



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Learning Hub

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.

SAP Learning Hub

Introduction

The redesigned SAP Learning Hub is a digital learning solution that supports learners in building and maintaining SAP software skills. It provides guided, expert-led, and hands-on learning opportunities to enable upskilling across the SAP solution portfolio. Learners also get access to all the enablement they need to become and stay certified with four certification exam attempts included in the subscription.

A subscription to SAP Learning Hub includes:

- Access to SAP Learning Journeys and self-paced learning content across the SAP portfolio.
- Expert-led live sessions covering deep dives and preparations to stay certified.
- Access to hands-on practice systems, with no hour limit, to experiment with solutions.
- Four SAP Certification exam attempts per year and access to enablement and assessment to keep certifications valid.
- Learning analytics and management capabilities.

Maintain and Build Your SAP Software Skills with Up-to-the-Minute, Digital Training

Summary

With SAP Learning Hub, gain instant access to the latest training content – geared for IT professionals. The hub provides unlimited access to thousands of online courses, e-books, and more, covering a large variety of SAP software areas, so you can enhance your skills or prepare for certification exams. Ask questions of SAP experts and collaborate with peers and maximize the value of your SAP software.

SAP Learning Hub is designed for those working with SAP software and is a highly effective enablement program that offers a wide range of social, collaborative tools and educational content for all skill and knowledge levels. A subscription gives you 24x7 anywhere, anytime access to an online social learning platform, where SAP experts and a community of more than 500,000 peers offer advice, guidance, and direction to relevant content, in addition to live sessions and many other learning resource.

Objectives

- Provide dynamic, cost-effective SAP software training for your employees
- Train your SAP solution project team on topics related to an upcoming implementation
- Evaluate new SAP solutions or the latest release for project evaluation
- Retrieve in-project or day-to-day knowledge
- Enable skills updating and expansion on any SAP solution
- Use study materials to prepare for any SAP solution certification exam.
- Build and reinforce skills, cross-train, and expand capabilities
- Keep SAP software skills current for customer engagements and certifications
- Collaborate with SAP subject-matter experts and peers
- Achieve your learning goals using Learning Journey guides

Solution

- 24x7 access to training content including self-paced e-learning courses, online classes, live sessions with SAP experts, and collaborative SAP Learning Rooms
- Access to live training systems to complete exercises with the SAP Live Access portal (optional). SAP® Learning Hub, professional edition customers will be eligible to purchase SAP Live Access on top.

Benefits

- Leverage a modern platform for social learning, peer collaboration, and self-paced study
- Tackle challenging training assignments and exercises – right at your desk
- Update and optimize your skills anytime, anywhere

Onboarding

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

No implementation services are required, however additional support can be provided by NTT Data Business Solutions if required on the basis of our Lot 3 listings for Implementation and Support services.

General Implementation Approach

No specific implementation services are required in order for customers to use this service.

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.

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.

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.