



Service Description Document for:

SAP Enterprise Service 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

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 13,500 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, Intelligent Enterprise Value Realisation, Customer Success Management, and Partner-Led Demand Management. 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 2024. Additionally, our greatest asset and our most significant differentiator is our people. In 2024, NTT DATA Business Solutions was named a Global Top Employer in 29 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 Enterprise Service Management

Summary

SAP Enterprise Service Management (ESM) is a cloud-native, AI-powered platform designed to unify service delivery across an entire organisation. While traditional IT Service Management (ITSM) focuses solely on technology support, SAP ESM extends those same structured principles to business departments like HR, Finance and Procurement.

Key Benefits:

- Drive productivity with AI-driven insights, recommendations, and automation.
- Scale service capacity by deploying autonomous AI agents.
- Faster resolutions times and improve accuracy with a unified case management solution.
- Reduce total cost of ownership, with a modern, integrated, unified support solution that breaks down silos and connects teams across your organisation.

Features

AI-assisted Case Management

Provide a seamless user experience and boost productivity with a unified workspace, intuitive case management flows and AI driven insights and recommended actions. Increase agent productivity and end-customer satisfaction while reducing costs.

Self-Service

Enable self-service for inquiries and updates using SAP Build Work Zone or with pre-delivered widget and forms on your existing portal.

Connected Enterprise

Breakdown silos and provide a frictionless customer / employee service experience by connecting service delivery with SAP S/4HANA Cloud & SAP SuccessFactors via native integration packages.

Insights and Analytics

Optimise business flows and processes based on operational insights.

Omnichannel Service

Boost end-user satisfaction by providing fast, reliable, and personalised service across channels.

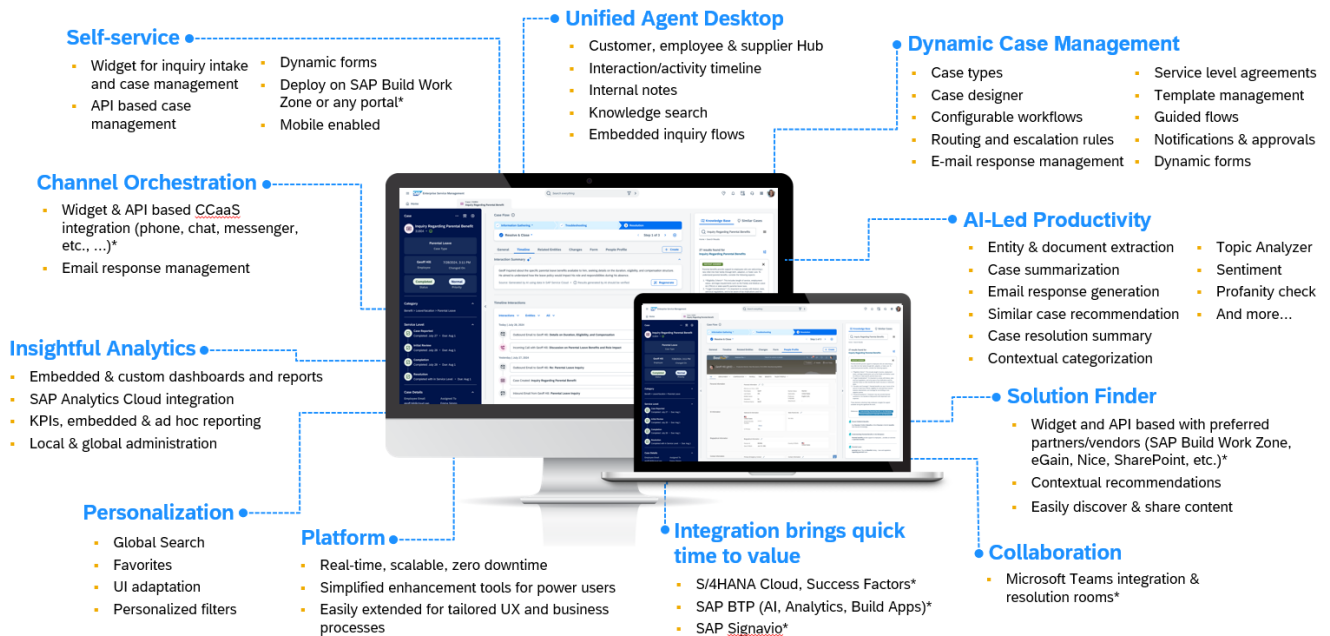
Financial Shared Services

Ensure invoice and payment inquiries are quickly addressed from a central workspace.

Service Agility

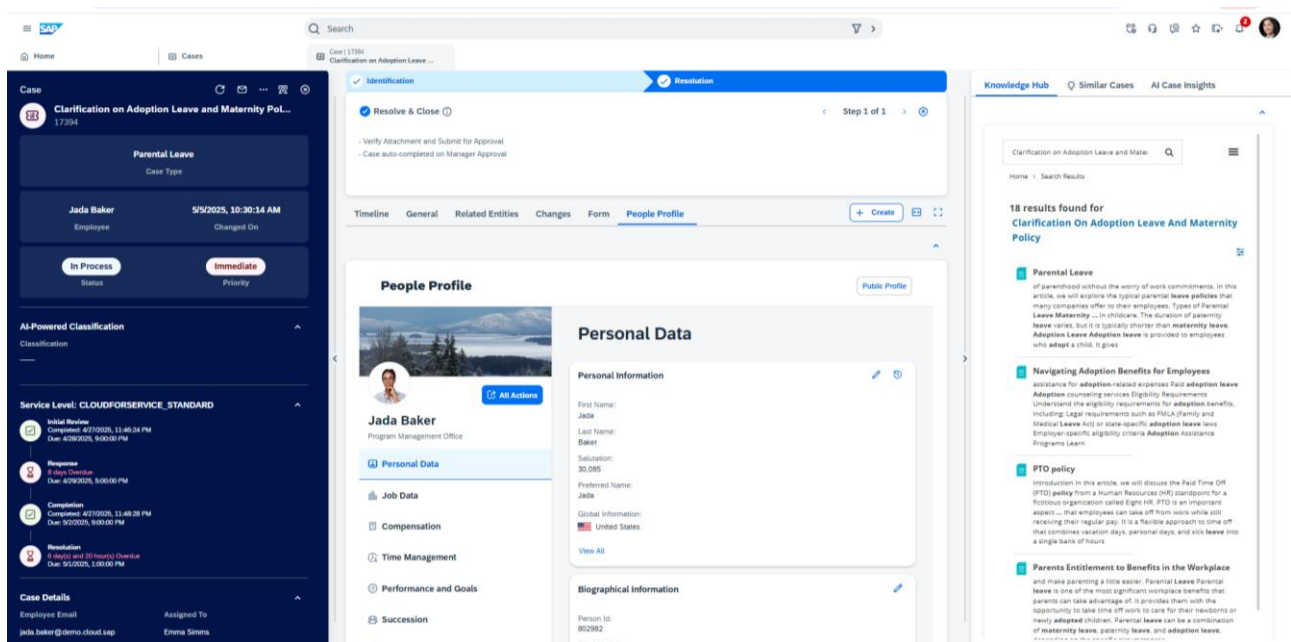
A modern, composable customer service platform allows you to adapt, expand, and grow as needed.

SAP Enterprise Service Management Solution Highlights



Unified Service Workspace

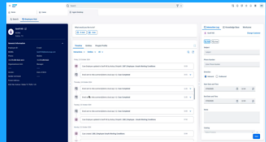
Empower agents with a unified and integrated workspace



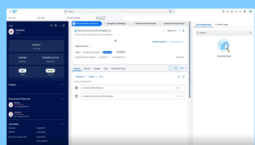
Smarter, AI-drive Case Management

Boost service rep productivity and accuracy with intelligent tools that automate and simplify case resolution

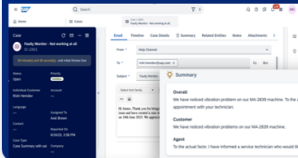
Unified Workspace for effective case management



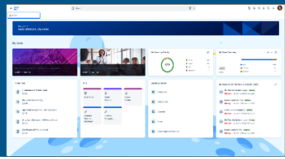
Guide with customised case flows



AI-powered Assistance for Faster Case Resolutions



Centralise service delivery with integrated tools and core data from SAP S/4HANA & SuccessFactors Employee Central.



Scalable, Future-Ready Service Delivery

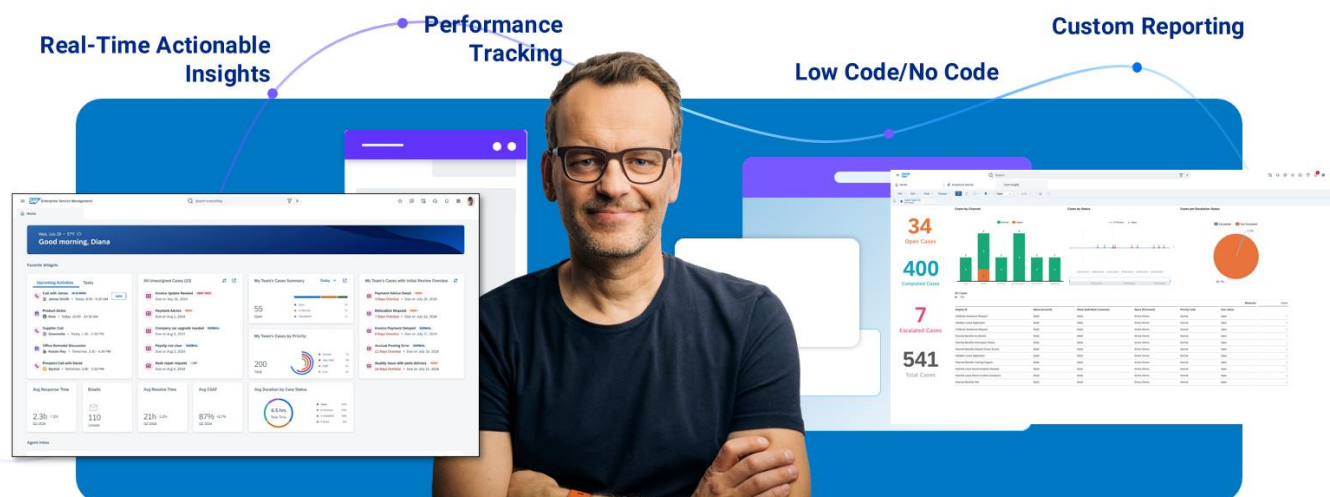
Deliver agile, extensible service operations with low-code tools, pre-built content, and enterprise-grade architecture

Real-Time Actionable Insights

Performance Tracking

Low Code/No Code

Custom Reporting



SAP SuccessFactors Enterprise Service Management (ESM) can be deployed for HR support processes and help improve workforce experience.

- HR Helpdesk to provide employees with personalised and relevant HR policy information.
- Multiple options for employees to contact HR by chat, phone, mail or by opening a ticket.
- Connecting the Helpdesk solution to the HR service organisation to automatically route requests and standardise HR processes.

Onboarding

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

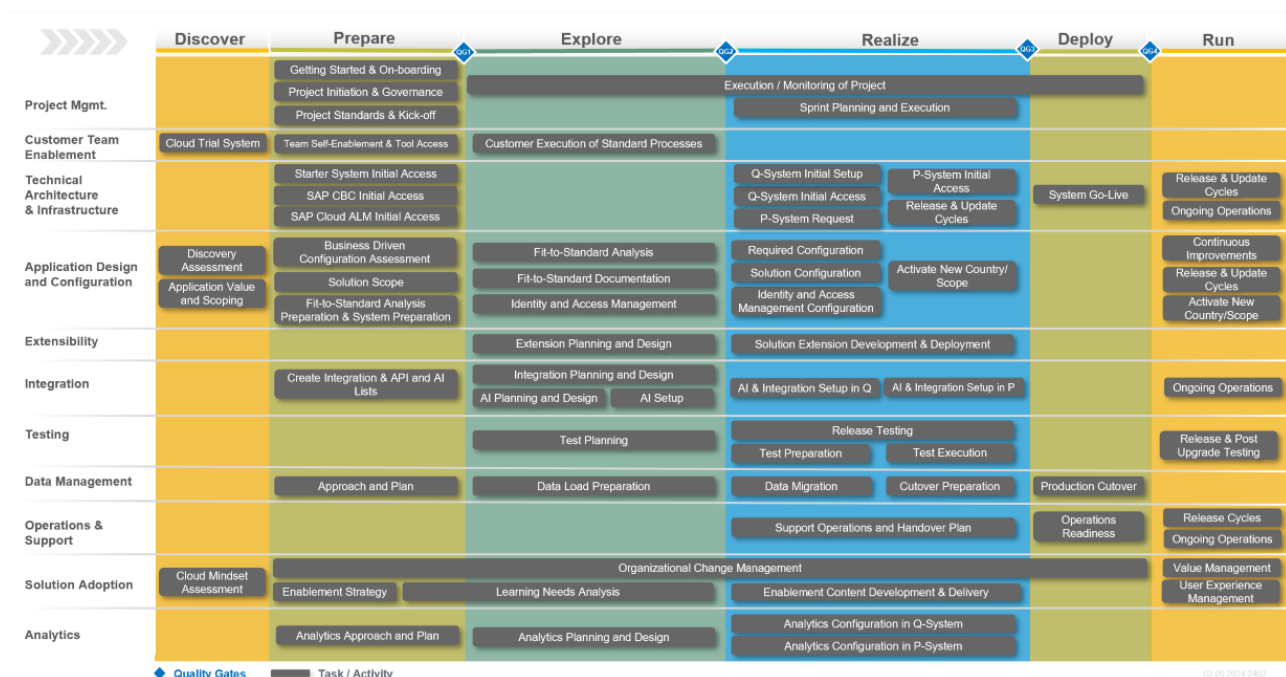
Full use of the service is enabled through an implementation project. NTT Data Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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®



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

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

SAP Enterprise Service Management uses a continuous delivery model with frequent updates, moving away from traditional quarterly releases and featuring zero downtime upgrades.

The ongoing maintenance and upgrade schedule is listed below (including start time and maximum scheduled downtime):

APJ: Monthly, 1st SAT, 3pm (1hr)

Europe: Monthly, 1st SAT, 10pm (1hr)

Americas: Monthly, 1st SUN, 4am (1hr)

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.

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.