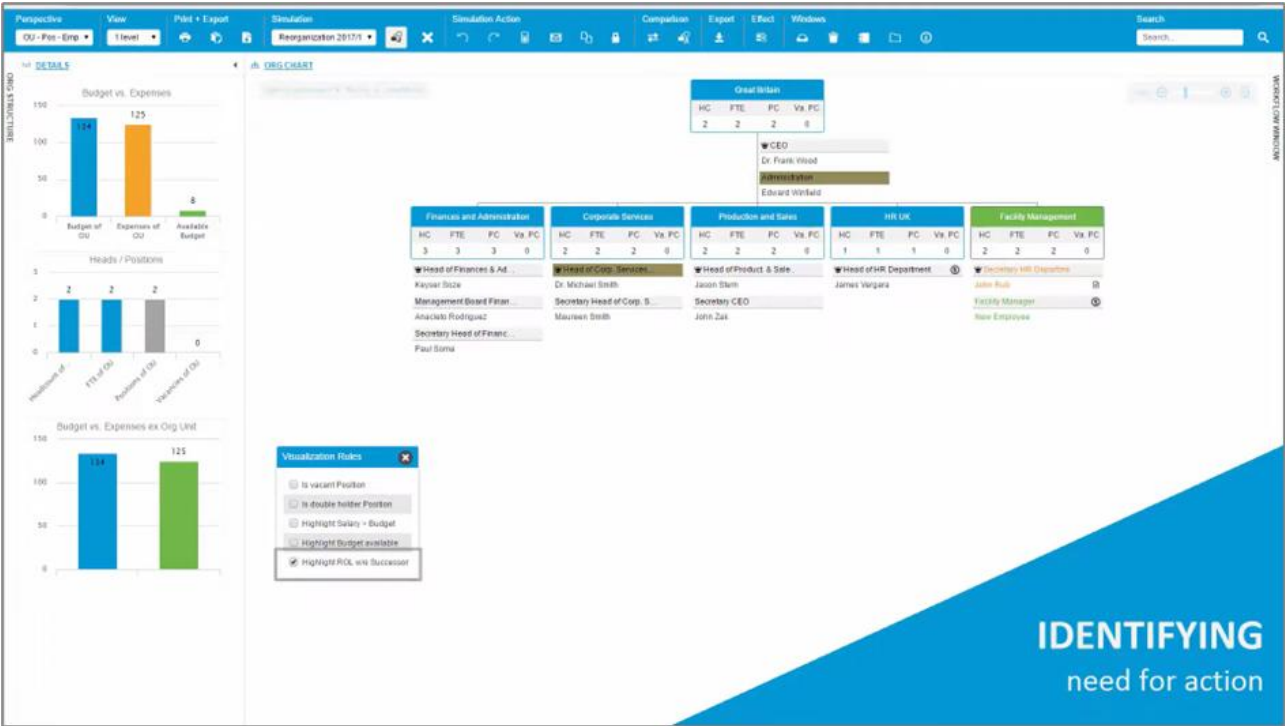
The screenshot below showcases some of the features provided, such as the breakdown of service levels for positions at a specific date.



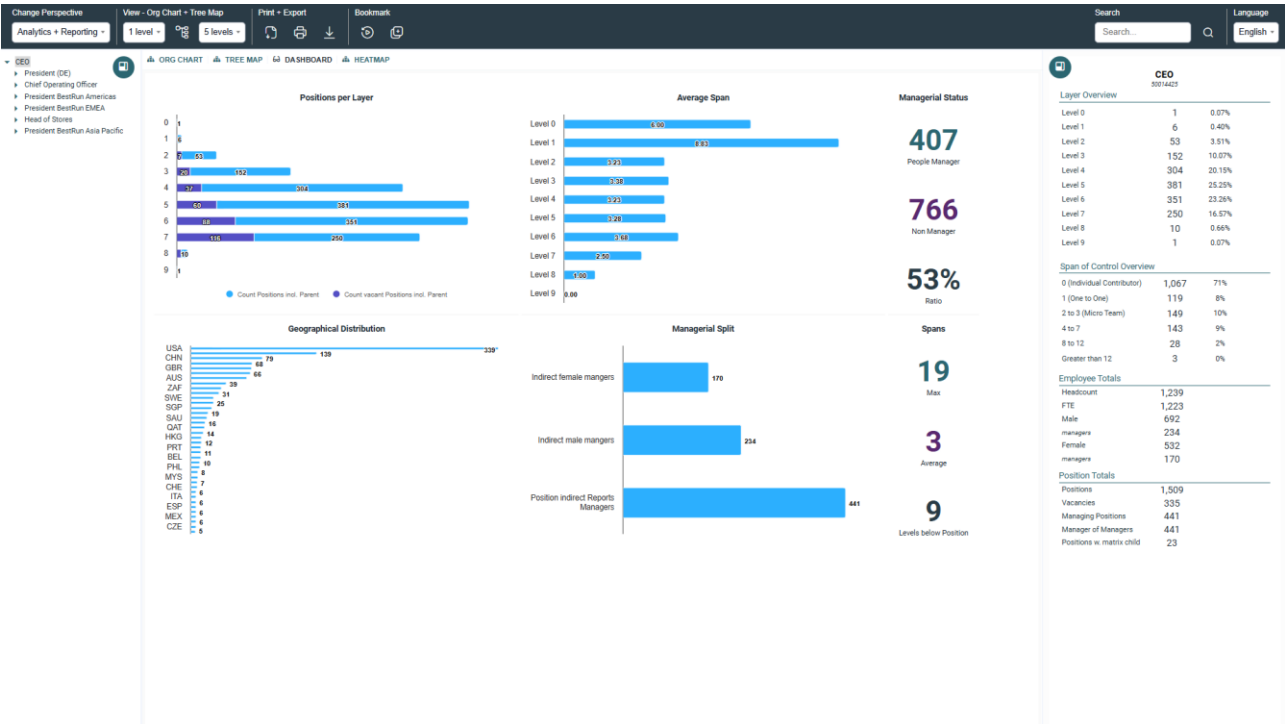
The screenshot below shows the Sunburst view of a modelled Org chart in Ingentis

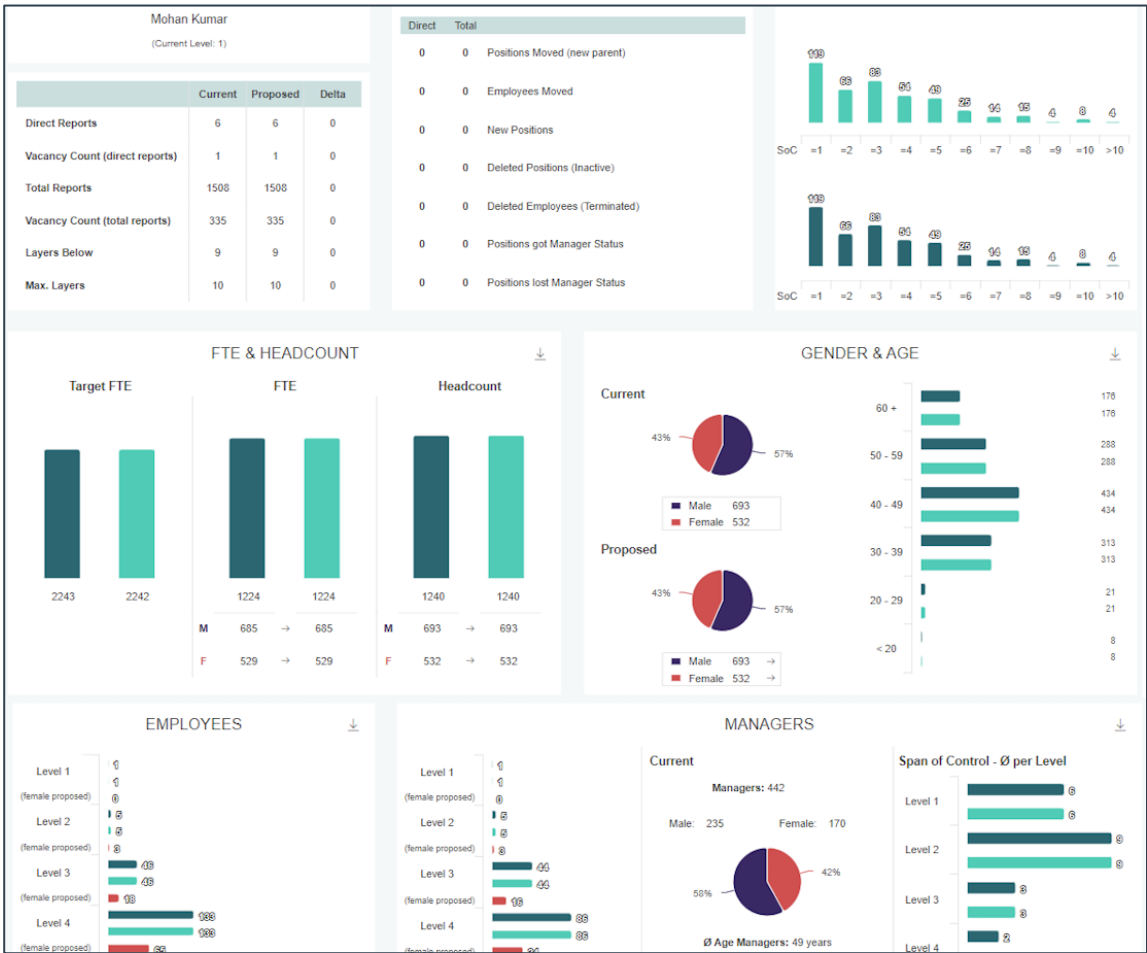


The screenshot below shows the Org chart visualisation in Ingentis with KPI's



The solution provides useful flexible reports and outputs as can be seen below:





EMPLOYEES

MANAGERS

Level 1

Level 2

Level 3

Level 4

Span of Control - Ø per Level

Onboarding

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

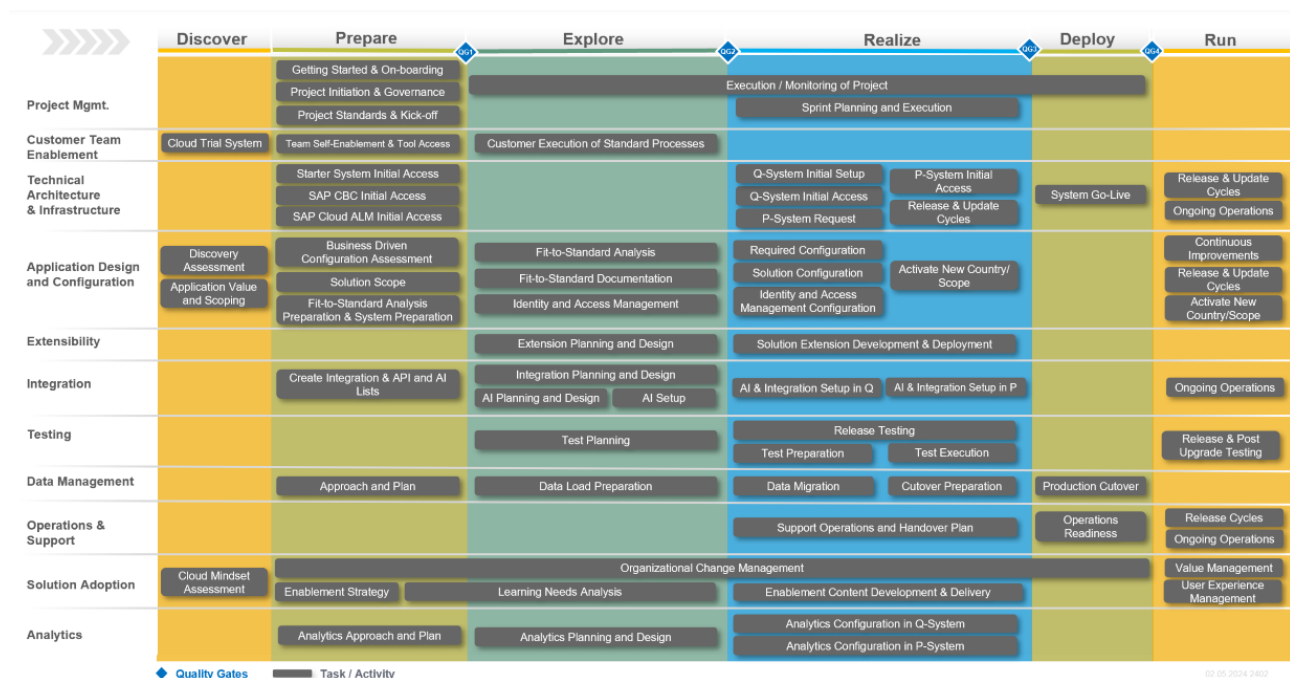
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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%.

In the event of non-compliance with the SLA Agreement for the Ingentis system availability on the part of Licensor, Licensee may request a credit note for the amount defined in the SLA.

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

Maintenance is provided by the regular installation of updates, which take place up to 6 times a year on a Monday evening, with the same updates being applied to the Production environments 2 weeks later.

The updates commence at 18:00 UTC for a maximum of 6 hours.

Offboarding, and Access to Data

As the data source for the Ingentis solution is SAP data, there are no issues relating to access or return of data during offboarding.

As part of the offboarding processes, 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

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.

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

After Sales Support

Support is provided via email and telephone for customers having bought this specific solution.

In addition, for the underlying SAP SuccessFactors solution, 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.