



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Business ByDesign

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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 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 Business ByDesign

Core functionality of SAP Business ByDesign

The cloud-based solution has been designed to solve all your business problems with a single solution, delivered through several different ERP modules that can be added, either all in one go, or as you need them. All SAP application modules and sections are designed to work together and give you a real-time view of your business processes.

Core Functionality of SAP Business ByDesign Modules

Financials – financial and management accounting and cash-flow management providing a real-time view of your businesses financial condition.

Customer relationship management – The CRM module covers sales (including account and activity management, new business, and sales planning), marketing development, campaign management, and customer service solutions including service and repair.

Supplier relationship management – Manage your relationships with your suppliers, streamline your procurement processes and see where cost reductions can be made.

Project management – Create projects, see the status of a project, and manage them day to day.

Supply chain management – This module covers supply chain planning, management, and control, and includes modules for manufacturing, warehousing and logistics.

Human resources management – Helps define and manage your business' organisational structure with self-service modules.

Compliance management – This module helps maintain compliance with ever changing regulations and legislation.

Executive management support – Includes features to help management teams control their business and make better strategic decisions about the business.

Integrating SAP Business ByDesign

SAP Business ByDesign is designed to produce a real-time view of your business, but to do this correctly, ByDesign needs to see all your data, from financial information, stock levels, customer, and supplier information through to orders and product information. SAP Business ByDesign includes a rapid implementation methodology that integrates all your current data sources. At NTT DATA Business Solutions (NDBS), our skilled SAP developers have years of experience integrating different data types into ByDesign, from importing data directly from Excel spreadsheets, bringing in contacts from Microsoft Outlook, through to integrating data from proprietary IT solutions.

Out of the box integration

The modular nature of SAP Business ByDesign allows you to pick and choose where to start your ERP business improvement journey and supports your evolution to continuous business improvement at your own speed. For example, if you already have a CRM system that you're happy with, then NTT DATA Business Solutions can integrate SAP processes and CRM packages into SAP Business ByDesign. We have over 250 pre-built web-services that can integrate a wide range of solutions into ByDesign from CRM systems through to CAD systems and e-commerce.

Onboarding

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

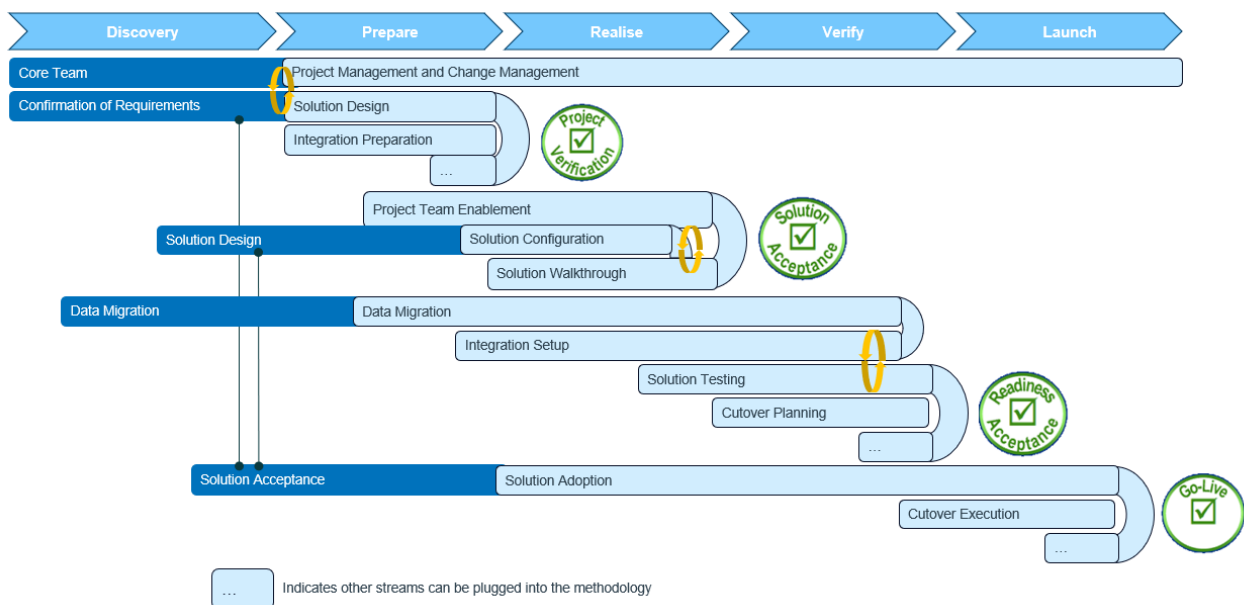
Full use of the service is enabled through an implementation project. NTT Data Business Solutions can deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software. 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.

SAP Business ByDesign is implemented using the SAP Launch methodology.



1.1. Prepare

The Prepare phase ensures that the project is planned accurately, and the implementation scope is determined and covers:

- Solution Design

Organizational Management Workshop – One of the most important sessions in this phase. We get the customer thinking about how ByDesign structures work and function with a view of a customer internal discussion and ultimate creation of an organisation structure for loading into ByDesign.

Design sessions – This is usually 3 or 4 half day sessions looking at how the customer runs their business in the various areas. Here we review the to-be processes with the Key Users. Best practices are also a big part of these sessions.

SDD [Solution Design Document] – A complete design document created by NDBS after all the above sessions have taken place. This is then presented to the customer for internal review and must be agreed before moving on to the configuration stage.

DSD [Design Support Document] – This document is owned and populated by the customer and contains all the business-related information needed to complete configuration. Elements here include companies, payment terms, material groupings, etc.

e bullet information:

- Integration Preparation

Confirm Prerequisites – Here we validate the integration, making sure the security and infrastructure prerequisites have been met.

Datapoints – Look at all potential datapoints from both source and destination systems and agree provisionally. This forms part of the Integrations Document.

Integrations Document – As with the SDD above, this is a document prepared by NDBS after the above session has taken place. This is then presented to the customer for internal review and must be agreed before moving on to the configuration stage.

- Data migration

Data Migration Workshop – This session is aimed at continuing the already established data discovery. We look at how the data is staged in ByDesign and how the templates are populated. We revisit the data integrity and cleanliness in the customer's legacy systems and plan the next stages of data migration and testing.

1.2. Realise

The Realise phase helps to ensure that the agreed scope is manageable within the system and if needed, the adjustments are made.

- Project Team Enablement

Key User self-enablement – At this stage we provide Key Users with OpenSAP access to relevant training courses and documents (also some NDBS content) to prepare the team for the project and working with the solution.

Training – Towards the end of this phase we start to think about and execute training with Key Users on their own test system. Some elements covered here include user administration, business roles and access and basic navigation around the system.

Solution Configuration

System Configuration – NDBS configures the customers solution based on the SDD and DSD mentioned above.

Configuration Testing – NDBS internally tests the to-be end-to-end processes that are configured. This includes the upload of a sample set of migrated data (explained below).

Solution Walkthrough

Solution Walkthrough(s) - A set of half day sessions demonstrating to the customer how the end-to-end processes will look within the system. All sessions are recorded and available to the customer for reference at any time.

- Data migration

Prepare Data migration Templates – During this phase, the customer is expected to prepare the relevant data migration templates. NDBS supports this process and will assist all the way through.

Load Data Migration Templates – Training and execution of the data loads happen here ahead of UAT in the next phase. Resolution of all issues and errors are supported by NDBS team.

- Q-Gate

Solution Acceptance Quality Gate – Meeting where all stakeholders agree that the business scenarios demonstrated in the solution meet the requirements to be delivered by the project and that all configuration questions have been addressed.

1.3. Verify

The Verify phase ensures the system and people can switch from the previous systems and run their processes in SAP Business ByDesign.

- Integration setup

Deploy integration configuration to test tenant – NDBS will provision the test environment with the relevant configuration/coding to allow UAT on all interfaces and integrations.

Testing of Integrations – UAT of all externally configured integrations is performed by the customer following a pre-defined test path.

- Solution Testing

Solution Test Preparation – NDBS collaborates with the customer to create an agreed test plan. Golden path end-to-end scenarios are scripted and a plan for the resolution of defects/issues raised during UAT is agreed.

Solution Test Execution – Once the testing documentation is prepared the customer fully tests the system with the migrated data. NDBS supports this process as per the terms agreed above. On-site UAT support is recommended during this time and will also be planned as per the above preparations document.

- Cutover Planning

Cutover Planning Workshop – Develop a detailed cutover schedule, identifying all tasks required for a successful transition from the legacy system(s) to the new ByDesign solution. Assign resources to tasks in the cutover schedule and schedule them accordingly.

Production system provisioning – After the solution testing is complete and all configuration is finalized, NDBS will provision the cloud production tenant ready for launch.

- Data Migration

Data Migration Testing – Testing the integrity of the uploaded data. At this stage we review all the data that is loaded to the test system. Tweaks are then made to the migration templates where additional information may be needed for the cutover to the live system.

Data Preparation Workshop – This session is to agree cut off dates for any transactional data to be loaded, agree the integrity of the finalized master data load templates and to ensure all data points are covered off.

- Q-Gate

Readiness Acceptance Quality Gate – Meeting where all stakeholders agree that the systems, data, and people are ready to execute the cutover from the legacy system(s) to the new system(s).

1.4. Launch

The Launch Phase is the final step that ensures successful solution adoption and usage of the solution.

- Solution Adoption

Adoption preparation – Collaboratively develop a transition plan for impacted roles which includes an internal support process, a training plan for end users and the necessary materials to execute the rollout of the new ByDesign solution.

Adoption execution – Customer executes the transition and training plans and communicates the internal support process with full support from NDBS.

- Cutover execution

Production system preparation – Execute the tasks as per the cutover schedule (detailed above in the previous phase) to prepare the production tenant for operational use. This includes testing and signing off all loaded data and verifying its accuracy and completeness.

- Go-Live

Go-Live with a productive system – Begin entering live transactions in the production tenant.

- Q-Gate

Go-Live Quality Gate – Meeting where all stakeholders agree that the cutover is complete, and the organization is prepared to use and support the new solution.

Implementation projects for all products and services are tailored to the customer, and delivered in line with client needs and requirements.

1.5. Cloud Mindset

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 & 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.

Service Levels and Support

For a 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 4 upgrade releases that must be taken.

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

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.