



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

# SAP S/4HANA Cloud Public

28 January 2026 | Document Version 1.00

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.

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# SAP S/4HANA Cloud Public

## Summary

**GROW with SAP** is the offering for **SAP Cloud ERP** (also known as SAP S/4HANA Cloud Public edition). It provides a ready-to-run, Software-as-a-Service (SaaS) environment that enables organisations to adopt industry best practices without the complexity of traditional on-premise systems. The solution is designed for speed, with the potential to be deployed in as little as 20 weeks.

The platform features a consumer-grade user experience via **SAP Fiori**, accessible across desktop, tablet, and mobile. It is updated every 6 months, ensuring your organisation always has access to the latest innovations, including **SAP Joule** (AI assistant). The service is protected by multi-layered security, including end-to-end encryption and a "Total Quality" approach to data centre resilience.

## Objectives

- **Accelerated Digital Transformation:** Deploy a complete, modern ERP rapidly—often in 20 weeks—using preconfigured best practices to reduce implementation time and effort.
- **Standardisation & Clean Core Simplification:** Adopt fit-to-standard processes and a clean-core public cloud architecture to eliminate technical debt and ensure upgrade-safe operations.
- **Operational Agility & Scalable Architecture:** Scale and adapt quickly to organisational or market change with a simplified, unified IT landscape that supports continuous evolution.
- **Continuous Innovation & Evergreen ERP:** Stay current with seamless, mandatory bi-annual updates that deliver new capabilities without disruptive upgrade programmes.
- **Real-Time, Data-Driven Decision Making:** Break down functional silos and provide real-time, AI-powered insights and analytics across the enterprise.
- **Security, Compliance & Data Sovereignty:** Ensure enterprise-grade security and compliance with UK/EEA data residency and rigorous audit trails and access controls.

## Solution & Features

- **Core Business Modules:** Includes Finance (cost management/profitability), Procure-to-Pay (Business Network integration), Plan-to-Product (inventory/maintenance), Order-to-Cash, and Project Services.
- **3-System Landscape:** Segregates Development, Test, and Production capabilities. Production is locked for direct changes; all configuration/code must be tested and released from non-production.
- **AI & Extensibility:** Built-in AI via **SAP Joule** and extensibility via the **SAP Business Technology Platform (BTP)**.
- **Mobile-First Design:** SAP Mobile Start app provides native features like workflow push notifications, widgets, and barcode scanning via camera.
- **Accessibility:** WCAG 2.2 AA compliant with high-contrast modes, screen reader compatibility (JAWS tested), and ARIA attributes.
- **Comprehensive APIs:** Support for OData, REST, and SOAP via api.sap.com with a built-in "test harness."

## Benefits

- **Financial Excellence:** Improve accounting, controlling, and liquidity management with integrated processes and real-time transparency.

- **Operational Automation:** Reduce manual effort with built-in automation across approvals, reconciliations, and exception handling.
- **Embedded AI & Analytics:** Gain real-time dashboards, predictive insights, and Joule AI assistance without integrations or manual data consolidation.
- **Lower Total Cost of Ownership:** Reduce IT overhead through a predictable subscription model without hardware, upgrades, or basis maintenance.
- **Fit-to-Standard Deployment Speed:** Shorten implementation timelines by activating preconfigured best-practice processes instead of building custom solutions.
- **Enterprise-Grade Security:** Leverage SAP's global cybersecurity infrastructure with GDPR-aligned encryption, automated backups, and SIEM-ready log extraction.
- **Auditability & Compliance Efficiency:** Accelerate audit cycles with real-time digital trails and automated, zero-effort regulatory updates.
- **Reduced Maverick Spend:** Lower procurement costs by enforcing compliant sourcing and tightly integrated purchasing workflows.

## Onboarding & Implementation

The software is available from contract signature as a SaaS. **Embedded Launch Activities (EmLA)** provide guided webcasts and 1:1 sessions. Implementation follows the **SAP Activate** methodology:

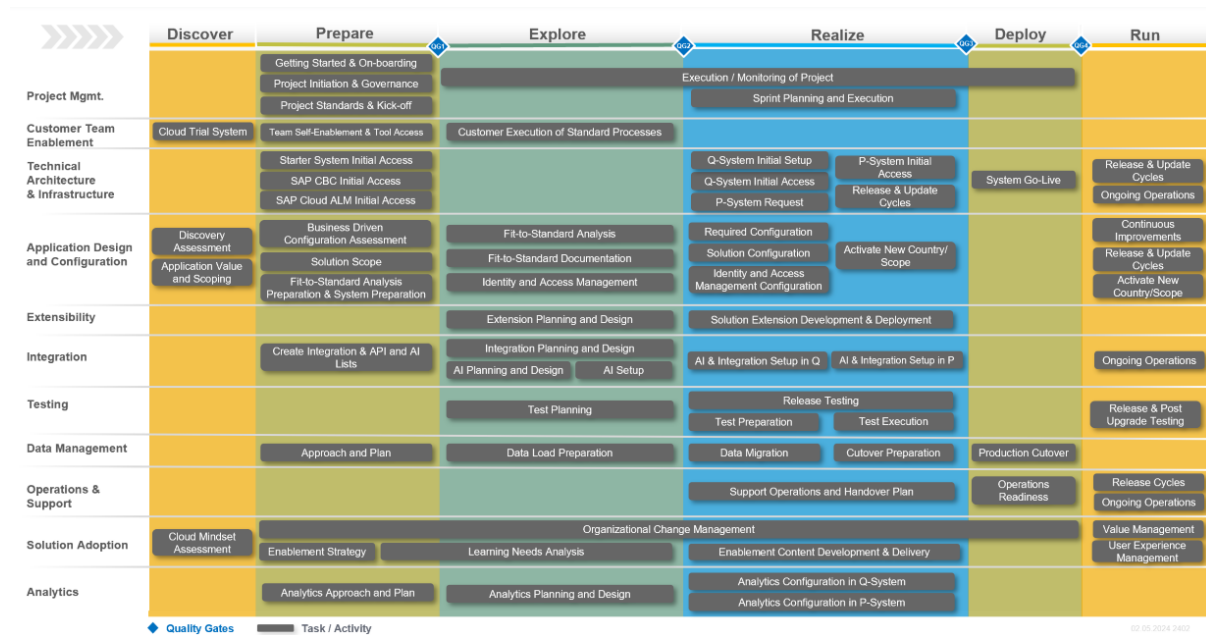
- **Discover:** Solution scoping via the SAP Digital Discovery Assessment (DDA).
- **Explore:** Fit-to-Standard analysis to validate processes against Best Practices.
- **Realise:** Incremental builds in time-boxed sprints within the quality environment.
- **Deploy:** Cutover activities, data migration, and OCM execution.

## 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.



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 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 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

- Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.
- **Availability: 99.7% SLA.** Service credits apply (2% of monthly fee for each 1% below SLA).

- **Support Response (IRT):** P1 (1 hour), P2 (4 hours), P3 (1 business day), P4 (2 business days).
- **Support Channels:** 24/7 Mission Critical support, UK-based phone support (9-5 Mon-Fri), and AI-enabled web chat.
- **Governance:** Assigned NTT DATA UK Service Delivery Manager for incident, change, and satisfaction management.
- 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 & Upgrades

- **Weekly Maintenance:** 4-hour window (Saturday 22:00 UTC for Europe).
- **Bi-Annual Upgrades:** Mandatory major upgrades (Saturday 19:00 UTC for Europe) to ensure all customers are on the latest version.

## Technical Security & Data Integrity

- **Data at Rest:** Encrypted via **FIPS 197 (AES-256)**. Supports **Bring Your Own Key (BYOK)** via SAP Data Custodian.
- **Data in Transit:** Connectivity over HTTPS supporting **TLS 1.2/1.3** with built-in DDoS protection.
- **Vulnerability Management:** Weekly scanning using **CVSS scoring** to prioritise threats. SAP's CERT advisory service monitors NIST feeds daily.
- **Penetration Testing:** Performed at least once a year by an independent external organisation.
- **Quantum Readiness:** SAP is a founding member of the European Quantum Industry Consortium, preparing for post-quantum cryptography.

## Audit & Compliance

- **Buyer Audit:** Real-time access to application logs. Infrastructure logs are available via the SAP ticketing system.
- **Supplier Audit:** SAP staff access is restricted via **MFA** and Privileged Access Management (PAM), with all actions logged and auditable.
- **Retention:** Security logs are kept for a minimum of 201 days; user-defined retention is available via archiving.
- **Certifications:** ISO 9001, ISO 27001, ISO 22301 (Business Continuity), BS 10012 (PII), ISO 27018, and ISO 27017.

## Offboarding

Customers can export data via self-service tools (CSV/Excel/API) at any time during the term. Upon contract expiry, SAP deletes customer data remaining on servers unless legal retention is required.

## 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.

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.