



NTT DATA Business Solutions
SAP Service Description Document for G-Cloud for:

SAP SuccessFactors Solutions from Workforce Solutions

8 January 2026th Janaury 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

Workforce Software provides Time Management cloud-based solutions integrated with SAP SuccessFactors, providing tools for complex time tracking, scheduling, absence management, payroll integration, and compliance, helping businesses optimise labour costs, improve employee self-service, and ensure regulatory adherence through real-time, AI-driven insights and mobile access. It extends core HR functions in Employee Central with deep, configurable time and labour management capabilities.

The Workforce solution takes advantage of Joule and AI functionality offered within the core SAP SuccessFactors solution.

SAP Time and Attendance Management by WorkForce Software

The SAP Time and Attendance Management application by WorkForce Software, which is integrated with the SAP SuccessFactors Employee Central solution and the SAP ERP application, helps you create a comprehensive view of employee labour activities. This cloud-based application offers powerful features that transform outdated manual processes into digital solutions and automated systems that use real-time employee data and insights to help you reduce labour costs and improve business execution.

The application helps you manage time and attendance for your workforce – including hourly, salaried, and contingent employees – across company locations. SAP Time and Attendance Management automates complex pay rules such as shift differentials and premiums, captures check-in and checkout times and breaks, and tracks hours for workers with multiple jobs or assignments. You can process retroactive payroll adjustments and amend time sheets to reflect changes to prior pay periods.

Configuration features allow you to tailor the application to your needs without the time and expense of creating and maintaining custom code or error-prone workarounds. Our intelligent decision architecture allows you to easily adapt to meet unique policies and changing requirements. Access to our prebuilt best-practice templates helps reduce your dependence on IT, allowing you to deploy your system faster and make adjustments to address evolving company policies, union rules, and regulations. The application also reduces the risk of payroll leakage, with accurate time capture and automated gross payroll calculations, which are then shared with enterprise resource planning, human resources, and payroll solutions such as the SAP SuccessFactors Employee Central Payroll solution. This integration improves the speed and accuracy of payroll processing.

Empowering Employees with Self-Service Tools

The application is designed to give employees greater visibility into their work experience by providing them with real-time visibility into their data. This enables employees to plan, adjust, and make requests to help them find balance between their work and personal obligations and interests all while reducing administrative overhead. With mobile access, employees don't have to be at work or near a PC to gain access to their information – they can access it from home, from work, and from locations in between.

Real-time calculations let employees see their expected gross hours or pay as worked time and time off is recorded. Proactive alerts let them know when issues arise that could impact their pay or health and well-being.

Understand and Strategically Manage Employee Costs

By delivering a comprehensive view of employee labour activities, SAP Time and Attendance Management can help you gain actionable insight into how workforce costs and productivity may affect both your organisation and the bottom line. The application captures accurate time and detailed labour allocation data and shares that information with your other enterprise solutions, which enables faster, more accurate payroll processing, reporting, and more. Automation of complex pay rules streamlines pay processes for various employee types in locations around the world.

Employers can better understand and manage absence costs across the enterprise. Real-time accrual tracking provides a clear, accurate view of current and projected time-off balances and prevents leakage of benefits. Cloud delivery of this application enhances performance and security while minimising effort for your IT staff. And because the application uses configuration instead of custom code or error-prone work-arounds to address complex needs, your staff can quickly make changes without IT support and stay current with new workforce regulations.

Solution Features

- Transparent time and attendance management
- Automates time tracking across locations
- Reduces payroll errors by applying relevant rules and policies
- Allows employees to request time off with unmatched ease
- Provides shift scheduling as part of the solution
- Streamlines complex workforce scheduling by automating all factors and constraints
- Boosts employee participation, staff can indicate availability and swap shifts
- Adjusts staffing levels dynamically to meet your business needs
- Offers rich absence compliance functionality
- Compliance with changing laws and automatic updates from compliance portal

Solution Benefits

- Simplifies time and attendance processes and reduces Payroll errors
- Gives employees access to time sheets and time off requests
- Streamlines complex workforce scheduling
- Boosts employee engagement with self-scheduling and shift swapping
- Ensures HR regulatory compliance
- Uses key compliance criteria to determine applicable rules for absences
- Gain real-time visibility into workforce with time and attendance tracking
- Provides rotation or skills-based scheduling
- Includes time recording for projects, work orders or across departments
- Comprehensive absence recording in line with local laws and regulations

SAP Workforce Forecasting and Scheduling by WorkForce Software

To meet customer demand for responsive, high-quality service, you must schedule the right people with the right skills to work at the right time. Yet, organisations often rely on spreadsheet-based workforce scheduling tools that focus on minimising payroll costs. You need a solution that anticipates your organisational needs and optimises workforce schedules while complying with regulations.

SAP Workforce Forecasting and Scheduling by WorkForce Software optimises employee productivity and workforce scheduling, while addressing forecasting and planning workforce requirements for organisations.

The solution provides forecasting functionality and includes the ability to blueprint labour requirements, through the use of optimised workforce scheduling.

Intelligently Forecast Workforce Demand

For organisations with variable demand, such as in the retail, hospitality, and leisure sectors, SAP Workforce Forecasting and Scheduling helps you create a highly accurate business forecast and generates the associated workforce demand required to meet your organisation's needs. Using historic data from key business solutions, such as point-of-sale, footfall or traffic-counting, and ERP or CRM solutions, the application generates accurate, location-specific forecasts and then converts that data into exact workforce requirements by skill, day, or even 15-minute increments.

The forecasting application also incorporates a business calendar. Customers can identify different week types – such as when sales, holidays, or special promotions are scheduled – and factor that into demand. Each week type can incorporate a specific shape of demand, which covers natural peaks and valleys. Forecasts are not just based on simple trends or the assumption that each week will be the same. With this level of precision, the application helps you ensure that you have the right employees in the right place at the right time, providing the high service levels your customer's demand.

Create Business-Aligned Employee Schedules

Whether your staffing needs are static or variable, schedules can be automatically generated using the criteria defined by your organisation or forecast demand. Your employees and managers can also be empowered to collaboratively fill your schedule with staff while helping ensure compliance with legislative and organisation-specific working rules and consideration for employee availability and individual preferences.

With support for centralised or decentralised approaches, your organisation can schedule across one or more locations with ease – even across multiple countries. Schedules can be designed to accommodate various requirements, including local rules and regulations pertaining to employee type, skill levels, and individual shift preferences. You can also align schedules to important KPIs for your organisation, such as budgets, service levels, and sales-to-labour ratios. Once you populate your schedule, the application helps you instantly see where the organisation may be overstaffed or understaffed. The software highlights schedules that exceed an employee's contracted hours or exceed organisational constraints. For organisations with variable staffing needs, it also helps you benchmark your schedule quality with a simple five-star rating. The rating is based on configurable KPIs such as service level, budgets, and overtime. Regional managers and the head office can identify a store that is producing subpar schedules without having to interrogate each individual shift schedule.

Optimise Employee Work Schedules

The optimisation feature helps you make workforce schedules the best they can be. When you click the Optimise button, the auto-improve feature assesses each schedule, evaluating millions of schedule combinations in about 30 seconds.

The software displays proposed changes that would minimise the possibility of overstaffing or understaffing. All suggested modifications abide by working rules, break requirements, employee availability, holidays, minimum and maximum working hours, and preferred working times for each employee. The application does not significantly change schedules during the optimisation process. It simply moves existing employee shifts to better suit demand without switching the days people work.

The optimisation feature can also match your highest-performing employees to the busiest hours of each day, helping ensure that workers with key skills are scheduled to work at essential times. By staffing this way, you can match demand with employee availability, improving customer service and the interactions among employees, managers, and customers.

Solution Features

- Provides fully optimised schedules for your entire organisation
- Includes accurate cost reporting
- Caters for labour requirements planning
- Includes extensive comprehensive reporting capabilities
- Generates an accurate report of organisation's labour costs
- Assesses the quality and fairness of each schedule
- Monitors rules for workforce compliance
- Optimises workforce scheduling
- Tests millions of schedule combinations in a single click
- Users can create new, optimised workforce schedules in minutes

Solution Benefits

- Increases employee productivity and enables accurate reporting of labour compliance
- Predicts and addresses organisation's labour requirements
- Ability to flexibly tailor employee schedules to match business needs
- Measures and reports workforce costs and compliance
- Improves balance of skills, employee availability and labour costs
- Functionality to align organisation's schedules to financial budgets
- Monitors and updates labour-to-sales ratios and local labour hours
- Forecasts your labour requirements accurately to support employee labour rules
- Maximises use of resources to improve productivity and prevent understaffing
- Improves employee engagement

SAP Workforce Absence and Leave Management by WorkForce Software

SAP Absence and Leave Management by WorkForce Software honours your employees' leave entitlements while complying with increasingly complex absence and leave regulations.

The solution keeps pace with evolving national and regional regulations for leave of absence and reduces your exposure to costly litigation, fines, and penalties.

As a business, you often face increasing administrative demands when it comes to employee absences. Federal regulations, geo-specific laws, and corporate and union policies may challenge you with overlapping eligibility rules, accruals, and notice requirements. The SAP Absence and Leave Management application by WorkForce Software can help you mitigate the risks related to leave of absence and accommodation requests by simplifying compliance and even reducing costs.

Mitigate Compliance Risks

Ever-evolving federal and local regulations, as well as corporate, union, and collective bargaining policies, often overlap – potentially exposing you to costly litigation, fines, and penalties.

The leave and accommodation capabilities of SAP Absence and Leave Management can:

- Provide reliable updates: A regulatory update service provides access to the latest national and local leave and accommodation regulations vetted by legal experts.
- Prove compliance: In the event of a complaint or audit, compliance can be demonstrated with detailed documentation and an audit trail of case transactions.
- Prevent brand damage: When employees file claims for noncompliance, the damage can extend to your brand equity, resulting in a loss of trust – from both your employees and your customers.

Improve Operational Efficiencies

Managing leave and accommodation requests is becoming more complex. Changing regulations and policies can widen your margin of error and consume your HR managers' valuable time, especially if you operate in multiple geographies or anticipate future business growth. Today, you need a solution that helps you manage absence requests and supports accommodation requests in the office and elsewhere. To enable you to focus on what matters most, SAP Absence and Leave Management supports features that:

- Streamline processes: Provide a single source of truth for leave and accommodation cases with built-in support for best practices, including workflows and electronic document management.
- Improve communication and transparency:
- Empower employees with self-service capabilities for visibility into eligibility, workflows, approvals, documentation, and projected balances.
- Manage electronic documents: Store and auto populate required documents directly in the case for easy access.

Minimise Unearned Leave

HR departments often err on the side of caution when they're unable to confidently determine employee eligibility – which can lead to excessive and unearned leave. To standardise approvals and eliminate uncertainty, SAP Absence and Leave Management can help you:

- Coordinate unique policies: Configuration of union, collective bargaining, and company benefits can be supported for coordination with applicable regulations – whether eligibility is concurrent or sequential.

- Manage intermittent usage: Employees or their managers can record intermittent leave usage, and HR teams are alerted when usage falls outside of documented frequency or duration.
- Help ensure consistency: Guesswork can be taken out of eligibility determination by evaluating employees' responses to a simple questionnaire and relevant employee data, such as length of service, hours worked, location, and much more.

Solution Features

- Provides regulatory updates and compliance with complete audit trail
- Includes functionality for compliance audit trail
- Covers centralised absence management processes
- Provides leave case management
- Follows predefined workflows based on eligible leave types
- Coordinates union and company benefits with regulations
- Includes document management
- Transmission of employee documents
- Stores all completed documents online, creating single source of truth
- Caters for compliance management
- Provides alert functionality when new laws are being enacted

Solution Benefits

- Tracks leaves of absence with precision, helping ensure compliance
- Provides functionality to simplify leave requests
- Automates eligibility calculations for leave of absence from employee responses
- Straight-forward absence management administration
- Follows predefined workflows and autogenerates required documentation for consistent application
- Mitigates compliance risks
- Avoids litigation, penalties, and fines and protects your brand
- Auto-populates required documents based on information available in the system
- Updates to preconfigured best practices for new and changing legislation
- Provides complete view of all leave types and evaluation criteria

Onboarding

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

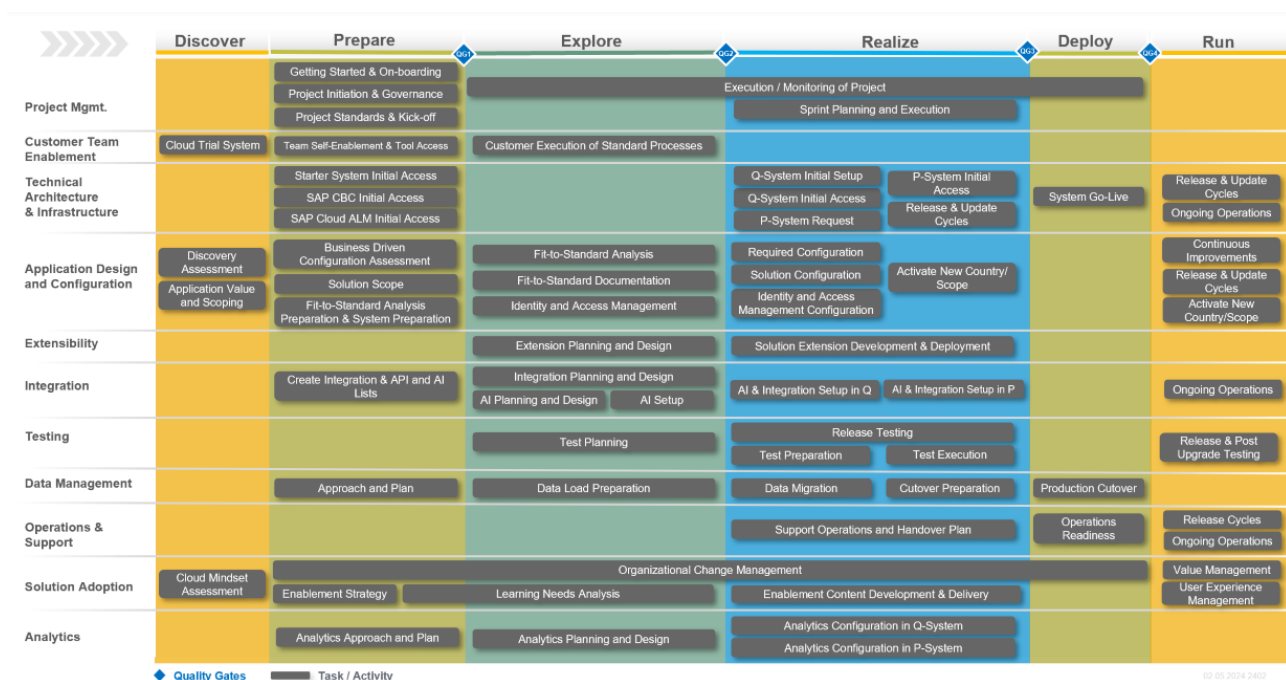
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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%.

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 SAP SuccessFactors, there is a weekly maintenance window (Saturday 22:00 UTC) for 1 hour and a monthly maintenance window (Saturday 22:00 UTC for a maximum of 4 hours).

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 7 hours. These upgrades include mandatory as well as optional items for each release.

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.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

Business Continuity

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.