



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Business Technology Platform

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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.

1. Service overview

SAP Business Technology Platform (SAP BTP) is a cloud-based platform-as-a-service (PaaS) that enables public-sector organisations to build, extend, integrate, and operate applications and data-driven services across SAP and third-party environments.

The platform is modular and consumption-based, allowing buyers to enable only the services they require and pay based on actual usage. SAP BTP supports cloud and hybrid architectures and is suitable for departmental or enterprise-scale use.

2. Service description

SAP BTP provides a unified technology foundation that brings together application development, integration, data and analytics, automation, and AI services in a single platform.

The service allows organisations to:

- Extend existing SAP applications
- Build new cloud-native applications
- Integrate systems and data across landscapes
- Analyse and operationalise data in real time
- Automate processes and workflows

The platform is designed to operate alongside existing systems without disrupting core applications.

3. Platform capabilities

SAP BTP includes a portfolio of platform services, which may be enabled independently, including:

- Application development and runtime services
- Integration and API management
- Data management, analytics, and reporting
- Workflow and automation services
- AI and machine learning services (where enabled)
- Identity, security, and access management

Capabilities available to buyers depend on the services enabled and associated entitlements.

4. Service scope

Included

- Access to SAP BTP platform services as enabled by the buyer
- Platform hosting, operation, and maintenance
- Security controls, monitoring, and audit logging
- Platform updates and enhancements
- Standard platform documentation

Not included

- Bespoke development or configuration
- Application or integration build services
- Data migration or cleansing
- Managed services or operational delivery

- End-user training unless separately contracted

5. Service delivery model

- **Service type:** Platform as a Service (PaaS)
- **Hosting:** Cloud-hosted and managed
- **Access:** Secure web-based access and APIs

Buyer responsibilities

- Select and enable required platform services
- Configure services for their use cases
- Manage applications and data deployed on the platform
- Ensure internal governance and approvals

6. Commercial and pricing model

SAP BTP is provided on a **consumption-based pricing model**.

- Buyers are charged based on actual usage of enabled services
- Charges vary by service type and consumption metric
- There is no requirement to purchase unused services or fixed bundles

Detailed pricing is provided separately in the pricing document.

7. Security and compliance

The platform is designed to meet public-sector security expectations and includes:

- Encryption of data in transit and at rest
- Identity and access management
- Role-based access control
- Audit logging and monitoring
- Compliance with applicable data protection regulations

Security controls apply consistently across enabled services.

8. Data handling and ownership

- Buyers retain ownership of all data
- Data is processed solely to deliver the service
- Data export capabilities are supported
- Secure deletion of tenant data on contract termination
- Backup and retention applied in line with platform standards

9. Service management, support and service levels

The supplier provides access management and first-line support for the platform and acts as the buyer's single point of contact.

The service is underpinned by SAP Enterprise Support, which provides platform-level support managed by the supplier.

Availability

Platform availability aligns with SAP platform service levels and excludes planned maintenance, which is communicated in advance.

10. Exit and transition

The service supports orderly exit:

- Export of buyer data in standard formats
- Decommissioning of platform services
- Secure deletion of buyer data following exit confirmation

There is no dependency on proprietary exit tooling.

11. Dependencies and constraints

- Internet connectivity and supported browsers required
- Platform services subject to entitlement and regional availability
- Consumption-based charges vary by enabled service
- Not suitable for real-time, safety-critical systems