



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

Qualtrics Survey Management Solutions

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.

Service

As part of the Qualtrics solutions, the organisation has invested heavily in the development of AI functionality to improve the processes and make the overall solution more efficient. A range of features have been provided by Qualtrics for employee experience (EX) management, designed to help organisations listen to employees, analyse data for insights, and automate actions to improve engagement and retention.

SAP Qualtrics Employee Engagement uses AI and machine learning to analyse employee feedback, provide actionable recommendations, and automate tasks.

Key AI features include:

- **Qualtrics Assist (EX):** An AI dashboard assistant that uses natural language processing (NLP) to allow managers and leaders to ask questions about their team's data in real-time (e.g., "Why has my Work Life Balance score dropped?") and receive actionable insights and suggested actions.
- **Comment Summaries (EX):** This feature automatically aggregates and summarises large volumes of open-text survey responses into clear themes and highlights key topics and sentiment, saving HR and leaders significant time while maintaining employee anonymity.
- **Personalised Action Recommendations:** The system uses AI to analyse survey data, open-text comments, and employee profile information to deliver tailored, data-driven suggestions to managers on how to improve their team's specific areas of need.
- **Conversational Feedback & Response Clarity:** The AI can analyse survey responses, identify vague or incomplete answers, and automatically prompt employees for additional, more detailed information in a conversational manner.
- **Predictive Attrition Analytics:** By combining organisational data (like HRIS information) with experience feedback, the AI identifies patterns and behaviours of employees at high risk of quitting, allowing HR teams to take proactive retention measures.
- **Advanced Text Analytics (Text IQ):** Beyond simple summaries, this feature uses NLU to analyse sentiment, emotion, and topics from various sources, including surveys, internal chats (Slack, Teams), and external review sites, to provide a holistic view of employee sentiment.
- **AI-Assisted Workflows and Automation:** AI helps automate routine HR tasks and trigger actions, such as generating notifications or creating tickets in external systems (like ServiceNow or Jira) based on specific employee feedback triggers.

Further information on the various modules of Qualtrics can be found below.

SAP Qualtrics Employee Engagement

The SAP Qualtrics Employee Engagement solution provides organisations with real-time insights help them understand exactly where to focus on improving employee engagement. Together, SAP SuccessFactors and SAP Qualtrics Employee Engagement supports leaders to reduce unwanted attrition, retain and develop top performers, drive employee engagement, and increase workforce productivity. Deployed in the cloud and available as Software-as-a-Service (SaaS), companies can access the software from any web browser. The solution includes intelligent analytics and preconfigured employee engagement expertise.

Key features include the ability to:

- Access best practice engagement surveys or build your own with our flexible survey builder.
- Distribute surveys through any channel and see results and insights in real time.
- Enable leaders and managers with personalised dashboards mapped to the organisation's structure.
- Spot trends, monitor key topics, and track sentiment automatically by analysing open text with Text IQ.

- Track improvements with built-in action planning and follow-up pulse surveys so any changes drive results.

SAP Qualtrics Employee Technology Experience

The SAP Qualtrics Employee Technology Experience improves the digital employee experience. If companies can understand how their technology investments, resources, and services impact employees, then they can better adapt technology to meet their needs. With the solution, businesses can improve technology experiences by listening to employees and understanding how technology affects key drivers like productivity, collaboration, and engagement.

Key features include the ability to:

- Pinpoint priority areas for improving everyday technology experiences.
- Use insights to identify opportunities to improve productivity and job enablement.
- Understand pre- and post-implementation sentiment.
- Use continuous listening capabilities to understand the overall technology experience.
- Meet employees in the flow of work to gather insights on their technology experience.
- Deploy transactional feedback loops as part of support.

SAP Qualtrics Employee Lifecycle

The SAP Qualtrics Employee Lifecycle solution helps organisations both optimise onboarding and understand why top performers leave. By collecting employee feedback and insights at key touch points during the employment lifecycle, such as 30 days post-hire, companies gain insight right when new employees form their first impressions at work, that influence their decision to stay long term.

The solution complements the SAP SuccessFactors Recruiting and Onboarding solutions with experience data. Experience data provides insight into the candidate and new hire experience, ranging from the effectiveness of the recruiter and the recruitment process, to training effectiveness, to connectivity to company culture.

Key features include the ability to:

- Use feedback from employee exit surveys to drive improvements.
- Apply detailed analysis, including powerful text analytics, on open-text responses.
- Understand the root cause of attrition.
- Leverage onboarding surveys to learn which aspects of the onboarding experience provide a positive start.
- Combine employee exit survey feedback with other key touch points in preconfigured role-based dashboards.
- Use built-in, customisable reporting to identify and implement actions to make the biggest impact on key metrics, such as ramp time and productivity.
- Create real-time alerts that identify at-risk staff.

SAP Qualtrics 360 Development

The SAP Qualtrics 360 Development solution provides real-time analytics and powerful data visualisation to evaluate employee development programs. The solution's prebuilt content accelerates development across the organisation. It drives measurable, personalised employee development programs with flexibility and scalability. SAP Qualtrics 360 Development and SAP SuccessFactors connect development insights with learning resources and opportunities to let the workforce own their careers. By owning their learning and development, employees can close skills gaps and accelerate their careers. An organisation can address critical talent gaps with development strategies and measurable outcomes that are connected to KPIs.

Key features include the ability to:

- Leverage an expert-created, preconfigured development framework for leaders, people managers, and individual contributors.
- Configure workflow capabilities.
- Integrate custom competencies to best reflect the organisation's values.
- Configure the evaluator, nomination, and report viewing process and permissions.
- Provide personalised 360-degree feedback relevant for each employee's role and development plan.
- Obtain personalised and actionable insights.
- Aggregate multi-rater feedback into personalised subject reports for seamless report creation
- Leverage gap analytics, evaluator group comparison charts, and open text feedback to drive better understanding of key insights.
- Identify, track, and measure employee development programs over time using intuitive dashboards.

SAP Qualtrics Employee Benefits Optimizer

The SAP Qualtrics Employee Benefits Optimizer solution supports HR leaders to configure optimal benefits for their employee population using statistical analysis to determine employee preferences. It complements the SAP SuccessFactors Compensation and SAP SuccessFactors Employee Central Global Benefits solutions.

Key features include the ability to:

- Drive advanced and automated conjoint analysis.
- Test new models in real time with your employee database.
- Run simulations based on other constraints, such as budget.
- Reduce negative employee backlash by involving employees in benefits decisions.
- Make decisions based on data that shows trade-offs employees are willing to make.
- Identify trends and impact drivers based on data, not just anecdotal feedback.

SAP Qualtrics Candidate Experience

The SAP Qualtrics Candidate Experience solution can improve the candidate experience by gathering real-time feedback and powering data-driven optimisation within the SAP SuccessFactors Recruiting solution. Companies can identify and close important experience gaps within talent attraction and hiring processes. With the solution, businesses can improve recruiter effectiveness, maximise hiring impact, minimise costs and improve brand reputation as an employer. Organisations benefit from an increased candidate pipeline, faster candidate conversion and enhanced processes for sourcing, recruiting, and interviewing to reduce cost-per-hire.

Key features include the ability to:

- Gain insight into touch points related to career site, application, screening, interviews, and offers.
- Apply detailed analysis, including AI-powered text analytics.
- Use prebuilt surveys and program guidance developed by experience management scientists.
- Gain real-time visibility into each touch point and the overall candidate experience rating with prebuilt dashboards.
- Use a guided setup workflow to align survey touch points with the candidate experience in SAP SuccessFactors Recruiting.
- Drill deeper into multiple moments in the candidate journey with multitouch programs.
- Use built-in contact frequency tools to get data at every stage without over-surveying.

Onboarding

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

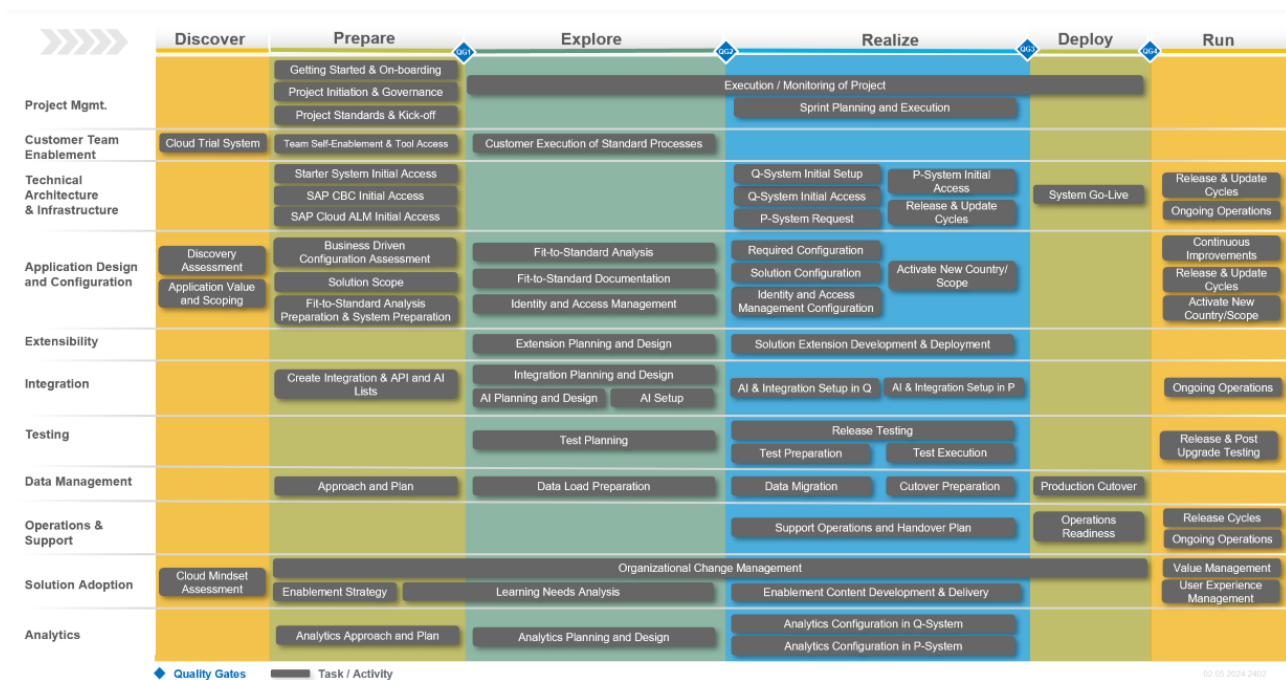
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

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

The weekly maintenance window (Saturday 22:00 UTC) is for 3 hours.

No other upgrade releases or windows required.

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.