



Service Description Document for:

SAP Business AI

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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.

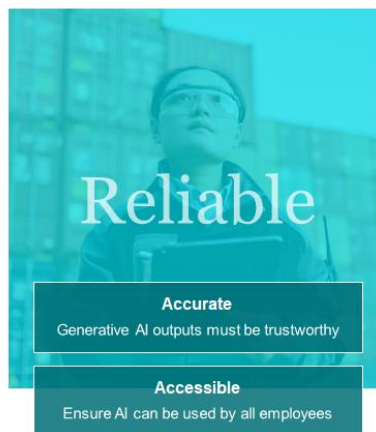
We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, 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 Business AI

SAP Business AI provides a comprehensive, enterprise-ready AI portfolio that:

- Delivers trustworthy AI directly into your SAP business processes, without the need for external non-SAP AI engines – the business data is never outside of your control
- Relevant, Reliable and Responsible AI, managed and governed directly by SAP and contracted directly with SAP
- Embeds AI directly into SAP business applications
- Enables conversational and agent-based interaction through Joule
- Offers a scalable platform for custom AI through AI Foundation
- Supports multiple AI paradigms, including generative, predictive, and classical AI
- Maintains enterprise standards for security, governance, and responsible use
- By combining embedded intelligence with extensibility and platform capabilities, SAP Business AI allows organisations to apply AI where it delivers practical business value—across processes, users, and systems.

How SAP ensures we only deliver safe, reliable business AI for our customers

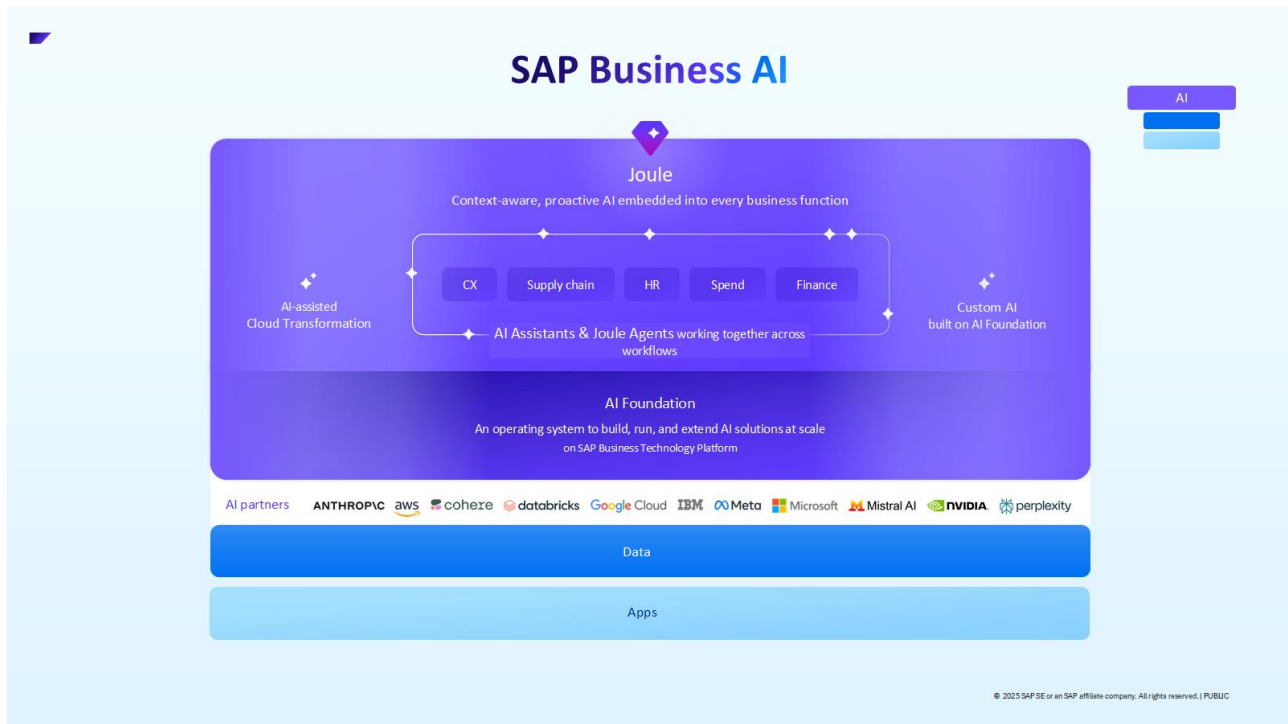


What Is SAP Business AI?

SAP Business AI is SAP's comprehensive portfolio of artificial intelligence capabilities embedded across SAP applications and extensible through SAP Business Technology Platform. It combines:

- **Embedded AI** within SAP business applications
- **Joule**, SAP's context-aware AI copilot and agent framework
- **AI Foundation**, an enterprise-grade platform to build, extend, and operate AI solutions at scale
- **A broad ecosystem of AI services, models, and partners**

Together, these elements enable organizations to apply AI directly to business processes, user productivity, and decision-making, while maintaining enterprise standards for security, governance, and compliance.



Architectural Overview

SAP Business AI is delivered through a layered architecture:

- **SAP Applications** – Where AI is embedded into end-to-end business processes
- **Joule** – The user-facing AI layer providing conversational interaction, orchestration, and agent-based automation
- **AI Foundation on SAP BTP** – The platform layer for building, extending, deploying, and operating AI solutions
- **AI Models and Services** – Including SAP-built models, partner-hosted models, and customer-provided models

This architecture allows customers to consume AI capabilities out of the box, extend them with custom logic, or build entirely new AI-driven solutions on a common foundation.

Embedded AI Across SAP Applications

SAP Business AI includes hundreds of embedded AI use cases across SAP's application portfolio with the regular release of new use cases. These capabilities are designed to enhance existing processes rather than replace them, using AI to automate, recommend, predict, or explain.

Key Functional Areas

Some examples of currently available use cases include:

- **Finance and ERP**
 - Cash application and invoice processing
 - Revenue and expense analysis
 - Contract accounting insights
 - Risk, compliance, and audit support
- **Supply Chain Management**
 - Demand and supply planning assistance

- Logistics and goods receipt analysis
- Sales order and fulfilment monitoring
- **Procurement and Spend Management**
 - Intelligent invoice classification
 - Category and sourcing recommendations
 - Contract and statement-of-work analysis
- **Human Capital Management**
 - AI-assisted recruiting and applicant screening
 - Skills inference and workforce planning
 - Content generation and people insights
- **Customer Experience**
 - AI-assisted sales and service content generation
 - Entity extraction and duplicate detection
 - Conversational and sentiment analysis
- **Sustainability and Governance**
 - ESG report generation
 - Business integrity screening
 - Master data governance support

These capabilities are delivered directly within the SAP applications such as SAP S/4HANA Cloud, SAP SuccessFactors, SAP Ariba, SAP Concur, SAP Business Network, SAP CX solutions, and SAP Analytics Cloud.

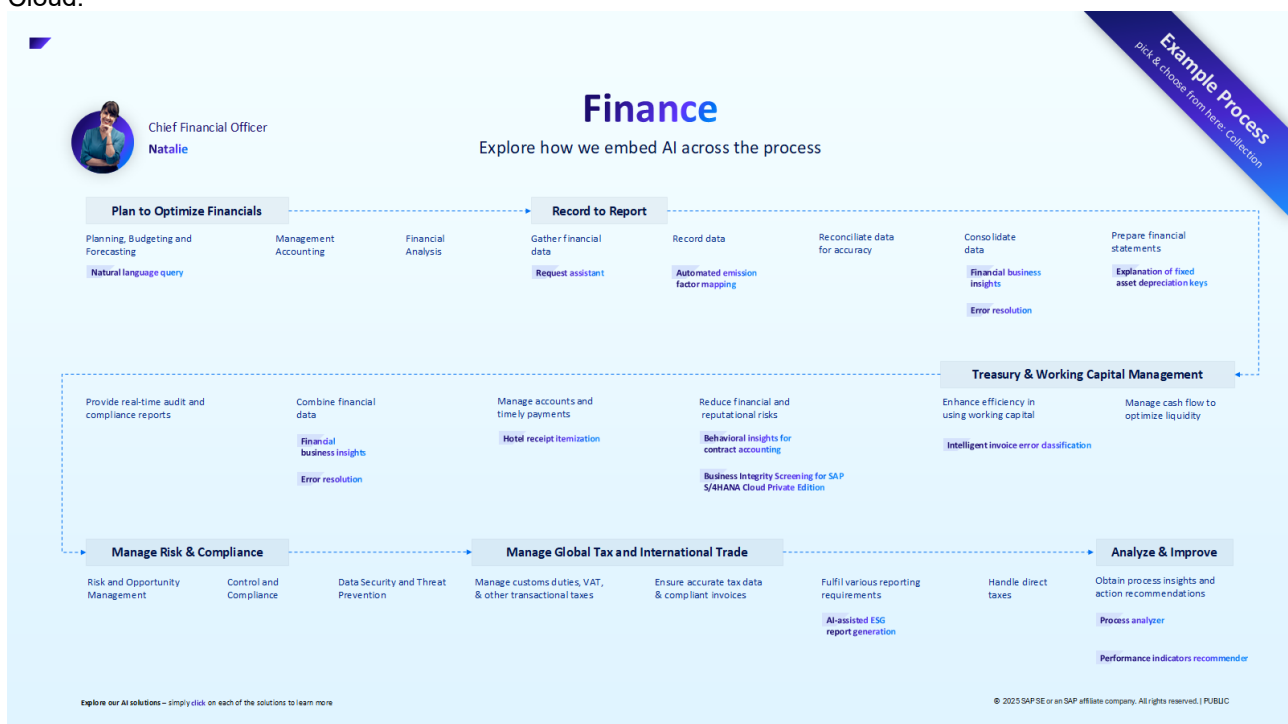


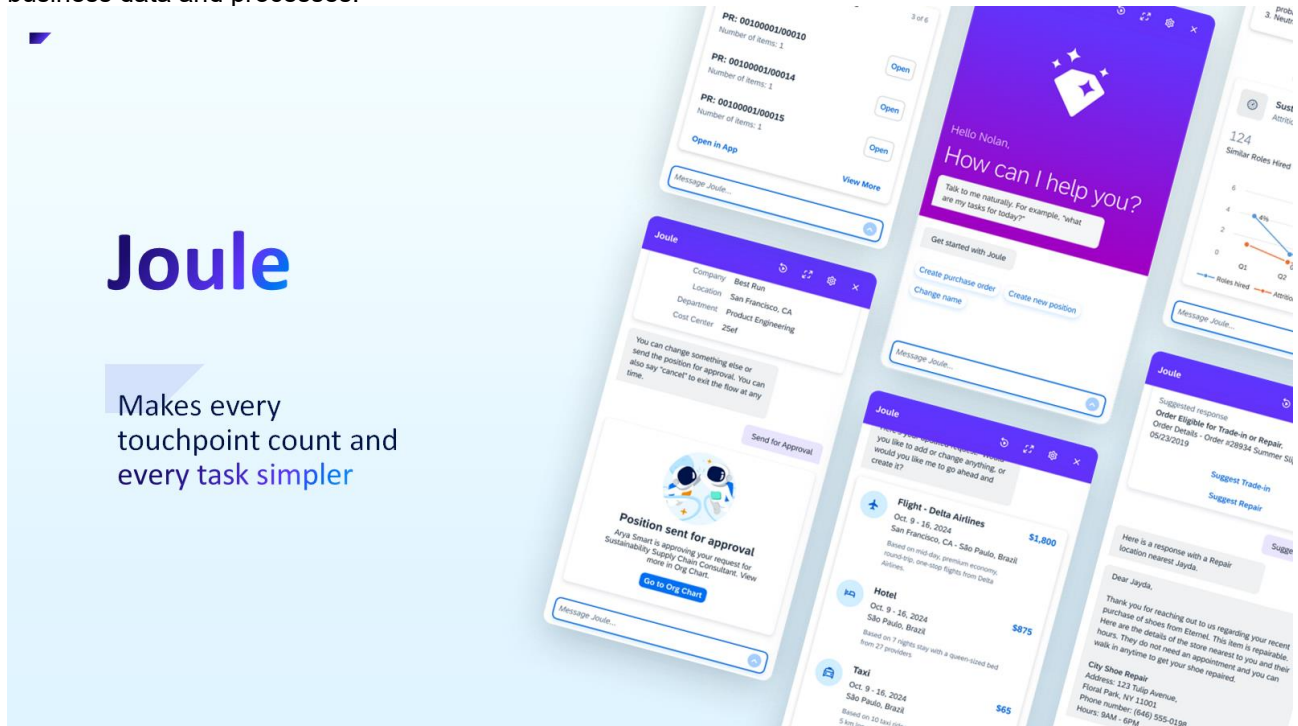
Figure 1: Example Use Cases in Finance

Available use cases will depend on an individual customers licensed SAP landscape, and the purchase of the “SAP AI Units” licenses (see pricing document for details).

Joule: SAP's AI Copilot and Agent Framework

Overview

Joule is SAP's AI copilot, embedded across SAP applications and available through multiple user interfaces. It provides natural-language interaction, contextual awareness, and task execution grounded in SAP business data and processes.



Joule

Makes every
touchpoint count and
every task simpler

Core Capabilities

- **Conversational Interaction**
 - Natural-language queries and commands
 - Transactional, navigational, and informational interaction patterns
 - Multi-language support
- **Context Awareness**
 - Uses business context, user role, and application state
 - Provides explainability and source references where applicable
- **Productivity Support**
 - Assists with data retrieval, analysis, and summarization
 - Supports developers, consultants, and business users
- **Integration**
 - Embedded directly in SAP applications
 - Integrates with Microsoft Copilot for selected scenarios

Joule Agents

Joule Agents extend Joule from conversational assistance to **agent-based orchestration**. Agents can plan, reason, and execute multi-step workflows across systems.

Examples include:

- Accounts Receivable and Finance Assistants
- Procurement and Requisition Assistants
- Logistics and Supply Chain Assistants

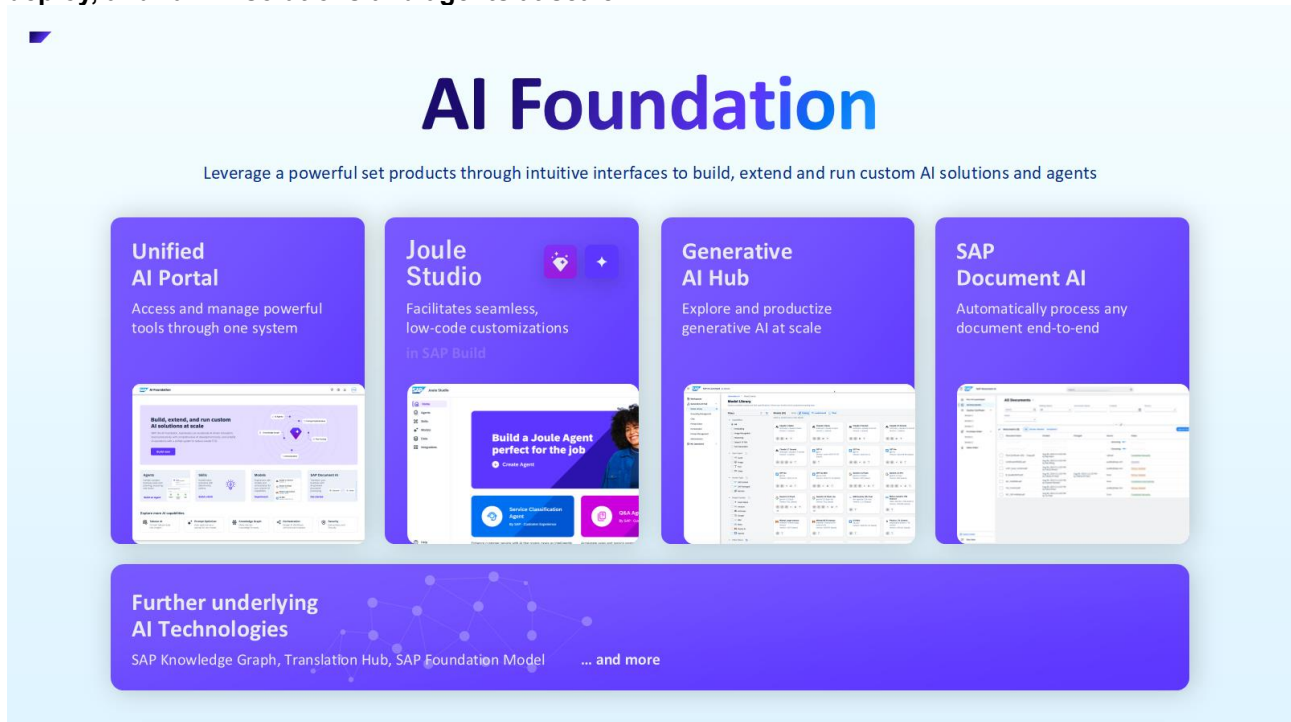
- HR Operations Assistants
- Sales and Customer Experience Assistants

Agents operate with enterprise-grade security, governance, and explainability, enabling automation across business-critical processes.

AI Foundation on SAP Business Technology Platform

Purpose

AI Foundation is the platform layer of SAP Business AI. It provides a unified environment to **build, extend, deploy, and run AI solutions and agents at scale.**



Core Capabilities

- Build
 - Tools for developing AI-powered applications and extensions
 - Support for generative AI, predictive AI, and classical machine learning
 - SDKs and APIs for developers
- Extend
 - Extend SAP applications with custom AI logic
 - Integrate AI into SAP BTP applications (e.g., CAP, ABAP environment)
 - Connect external data sources and services
- Run
 - Centralized operations for models, agents, and workloads
 - Lifecycle management for AI solutions
 - Scalable runtime across hyperscalers and data centers

Unified Entry Point

AI Foundation provides a single entry point for AI development and operations, supporting collaboration between developers, data scientists, and IT teams.

Generative AI Hub

The **Generative AI Hub** is a core component of AI Foundation that simplifies access to large language models (LLMs) and other generative AI capabilities.

Model Access and Management

- Access to a broad range of models:
 - SAP-built models
 - Partner-hosted frontier models
 - Customer-provided and open-source models
- Ability to switch between models without vendor lock-in
- Unified commercial and technical access

Key Capabilities

- Prompt engineering and experimentation
- Prompt lifecycle management and templates
- Model routing and optimization
- Fine-tuning and custom model training (where applicable)
- Secure deployment and serving of custom models

Data Grounding and Context

- Document grounding services
 - Vector-based retrieval for generative AI (RAG)
 - Integration with structured and unstructured enterprise data
 - No requirement to move data unnecessarily
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Document AI

SAP Business AI includes **SAP Document AI**, which focuses on extracting and processing information from unstructured documents.

Capabilities

- Document information extraction across multiple formats
- Support for many languages and file types
- Advanced OCR and layout understanding
- AI-assisted exception handling and workflows

Document AI is embedded into multiple SAP applications and can also be consumed as a service via SAP BTP.

AI Services and Consumption Model

SAP Business AI capabilities are delivered through a defined set of **AI services**, each with a clear unit of measure (e.g., transactions, messages, pages, records).

- Services are consumed via SAP AI Units
- Usage is transparent and measurable
- Services span embedded AI, Joule interactions, document processing, analytics, and industry-specific scenarios

This model allows customers to align AI consumption with business usage and scale as needed.

Security, Governance, and Responsible AI

SAP Business AI is designed for enterprise use and adheres to SAP's established standards for:

- Data security and privacy
 - Secure connectivity (e.g., TLS)
 - No customer data used to train partner models
 - Multi-tenancy isolation
- Governance and Compliance
 - Centralized management of models and prompts
 - Auditability and logging
- Responsible AI
 - Bias mitigation and data masking
 - Content filtering and safety mechanisms
 - Alignment with SAP's Global AI Ethics Policy

Capability-to-Value Mapping

The table below maps core SAP Business AI capabilities to the types of business value they are designed to support. Values are indicative and depend on customer context, configuration, data quality, and adoption.

Capability	Description	Primary Value Enabled
Embedded AI in SAP Applications	AI features built directly into SAP business processes across ERP, finance, supply chain, HR, procurement, and CX	Process efficiency, error reduction, faster cycle times, improved data quality
Joule Copilot	Context-aware conversational interface embedded in SAP applications	User productivity, faster information access, reduced manual effort
Joule Agents	Agent-based orchestration executing multi-step workflows across systems	End-to-end process automation, operational consistency, scalability
AI Foundation (Build)	Tools and SDKs to develop custom AI solutions on SAP BTP	Faster innovation, reuse of enterprise-grade AI services
AI Foundation (Extend)	Ability to extend SAP applications with custom AI logic	Tailored business differentiation without core modification
AI Foundation (Run)	Centralized operations for models, agents, and workloads	Operational reliability, governed scaling of AI
Generative AI Hub – Model Access	Unified access to SAP, partner, and customer-provided models	Flexibility, avoidance of model lock-in, faster experimentation
Generative AI Hub – Prompt & Lifecycle Management	Prompt engineering, templates, optimization, and governance	Consistent AI behaviour, reduced development effort
Data Grounding & RAG	Grounding generative AI in enterprise data sources	Improved accuracy, relevance, and trustworthiness of outputs
Document AI	Extraction and processing of unstructured documents	Reduced manual document handling, higher processing accuracy
AI Services Consumption Model	Measured, unit-based consumption of AI services	Cost transparency, scalable adoption aligned to usage

Security, Governance & Responsible AI	Enterprise controls for data protection, compliance, and ethics	Risk mitigation, regulatory alignment, organizational trust
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AI Business Services

More than 350 SAP Business AI Services are currently available, with more being added on a monthly basis. Please check with NDBS for the latest scenarios.

The license for “AI Units” covers all scenarios, with each having a specific consumption metric, enabling customers to mix and match services and to expand their use of the AI capabilities at a pace that aligns with their own business strategy, pain points and benefit areas:

Note that each service requires the appropriate core application upon which the service is based to be licensed, in addition to the AI services.

Product Category	Product	Name
Product Lifecycle Management	SAP Integrated Product Development	2D Hotspot Creation
Supply Chain Management	SAP Returnable Packaging Management	Account Matching
Customer Relationship Management	SAP Sales Cloud Version 2	Account Synopsis
Customer Relationship Management	SAP Service Cloud Version 2	Account Synopsis
Technology Platform		Accounting Accruals Agent
Cloud ERP applications	SAP Cash Application	Accounts Receivable
Technology Platform		Accounts Receivable Agent
Supply Chain Management	SAP Field Service Management	Activity Summary
Supply Chain Management	SAP Integrated Business Planning	Add-in for Microsoft Excel, AI-assisted Planning
Supply Chain Management	SAP Project and Resource Management	Advanced Skill Match
Technology Platform	Joule Studio	Agent Builder
Customer Relationship Management	SAP Emarsys Customer Engagement	AI Scores
Human Capital Management	SAP Enable Now, cloud edition	AI-Assisted Authoring
Technology Platform	SAP Analytics Cloud	AI-Assisted Calculations
Technology Platform	SAP Analytics Cloud	AI-Assisted Commenting
Supply Chain Management	SAP Integrated Business Planning	AI-Assisted Forecasting
Supply Chain Management	SAP Returnable Packaging Management	AI-Assisted Forecasting
Spend Management	Concur Travel	AI-Assisted Recommendations

Technology Platform	SAP Sports One	AI-Assisted Scouting
Technology Platform	SAP Datasphere	AI-Assisted Search
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	AI-Assisted Situation Handling
Technology Platform	SAP LeanIX solutions	AI-Assisted Texting
Human Capital Management	SAP SuccessFactors solutions	AI-Assisted Writing
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Allocation Run Results
Supply Chain Management	SAP Integrated Business Planning	Analysis of Inventory Optimization Results
Technology Platform	Joule	Analytical Insights
Supply Chain Management	SAP Asset Performance Management	Anomaly Detection
Technology Platform	SAP Integration Suite	Anomaly Detection
Technology Platform	SAP Integration Suite	API traffic prediction
Human Capital Management	SAP SuccessFactors Recruiting	Applicant Screening
Human Capital Management	SAP SuccessFactors Opportunity Marketplace	Assignment Creation
Supply Chain Management	SAP Field Service Management	Assignment Duration Prediction
Supply Chain Management	SAP Field Service Management	Auto-Scheduling
Sustainability Management	SAP Sustainability Footprint Management	Automated Emission Factor Mapping
Supply Chain Management	SAP Integrated Business Planning	Automatic Outlier Correction
Customer Relationship Management	SAP Enterprise Service Management	Backend Entity Extraction
Supply Chain Management	SAP Batch Release Hub for Life Sciences	Batch Release Processing
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Behavioral Insights for Contract Accounting
Technology Platform		Booking Agent
Human Capital Management	SAP SuccessFactors solutions	Bulk Translation
Cloud ERP applications	SAP Business Integrity Screening for SAP S/4HANA Cloud, private edition	Business Integrity Screening

Customer Relationship Management	SAP Sales Cloud Version 2	Business Interaction Intelligence
Customer Relationship Management	SAP Sales Cloud Version 2	Business Text Intelligence
Cloud ERP applications	SAP Green Ledger	Carbon Emission Analysis
Human Capital Management	SAP SuccessFactors Career and Talent Development	Career Insights
Customer Relationship Management	SAP Enterprise Service Management	Case Categorization
Customer Relationship Management	SAP Service Cloud Version 2	Case Categorization
Customer Relationship Management		Case Classification Agent
Customer Relationship Management	SAP Enterprise Service Management	Case Summary
Customer Relationship Management	SAP Service Cloud Version 2	Case Summary
Customer Relationship Management	SAP Enterprise Service Management	Case Topic Analyzer
Customer Relationship Management	SAP Service Cloud Version 2	Case Topic Analyzer
Customer Relationship Management	SAP Enterprise Service Management	Case Type Determination
Customer Relationship Management	SAP Service Cloud Version 2	Case Type Determination
Cloud ERP applications		Cash Management Agent
Technology Platform		Cash Management Agent
Spend Management	SAP Ariba Buying	Catalog Item Recommendations
Customer Relationship Management		Catalog Optimization Agent
Spend Management	SAP Ariba Category Management	Category Segmentation
Spend Management	SAP Ariba Category Management	Category Strategy Recommendation
Cloud ERP applications	SAP S/4HANA Cloud for master data governance, private edition	Central Governance
Product Lifecycle Management		Change Record Management Agent
Spend Management	Concur Expense	Chart of Accounts Upload
Technology Platform	SAP Analytics Cloud	Chart Summary

	SAP Entitlement Management	Code Generator for Custom Logic
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Compliance Information Processing
Cloud ERP applications	SAP Risk and Assurance Management	Compliance Issue Decision Support
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Configuration for US Tax Jurisdictions
Technology Platform	SAP Build Work Zone, advanced edition	Content Creation and Summary
Technology Platform	SAP Datasphere	Content Generation for Catalog
Business Transformation Management	SAP Signavio solutions	Content Search
Business Transformation Management	SAP Signavio solutions	Context Analyzer, Sentiment Analysis
Business Transformation Management	SAP Signavio solutions	Context Analyzer, Text to Event Matching
Technology Platform	SAP LeanIX solutions	Context Generation
Cloud ERP applications	SAP Cash Application, add-on for contract accounting	Contract Accounting
Supply Chain Management	SAP Market Communication for Utilities	CONTRL-Message Explanation
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Conversational Planning
Spend Management	SAP Ariba Category Management	Cost Structure Creation
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Creation of Fixed Asset Master Data
Supply Chain Management	SAP Integrated Business Planning	Curve Based Forecasting
Customer Relationship Management	SAP CX AI Toolkit	Custom AI Tool Builder
Supply Chain Management	SAP Batch Release Hub for Life Sciences	Custom Release Checks
Business Transformation Management		Dashboard Analyzer Agent
Technology Platform	SAP Analytics Cloud	Data Actions
Technology Platform	SAP Data Privacy Integration	Data Anonymization
Technology Platform	SAP HANA Cloud	Database Administration

Customer Relationship Management	SAP Sales Cloud Version 2	Deal Intelligence
Technology Platform	SAP Build Process Automation	Decision Generation
Technology Platform	SAP Build Process Automation	Decision Summarization
Supply Chain Management	SAP Green Token	Declaration Image Analysis
Technology Platform	Joule	Deep Research Capability
Spend Management	SAP Ariba Intake Management	Demand Intake
Supply Chain Management	SAP Integrated Business Planning	Demand Sensing
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Depreciation Key Explanation
Human Capital Management	SAP SuccessFactors Performance and Goals	Development Goal Creation
Customer Relationship Management		Digital Service Agent
Cloud ERP applications		Dispute Resolution Agent
Technology Platform	SAP Build Process Automation	Document Data Extraction
Technology Platform		Document Grounding
Product Lifecycle Management	SAP Integrated Product Development	Document Summary
Customer Relationship Management	SAP Sales Cloud Version 2	Duplicate Detection
Customer Relationship Management	SAP Service Cloud Version 2	Duplicate Detection
Customer Relationship Management	SAP Enterprise Service Management	E-mail Draft Recommender
Customer Relationship Management	SAP Sales Cloud Version 2	E-mail Draft Recommender
Customer Relationship Management	SAP Service Cloud Version 2	E-mail Draft Recommender
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Easy Fill
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Easy Filter
Technology Platform	SAP Document and Reporting Compliance	Electronic Document Error Handling
Technology Platform	SAP Document AI	Embedded Edition

Supply Chain Management	SAP Business Network for Procurement and Supply Chain	Enhanced Responses to Discovery Posting
Product Lifecycle Management	SAP Integrated Product Development	Enhancement of Campaign and Idea Descriptions
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Enterprise Search
Customer Relationship Management	SAP Service Cloud Version 2	Entity Extraction
Supply Chain Management	SAP Field Service Management	Equipment Insights
Spend Management	Concur Invoice	ERP Configuration for Finance
Spend Management	Concur Expense	ERP Configuration for Finance
Technology Platform	SAP Information Collaboration Hub for Life Sciences	Error Analysis
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Error Explanation
Cloud ERP applications	SAP Advanced Financial Closing	Error Resolution
Sustainability Management	SAP Sustainability Control Tower	ESG Report Generation
Supply Chain Management	SAP Cell and Gene Therapy Orchestration	Exception Management
Spend Management		Expense Report Validation Agent
Spend Management	SAP Fieldglass Contingent Workforce Management	Experience Assessment
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Expiring Price Handling
Human Capital Management	SAP SuccessFactors Employee Central Payroll	Explain Pay
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Explanation of Fixed Asset Depreciation Keys
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Explanation of Fixed Asset Key Figures
Human Capital Management	SAP SuccessFactors solutions	Extended AI Locales
Supply Chain Management	SAP Asset Performance Management	Failure Curve Analytics
Technology Platform	SAP Intelligent Agriculture	Farming Decision Framework
Supply Chain Management		Field Service Dispatcher Agent
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Financial Business Insights

Supply Chain Management	SAP Integrated Business Planning	Forecast Results Analysis
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Form Extension in Localization as a Self-Service
Technology Platform	SAP Build Process Automation	Form Generation
Spend Management	SAP Ariba Central Invoice Management	G/L Line-Item Determination
Technology Platform	SAP Build Code	Generation of Full-Stack Applications
Technology Platform	SAP Integration Suite	Generation of Integrations
Technology Platform	SAP Automation Pilot	Generation of Operations Automations
Technology Platform	SAP Build Code	Generation of SAP Fiori Elements and SAPUI5 Applications
Technology Platform	SAP Build Code	Generation of SAP HANA Applications
Technology Platform	SAP Build Code	Generation of SAP Mobile Applications
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Goods Receipt Processing
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Hands-free Production Order Management
Spend Management	Concur Expense	Hotel Receipt Itemization
Customer Relationship Management	SAP CX AI Toolkit	Image Generation
Human Capital Management	SAP SuccessFactors Learning	Image Generation for Learning
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	In-house Service Initiation
Business Transformation Management	SAP Signavio Process Transformation Manager	Insights Description Generator
Human Capital Management	SAP SuccessFactors Performance and Goals	Insights into Detailed 360 Report
Spend Management	Concur Expense	Intelligent Audit
Customer Relationship Management	SAP CX AI Toolkit	Intelligent Customer Profile
Supply Chain Management	SAP Field Service Management	Intelligent Filtering
Supply Chain Management	SAP Business Network for Procurement and Supply Chain	Intelligent Invoice Error Classification
Supply Chain Management	SAP Business Network for Procurement and Supply Chain	Intelligent Listings

Customer Relationship Management	SAP CX AI Toolkit	Intelligent Q&A
Cloud ERP applications		International Trade Classification Agent
Human Capital Management	SAP SuccessFactors Recruiting	Interview Feedback Insights
Human Capital Management	SAP SuccessFactors Recruiting	Interview Questions Generation
Customer Relationship Management	SAP Customer Data Cloud	Intrusion Detection
Technology Platform	SAP LeanIX solutions	Inventory Builder
Technology Platform	SAP LeanIX solutions	Inventory Prompts
Spend Management	Concur Invoice	Invoice Capture
Product Lifecycle Management	SAP Quality Issue Resolution	Issue Resolution Guidance
Supply Chain Management	SAP Digital Manufacturing	Issue Resolution Guidance
Spend Management	SAP Fieldglass Contingent Workforce Management	Job Description Creation
Human Capital Management	SAP SuccessFactors Recruiting	Job Description Enhancement
Spend Management	SAP Fieldglass Contingent Workforce Management	Job Description Translation
Human Capital Management	SAP SuccessFactors Recruiting	Job Skills on Career Sites
Technology Platform	Joule	Joule and Microsoft 365 Copilot
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Joule for developers, ABAP AI capabilities
Technology Platform	SAP BTP, ABAP environment	Joule for developers, ABAP AI capabilities
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Joule for developers, ABAP AI features
Technology Platform	SAP Business Technology Platform	Joule in SAP BTP Cockpit
Human Capital Management	SAP SuccessFactors solutions	Joule Q&A
Spend Management	Concur solutions	Joule with Concur solutions
Technology Platform	Regulatory Change Manager	Joule with Regulatory Change Manager
Spend Management	SAP Ariba solutions	Joule with SAP Ariba solutions

Supply Chain Management	SAP Asset Performance Management	Joule with SAP Asset Performance Management
Technology Platform	SAP Build Work Zone	Joule with SAP Build Work Zone
Technology Platform	SAP Datasphere	Joule with SAP Datasphere
Supply Chain Management	SAP Digital Manufacturing	Joule with SAP Digital Manufacturing
Customer Relationship Management	SAP Enterprise Service Management	Joule with SAP Enterprise Service Management
Supply Chain Management	SAP Field Service Management	Joule with SAP Field Service Management
Technology Platform	SAP Fieldglass solutions	Joule with SAP Fieldglass solutions
Supply Chain Management	SAP Integrated Business Planning	Joule with SAP Integrated Business Planning
Product Lifecycle Management	SAP Integrated Product Development	Joule with SAP Integrated Product Development
Technology Platform	SAP LeanIX solutions	Joule with SAP LeanIX
Supply Chain Management	SAP Logistics Management	Joule with SAP Logistics Management
Technology Platform	SAP Mobile Start	Joule with SAP Mobile Start
Cloud ERP applications	SAP Multi-Bank Connectivity	Joule with SAP Multi-Bank Connectivity
Cloud ERP applications	SAP Risk and Assurance Management	Joule with SAP Risk and Assurance Management
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Joule with SAP S/4HANA Cloud Private Edition
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Joule with SAP S/4HANA Cloud Public Edition
Customer Relationship Management	SAP Sales Cloud Version 2	Joule with SAP Sales Cloud Version 2
Customer Relationship Management	SAP Service Cloud Version 2	Joule with SAP Service Cloud Version 2
Business Transformation Management	SAP Signavio solutions	Joule with SAP Signavio solutions
Human Capital Management	SAP SuccessFactors solutions	Joule with SAP SuccessFactors solutions
Human Capital Management	SAP SuccessFactors Incentive Management	Joule with SuccessFactors Incentive Management
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Journal Upload

Customer Relationship Management		Knowledge Creation Agent
Customer Relationship Management	SAP CX AI Toolkit	Knowledge Indexing
Customer Relationship Management	SAP Sales Cloud Version 2	Lead Booster
Customer Relationship Management	SAP Sales Cloud Version 2	Lead Intelligence
Supply Chain Management	SAP Integrated Business Planning	Lead Time Master Data Management
Supply Chain Management	SAP Integrated Business Planning	Machine Learning Alerts
Customer Relationship Management	SAP Enterprise Service Management	Machine Translation
Customer Relationship Management	SAP Service Cloud Version 2	Machine Translation
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Maintenance Order Recommendation
Technology Platform		Maintenance Planner Agent
Spend Management	SAP Ariba Category Management	Market Dynamics Chart Plotting
Supply Chain Management	SAP Integrated Business Planning	Master Data Consistency
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Master Data Governance
Supply Chain Management	SAP Business Network for Procurement and Supply Chain	Matching Improvement
Spend Management	SAP Ariba Central Procurement	Material Group Recommendations
Spend Management		Meeting Location Planner Agent
Human Capital Management	SAP SuccessFactors solutions	Microsoft Teams Chat
Supply Chain Management	SAP Service and Asset Manager	Mobile Execution
Technology Platform	SAP Analytics Cloud	Natural Language Query
Customer Relationship Management	SAP Enterprise Service Management	NLP Classification
Customer Relationship Management	SAP Sales Cloud Version 2	NLP Classification
Customer Relationship Management	SAP Service Cloud Version 2	NLP Classification
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Note Corrections for Project Billing

Spend Management	SAP Fieldglass Contingent Workforce Management	O*NET Labelling
Supply Chain Management	SAP Predictive Replenishment	Optimal Order Quantities
Supply Chain Management	SAP Integrated Business Planning	Outlier Job Detection
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Payment Exception Analysis
Human Capital Management	SAP SuccessFactors Performance and Goals	Performance Goal Creation
Business Transformation Management	SAP Signavio solutions	Performance Indicators Recommender
Human Capital Management	SAP SuccessFactors Performance and Goals	Performance Insights
Human Capital Management		Performance Preparation Agent
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Permit Management
Human Capital Management	SAP SuccessFactors Employee Central	Person Insights for Compensation Discussions
Human Capital Management	SAP SuccessFactors Learning	Personalized Learning Recommendations
Human Capital Management	SAP SuccessFactors Career and Talent Development	Personalized Opportunities Recommendations
Customer Relationship Management	Intelligent Selling Services for SAP Commerce Cloud	Personalized Search
Spend Management	Concur Expense	Policy Assistance
Spend Management	SAP Ariba Buying	Popular Items
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Posting Issue Handling for Billing Documents
Supply Chain Management	SAP Extended Warehouse Management	Predictive Labor Demand Planning
Technology Platform	SAP Analytics Cloud	Predictive Planning
Supply Chain Management	SAP Field Service Management	Predictive Routing
Technology Platform	SAP Signavio Process Intelligence	Process Analyzer, Automated Mapping
Business Transformation Management	SAP Signavio solutions	Process Analyzer, Text to Insight

Business Transformation Management	SAP Signavio solutions	Process Analyzer, Text To Widget
Business Transformation Management		Process Content Recommender Agent
Technology Platform	SAP Build Process Automation	Process Editing
Technology Platform	SAP Build Process Automation	Process Generation
Business Transformation Management	SAP Signavio solutions	Process Modeler, Text to Process
Business Transformation Management	SAP Signavio solutions	Process Recommender
Technology Platform	SAP Build Process Automation	Process Summarization
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Processing of Incoming Quality Certificates with SAP Document AI
Customer Relationship Management	SAP CX AI Toolkit	Product Descriptions
Customer Relationship Management	SAP Emarsys Customer Engagement	Product Finder
Customer Relationship Management	SAP Sales Cloud Version 2	Product Recommendation
Customer Relationship Management	SAP Emarsys Customer Engagement	Product Recommendations
Customer Relationship Management	SAP Assortment Planning	Product Recommendations
Customer Relationship Management	Intelligent Selling Services for SAP Commerce Cloud	Product Recommendations
Supply Chain Management	SAP Extended Warehouse Management	Product Slotting
Customer Relationship Management	SAP CX AI Toolkit	Product Tagging
Supply Chain Management	SAP Digital Manufacturing	Production Engineering
Cloud ERP applications		Production Planning and Operations Agent
Customer Relationship Management	SAP Enterprise Service Management	Profanity Check
Customer Relationship Management	SAP Service Cloud Version 2	Profanity Check
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Project Services

Customer Relationship Management		Q&A Agent
Customer Relationship Management		Quote Creation Agent
Technology Platform		Receipt Analysis Agent
Spend Management	SAP Ariba Buying	Recommended Material Groups
Customer Relationship Management	SAP Service Cloud Version 2	Registered Product Summary
Customer Relationship Management	SAP Emarsys Customer Engagement	Report Builder
Spend Management	Concur Request	Request Assistant
Technology Platform	SAP Cloud ALM	Requirement Generation
Customer Relationship Management	SAP Intelligent Product Recommendation	Requirements Processing
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Resolution of Implausible Meter Readings
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Resolution of Outsourced Billing Documents
Spend Management	SAP Fieldglass Contingent Workforce Management	Resume Assessment
Business Transformation Management	SAP Signavio Process Collaboration Hub	Role-based Process Overview
Technology Platform	SAP Analytics Cloud	Run Forecasts in Time Series or Line Charts
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Safety Instruction Generation
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Safety Observation Reporting
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Sales Order Automatic Completion
Cloud ERP applications	SAP S/4HANA	Sales Order Creation
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Sales Order Creation
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Sales Order Creation
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Sales Order Fulfillment Monitoring
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Sales Order Status Check

Customer Relationship Management	SAP Sales Cloud Version 2	Sales Order Summary
Human Capital Management	SAP SuccessFactors solutions	SAP Document AI, embedded edition
Technology Platform	SAP HANA Cloud	SAP HANA application migration
Technology Platform	WalkMe	SAP Joule action bar (On-Demand)
Technology Platform	WalkMe	SAP Joule action bar (Proactive)
Technology Platform	SAP Joule for Consultants	SAP Joule for Consultants
Business Transformation Management		Screen Guide Agent
Technology Platform	SAP Integration Suite	Script Optimization
Technology Platform	SAP Build Process Automation	Script Task Generation
Customer Relationship Management	Intelligent Selling Services for SAP Commerce Cloud	Search Term Suggestions
Technology Platform	SAP Datasphere	Semantic Generation
Customer Relationship Management	SAP Emarsys Customer Engagement	Send Time Optimization
Human Capital Management	SAP SuccessFactors Performance and Goals	Sentiment Analysis in 360 Reviews
Customer Relationship Management		Shopping Agent
Customer Relationship Management	SAP Enterprise Service Management	Similar Case Recommendation
Customer Relationship Management	SAP Service Cloud Version 2	Similar Case Recommendation
Spend Management	SAP Fieldglass Contingent Workforce Management	Skill Based Job Posting
Technology Platform	Joule Studio	Skill Builder
Human Capital Management	SAP SuccessFactors solutions	Skill Identification from Resume
Human Capital Management	SAP SuccessFactors Opportunity Marketplace	Skill Inference for Assignment Creation
Human Capital Management	SAP SuccessFactors Performance and Goals	Skill Inference for Continuous Performance Mgmt
Human Capital Management	SAP SuccessFactors Learning	Skill Inference for Learning
Human Capital Management	SAP SuccessFactors solutions	Skills Architecture Creation

Human Capital Management	SAP SuccessFactors Learning	Skills Inference for Open Content Network
Human Capital Management	SAP SuccessFactors solutions	Skills Standardization
Customer Relationship Management	SAP CX AI Toolkit	Smart Actions
Technology Platform	SAP Analytics Cloud	Smart Grouping
Technology Platform	SAP Analytics Cloud	Smart Insights
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Smart Personalization of My Home
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Smart Personalization of My Home for Applications
Technology Platform	SAP Analytics Cloud	Smart Predict
Customer Relationship Management	SAP CX AI Toolkit	Smart Scheduling
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Smart Solution for Situations in My Home
Cloud ERP applications	SAP S/4HANA Cloud Public Edition	Smart Summarization
Spend Management		Sourcing Agent
Spend Management	SAP Fieldglass Services Procurement	SOW Description Creation
Technology Platform	SAP Spend Control Tower	Spend Categorization
Customer Relationship Management	SAP CX AI Toolkit	Standard Tools
Spend Management	SAP Ariba Category Management	Strategy Summarizer
Customer Relationship Management	SAP Emarsys Customer Engagement	Subject Line Generator
Human Capital Management	SAP SuccessFactors Career and Talent Development	Successor Insights
Human Capital Management	SAP SuccessFactors Succession & Development	Successor Recommendation
Cloud ERP applications	SAP S/4HANA	Supplier Delivery Date Prediction
Cloud ERP applications	SAP S/4HANA Cloud Private Edition	Supplier Delivery Date Prediction
Spend Management	SAP Ariba Central Invoice Management	Supplier Invoice File Extraction
Technology Platform	SAP Spend Control Tower	Supplier Matching
Spend Management	SAP Ariba Sourcing	Supplier Prediction

Supply Chain Management	SAP Integrated Business Planning	Supply Optimization Analysis
Customer Relationship Management	SAP Sales Cloud Version 2	Survey Trend Summary
Human Capital Management	SAP SuccessFactors Performance and Goals	Team Goals
Human Capital Management	SAP SuccessFactors solutions	Text Analyzer
Business Transformation Management	SAP Signavio solutions	Transformation Advisory, Initiative Builder
Technology Platform	SAP LeanIX solutions	Translation Support
Technology Platform	SAP Build Apps	UI Generation from Data
Customer Relationship Management	SAP Customer Activity Repository	Unified Demand Forecast Component
Technology Platform	SAP Micro-App Hub	User Learning and Change Management
Cloud ERP applications		Utilities Customer Self-Service Agent
Business Transformation Management		Value Case Creation Agent
Spend Management	Concur Expense	Verify
Supply Chain Management	SAP Asset Performance Management	Visual Inspection
Customer Relationship Management	SAP CX AI Toolkit	Visual Search
Technology Platform	SAP Document AI	Workspace
Business Transformation Management		Workspace Administration Agent
Human Capital Management	SAP SuccessFactors solutions	Writing - translation

Onboarding

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

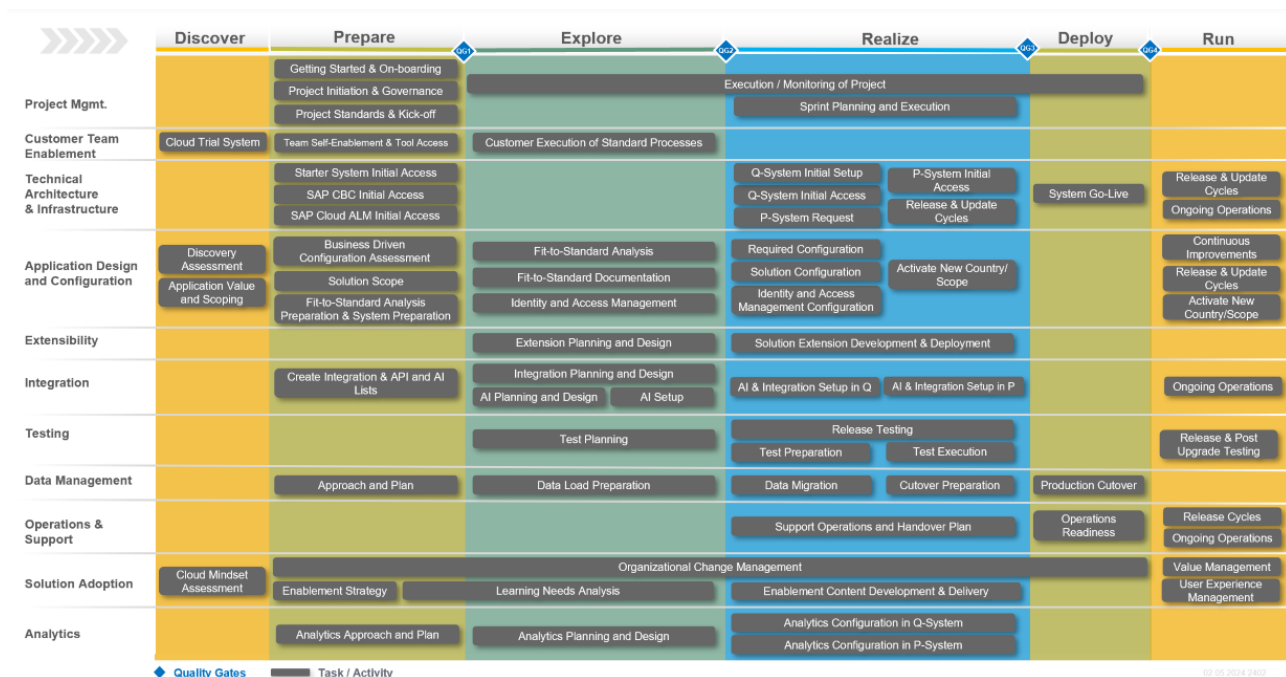
Full use of the service is enabled through an implementation project. NTT Data Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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

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.

- As of 2024, major upgrades happen twice a year — in February and August.
- Between major upgrades, rather than annual or quarterly upgrades, SAP delivers more frequent updates/patches: “Hotfix Collections (HFC)” every two weeks (i.e. bi-weekly).

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.

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.