



Service Description Document for:

SAP Ariba Sourcing

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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 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 Sourcing

Module Description

The SAP Ariba Sourcing solution is an intuitive tool that supports the complete strategic sourcing process, helping users improve sourcing management and decrease time to value. With comprehensive strategic sourcing functionality, the software helps companies reduce cycle times, improve process control, generate sustainable savings, and create lasting business value.

SAP Ariba Sourcing offers:

- Intelligent and comprehensive sourcing and negotiation capabilities
- AI-driven features and an advanced user experience (UX)
- Extensive strategy development and category management support
- Direct access to a global network of suppliers
- End-to-end automation that speeds and simplifies tasks across the sourcing lifecycle
- Automated event creation, distribution, and multilevel weighted scoring that let stakeholders evaluate supplier responses collaboratively
- Multistage functionality to carry forward data from invited suppliers into the event
- Flexible management tools that give you significant control over the event process, enabling you to allow suppliers to selectively decline to bid or submit surrogate bids, lock or exclude participants, download bid reports and attachments, manage changes after an RFx has been published and model complex pricing and total cost of ownership
- An easy-to-read dashboard that dynamically displays supplier participation status, timing, and item coverage
- Intuitive features that make it simple to filter, organise, and search supplier responses

The solution gives you many ways to set up competitive bidding environments using various auction types, such as English and Dutch forward and reverse, Japanese reverse, index, total cost, and basket and lot. Features such as traffic light bidding (which shows suppliers their current auction position) and envelope bidding (which lets you segregate RFx content to drive unbiased evaluation of supplier responses) increase event transparency and efficiency.

Instant messaging, bidding consoles, and graphical representations of auction activities facilitate clear, direct interaction with suppliers in real time. You can centrally manage bidding and disclosure rules (such as bid visibility), automatic extensions, weighted-bidding cost factors, staggered start and end times for items, reserve price, and more. The ability to conduct multi-round negotiation and bidding within a single sourcing event saves you time by eliminating the need to run multiple events as a workaround.

The solution also provides exceptional functionality to help you score, grade, and assess supplier responses. A bid analysis and optimisation workbench with advanced filtering capabilities lets you compare and analyse bids based on historical data

You can easily trigger single or split awards directly from the bid analysis table or use quick manual award scenario creation and one-click awarding to complete the process with speed and efficiency.

The solution integrates seamlessly with contracting, supplier management, operational procurement, and analytics processes, ensuring that negotiated savings are realised and tracked throughout the procurement lifecycle.

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.

Basic Event Management

- A wizard with templates for creating standard events of various types, including RFI, RFP, and reverse and forward auctions.
- A Sourcing Library that stores documents and customer-created standard event content such as questionnaires, lots, line items, and past event content.
- Event content upload in Microsoft Excel files.
- HTML text formatting in event content, including bold, italics, underlining, bulleted lists, and active URLs allows users to clearly convey event information to suppliers.
- Flexible, competitive event rules and features such as starting gates, forced bid decrements, bid buffers, ceiling, floor, and initial prices, and tie bid control.
- Multi-stage event process.
- Event monitoring interface.
- Events can be published to SAP Business Network Discovery to find new suppliers.

Advanced Event Management

- Custom event templates with custom formulas, item definitions, event rules, and item rules.
- Advanced event types such as Dutch auctions, which allow buyers to specify a lot initial price and then incrementally raise it until the supplier accepts.
- Matrix pricing for more advanced pricing negotiations.
- Serial and parallel lot timing rules.
- Post-event decision support with constraint-based optimisation scenarios.

Guided Sourcing Capability

The guided sourcing capability provides a streamlined and intuitive user experience for creating and managing sourcing projects and events. Key features include:

- For You dashboard
- Sourcing requests, full projects, RFIs, and RFPs
- Reverse and forward auctions
- Line items, lots, sections, service items, and service hierarchies
- Questions, prerequisites, requirements, and attachments
- Intelligent supplier and content recommendations
- Line item and section import using simplified or smart Excel imports
- Tasks and phases
- Event monitoring table with bid ranks
- Bid analysis
- Preconfigured and manual award scenarios
- Event message board
- Analytical reporting
- Email bidding, envelope bidding, multi-round bidding, alternative bidding, and supplier-added items
- Grading and scoring

Project Management and Workflow

- Sourcing process management using projects with tasks and phases, project teams, documents, milestones, dependencies, review and approval flows, sub-projects, and predecessor and follow-on projects.
- Custom project templates to capture and enforce best practices.
- Automatic project configuration based on project attributes and conditional question responses.
- Detailed tasks with descriptions at each step of a process support consistency, learning, self-sufficiency, and enforce company policies; review and approval workflows provide visual status indicators.

Sourcing projects can have one or more related events. Examples of events include RFIs, RFPs, RFQs, online auctions, sealed bids, e-negotiations, quick surveys, and quick projects. Projects are counted towards this solution's usage metrics in the month or year (as applicable) in which the project's start date occurs.

Document management

- Repository for all documents related to projects or category knowledge areas.
- Both individual projects and the Sourcing Library enable easy document collaboration, sharing, and management with version control, commenting, and an audit trail.

Knowledge and Resource Management

- Both the Sourcing Library and project templates capture organisational and category knowledge for reuse.
- Projects and project reporting show user priorities and staff availability and provide team management tools for deploying users across projects.

Procurement Operations Desk for Sourcing Solutions

Procurement operations desk for sourcing helps operations sourcing users manage tasks associated with sourcing projects and sourcing requests in a single dashboard view. With this capability, the tasks associated with sourcing projects and sourcing requests, are routed to the procurement operations desk and automatically assigned to the appropriate users.

Combined with SAP Ariba Sourcing, the procurement operations desk offers the following features:

- Role-based dashboard views for operational sourcing users (procurement operations desk agents) and their managers (procurement operations desk managers) to perform the actions that they are permitted to perform by their organisation's policies.
- Automatic allocation of tasks to the appropriate users based on their areas of expertise to ensure completion of tasks within predefined turnaround times.
- Display of alerts and warnings for users to prioritise their tasks to comply with defined service level agreements.
- Ability to track the progress of tasks to focus on issues that require attention.

Communications

- Event messages: the Message tab in the event monitoring interface stores all event messages. Suppliers and buyers can communicate using event messages; buyers can provide event-related information and suppliers can ask questions and receive answers.
- Private messages: users can send messages to all suppliers or to other buyers on the event team.
- Project messages: project message boards facilitate communication between project team members.
- Notifications: customer sites generate a number of automatic notifications related to invitations, changes to events, event closings, awards, and so forth.

Reporting

Reporting capabilities include:

- Reporting on individual events during event monitoring
- Cross-event reporting
- RFI reporting
- Supplier activity reporting
- Audit log reporting
- Project and project task reporting
- 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.

This solution also includes standard integration with SAP ERP systems.

Customers can set up and configure their own third-party integrations; SAP Ariba also offers optional third-party integration services.

APIs

- 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
- External Approval API for Sourcing and Supplier Management - The External Approval API for Sourcing and Supplier Management allows you to process SAP Ariba sourcing, contract, and supplier management project approval tasks in external systems.
- Operational Reporting API for Strategic Sourcing - The Operational Reporting API for Strategic Sourcing enables you to extract and report on the transactional sourcing data that you need to make operational decisions, such as events scheduled to close in the next day, tasks due to be completed, documents awaiting approval, and so on.

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

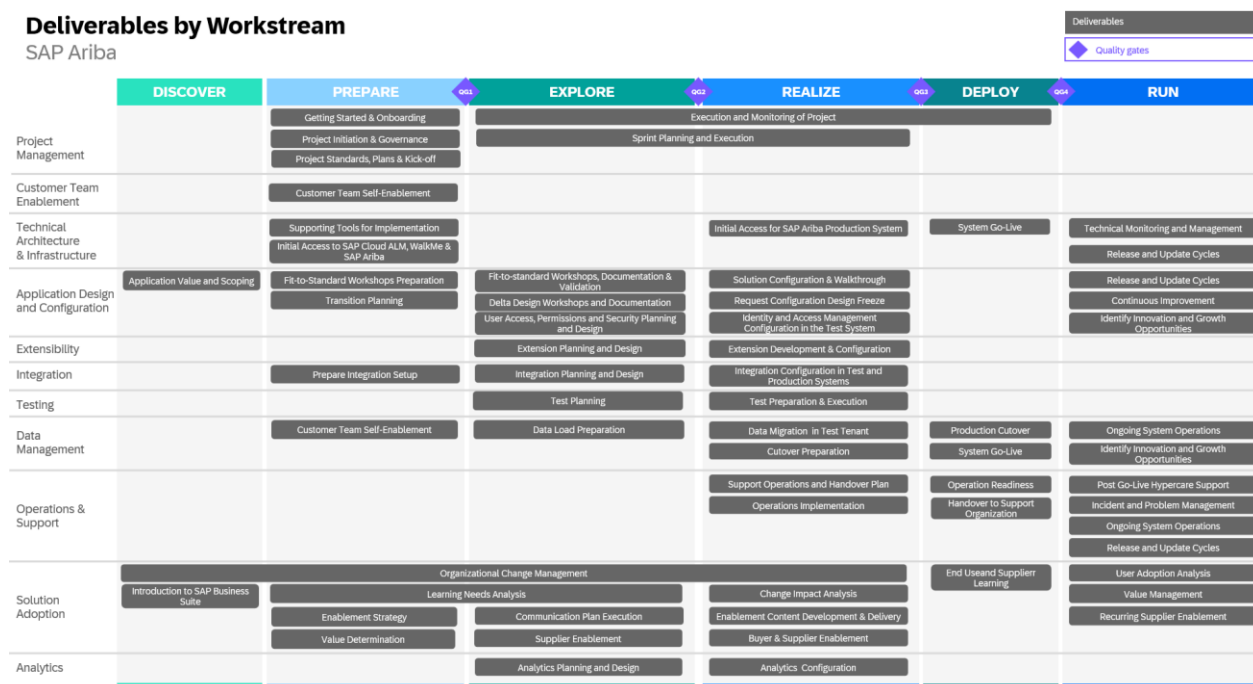
NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- 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



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 Realise 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 organisation 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 optimise 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.