



Service Description Document for:

SAP Ariba Contracts

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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 Ariba Contracts

Module Description

SAP Ariba Contracts helps you standardise and digitalise your business contracts. By streamlining contract management on a central repository, you can quickly find, track, and control essential documents and eliminate costly and inefficient processes.

SAP Ariba Contracts allows you to manage the entire contract lifecycle in a centralised location. Here are the main steps:

1. **Contract request:** Initiates the contract process by creating and sending a request to a contract manager to create a contract workspace.
2. **Prepare a workspace and author a main agreement:** In this step a contract manager creates a contract workspace in SAP Ariba and begins drafting/authoring the main agreement and other contract documents in preparation for review and negotiation.
3. **Review and negotiate:** In this step, contract documents go through an internal review process and then are sent out to a supplier for further redlines and negotiation.
4. **Approve and finalise:** In this step, contract documents go through final approvals and signatures are obtained. The workspace is then published and the contract executed.
5. **Amend and manage:** Finally, a contract may be amended and then further managed through dashboard tools, access controls and reporting.

Technology Features

Dashboard

The dashboard surfaces significant, actionable, and relevant user content to role-based user dashboards. Users can personalise content by dragging and dropping that content on their active dashboards. Dashboards can include:

- A personal calendar for each user
- Data such as watched sourcing projects, event status, announcements, to do lists, and document folders that users can add to their dashboards.
- Company news content that display important information to users. This content can show data from RSS feeds. Customers can configure this news content for their sites.

Users can create multiple dashboards that cover different strategic areas.

Contract Repository

- Stores contracts in a single repository along with complete history, service terms, delivery, and all associated documents.
- Allows authorised users to search, view, edit, renew, or cancel contracts as needed.
- Provides full audit trails of contract changes and amendments.
- Notifies contract owners of pending expirations or when usage-based thresholds are crossed automatically.
- Allows authorised users to search, view, and print contracts, including contract details, attachments, and all other supporting documents.

Contract Creation

- Users can create Procurement, Sales, or Internal contracts and Procurement and Sales contract requests. All contract types are enabled as part of the deployment process; one contract type is included with the solution, and additional contract types can be purchased as add-ons.
- Contract team members view and complete specific activities involved in contract completion and lifecycle management, including tasks involving negotiations, reviews and approvals.
- Detailed task descriptions and common documents.

- Online collaboration with internal stakeholders such as legal or finance, as well as suppliers or other third parties (for example, during negotiations and reviews).
- HTML text formatting in content, including bold, italics, underlining, bulleted lists, and active URLs allows users to clearly convey contract information to stakeholders.

Contract Process Management

- Provides a framework for the team and supplier activities involved in contract creation, negotiation, and management.
- Custom templates can define unique contract processes and provide guidance on usage based on specific contract information such as region, department, or commodity involved.
- Enables team members to view and complete specific activities, tasks, reviews, and approvals involved with contract completion and lifecycle management, including the generation of personal email and task reminders on user dashboards based on due dates.
- Detailed task description and use of common documents.
- Provides online communication and collaboration with internal stakeholders such as sales, procurement, legal, or finance departments as well as suppliers, customers, or other third parties.
- Uses a permissions model to enable all users to have appropriate access to workspaces and documents.

Contract Authoring

- Full version control of all contract documents throughout the contract lifecycle, including main agreements and any required attachments or addenda.
- Assembles supplier-ready contracts based on conditionally assigned contract processes and approved contract language.
- Includes a Clause Library of approved clauses, with instructions for clause usage, fallback and alternate clauses, and structured approval flows for clause usage or changes.
- Enforces required approvals for use of non-standard language, allowing for management by exception rather than requiring deep legal team involvement.
- Includes full free text search of clauses used in contracts, allowing managers to quickly identify agreements that contain a particular clause.
- Allows the modeling of master agreements with sub-agreements and amendment management.
- Creates a synchronized work environment using Microsoft Word, allowing users to edit documents and track revisions using a well-known editing tool rather than having to learn a specialised web-based editing method.
- Detects contract changes made by stakeholders and suppliers automatically, identifying them by clause and providing easy version comparison across any version of the agreement.

Linking Between Engagement Risk Assessment Projects and Contract Workspaces

In solutions that include both SAP Ariba Supplier Risk and SAP Ariba Contracts, users creating contract workspaces can select a supplier engagement risk assessment project to associate with the contract workspace, linking the two projects. Contract workspace include the status and risk exposures of the supplier engagement risk assessment projects to which they are linked.

Communication

- Project messages: project message boards facilitate communication between project team members.
- Notifications: customer sites generate a number of automatic notifications related to tasks and other activities.

Reporting

Reporting capabilities include:

- Prepackaged reports
- Custom analytical reporting, including reporting across multiple fact tables

Third-Party Integration

This solution provides a way for customers to integrate with third-party systems either through web services or file-over-HTTPS transfers so that event owners can quickly create and update events based on item masters and send or report results back to third-party systems. Third-party integration can:

- Automatically update department, commodity, user, exchange rate, and other master data
- Provide single sign-on to the solution and third-party systems
- Update third-party systems with solution data
- Copy documents to and from third-party document systems

In addition to document copy, URL documents can point to objects in third-party systems, and users can create hyperlinks ("webjumpers") to documents and projects in the solution from third-party systems. Customers can set up and configure their own third-party integrations; SAP Ariba also offers optional third-party integration services.

Electronic Signature

Electronic signature is an optional feature that allows users to legally sign contract documents in a variety of formats (including PDF, DOCX, and XLS) as well as entire folders in contract workspace projects, or to upload a scan of a "wet" signature (a signature in ink on a physical document) to provide proof of signature. Tasks prompt users to electronically sign documents and track when signatures are completed.

Active Contract Compliance

Active contract compliance allows users to actively control compliance on spend generated in SAP Ariba solutions. Options include the active contract compliance feature deployed and used with:

- SAP Ariba Buying and Invoicing, SAP Ariba Invoice Management, SAP Ariba Contract Invoicing, or SAP Ariba Catalog.

Contract compliance is not sold separately; it is available with the solutions listed above.

Analytical Reporting API for Strategic Procurement and Operational Procurement

The analytical reporting API enables you to create a client application that extracts reportable data from reporting facts and dimensions such as you would select in the user interface when creating an analytical report. For example, you could use this API to extract and report on the analytical data that you need to import to a customer's warehouse or create dashboards for trend assessment

Onboarding

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

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

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 for SAP Ariba.

Deliverables by Workstream

SAP Ariba

Deliverables
 Quality gates

	DISCOVER	PREPARE	EXPLORE	REALIZE	DEPLOY	RUN
Project Management		Getting Started & Onboarding Project Initiation & Governance Project Standards, Plans & Kick-off	Execution and Monitoring of Project Sprint Planning and Execution			
Customer Team Enablement		Customer Team Self-Enablement				
Technical Architecture & Infrastructure		Supporting Tools for Implementation Initial Access to SAP Cloud ALM, WalkMe & SAP Ariba		Initial Access for SAP Ariba Production System	System Go-Live	Technical Monitoring and Management Release and Update Cycles
Application Design and Configuration	Application Value and Scoping	Fit-to-Standard Workshops Preparation Transition Planning	Fit-to-standard Workshops, Documentation & Validation Delta Design Workshops and Documentation User Access, Permissions and Security Planning and Design	Solution Configuration & Walkthrough Request Configuration Design Freeze Identify and Access Management Configuration in the Test System		Release and Update Cycles Continuous Improvement Identify Innovation and Growth Opportunities
Extensibility			Extension Planning and Design	Extension Development & Configuration		
Integration		Prepare Integration Setup	Integration Planning and Design	Integration Configuration in Test and Production Systems		
Testing			Test Planning	Test Preparation & Execution		
Data Management		Customer Team Self-Enablement	Data Load Preparation	Data Migration in Test Tenant Cutover Preparation	Production Cutover System Go-Live	Ongoing System Operations Identify Innovation and Growth Opportunities
Operations & Support				Support Operations and Handover Plan Operations Implementation	Operation Readiness Handover to Support Organization	Post Go-Live Hypercare Support Incident and Problem Management Ongoing System Operations Release and Update Cycles
Solution Adoption	Introduction to SAP Business Suite	Organizational Change Management Learning Needs Analysis Enablement Strategy Value Determination	Communication Plan Execution Supplier Enablement	Change Impact Analysis Enablement Content Development & Delivery Buyer & Supplier Enablement	End User and Supplier Learning	User Adoption Analysis Value Management Recurring Supplier Enablement
Analytics			Analytics Planning and Design	Analytics Configuration		

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:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and preparation for the project. In this phase, the project is started, plans are finalised, project team is assigned, and work is under way to start the project optimally.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- Best practices installation
- 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:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

Realise Phase Activities:

The purpose of the Realize phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Plan and execute on sprint plan
- Implement the solution in the test environment 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.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organization readiness, and to switch business operations to the new system(s).

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

The purpose of the Run phase is to further optimize and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

- 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%.

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 19:00 UTC) for 8 hours.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

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.

Business Continuity

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

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.