



Service Description Document for:

SAP Ariba Supplier Risk

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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 Supplier Risk

Module Description

SAP Ariba Supplier Risk provides ongoing intelligence for all supplier risk types to allow customers to proactively mitigate business disruptions, protect revenue, and safeguard reputation. It provides risk assessment, monitoring, and mitigation capabilities to manage an organisation's supplier- and third-party risk exposure.

Technology Features

Potential Risk Exposure

This solution calculates supplier risk exposure, which are numerical values from 1-100 that designates the supplier's level of risk exposure, with 100 being the riskiest and 1 the least risky. If a supplier's risk exposure shows as unknown, that means there is not yet enough information to calculate the exposure. There are a number of different factors that affect a supplier's risk exposure, including:

- News items about the supplier
- Corporate information about the supplier
- Financial health data about the supplier
- Geographical data on natural disasters
- Compliance information about the supplier, including legal, regulatory, and environmental risks
- Structured risk information based on the supplier's corporate hierarchy
- Certain information provided by third-party data providers and configured in the risk exposure configuration user interface
- Custom field information from the buyer
- Inherent and residual risk from the engagement risk workflow

Risk Alerts

Risk alerts notify users of incidents that affect suppliers and are based on news items and data about natural disasters. Users can:

- View alert details and open links to news sources.
- Share alerts through email.
- Filter, flag, sort, and archive alerts.
- Subscribe to alerts to specific incident types for specific suppliers.
- Enable and disable email notifications for alerts.
- Configure severity levels for alerts of specific incident types.
- Provide feedback about alerts to be reviewed for improvements.

Alerts are available on a forward basis from the time the user begins following a supplier. Previous news information is available on the Risk Incidents tab of the supplier's profile if the supplier was previously monitored for risk and information was captured for them. Up to two years of previous news information is available.

Supplier Risk Dashboard

For users who are following suppliers, the Supplier Risk dashboard shows summarised risk information for all followed suppliers and suppliers that have been submitted to licensed providers (note: requires separate subscriptions) for risk evaluation, and allows them to view and manage risk alerts for individual suppliers.

Supplier 360° Profiles

Each supplier imported into SAP Ariba Supplier Risk has a supplier 360° profile with a Risk area. Users can view potential risk exposure and trends, contributory factors to risk exposure, alert trends, alerts, incidents, and enriched corporate information for the supplier in the profile. The profile also includes common supplier information such as contacts, any available ERP data, certificates, and any available public profile information in one location.

Risk Profile Enrichment

SAP Ariba Supplier Risk enriches the profiles of imported suppliers by:

- Running a duplicate check to establish the supplier's uniqueness or match it to an existing supplier.
- Cleansing supplier addresses so that they match authoritative third-party information.
- Adding basic, publicly available information such as number of years in business, number of bankruptcy filings, and so forth.
- Adding enriched corporate information such as legal name and address, bankruptcy indicators, number of employees, revenue, diversity indicators, corporate family tree, trade style, and country/region rankings.

SAP Ariba Supplier Risk profile enrichment is based on at least a 75% confidence level.

Risk Assessment Projects

- New control-based engagement risk assessment projects created via engagement requests, which can be routed to the appropriate approvers.
- Custom risk controls and mappings between controls, questionnaires, and engagement commodities, regions, and departments defined by site master data.
- Configurable, multi-step engagement request process uses answers to a business details questionnaire to dynamically add screening questions to an inherent risk screening questionnaire. Inherent risk screening determines required risk controls.
- Calculating the inherent risk of buying the service based on the commodity or responses to inherent risk screening questions. This inherent risk can also be a contributing factor to the supplier's risk exposure.
- Ability to fast-track suppliers with effective controls and to highlight suppliers with some controls that are either effective or in evaluation during the request process.
- Modular assessment questionnaires with configurable expiration dates and dedicated workflows can be reused in multiple control-based risk assessments or as standalone questionnaires. Once a supplier answers a questionnaire, those answers are valid until the questionnaire expires.
- Dedicated control review process with designated control decision makers marking a control effective or ineffective.
- Ability to populate control-based engagement risk assessment project groups dynamically based on an engagement's commodities, regions, and departments.
- Overall engagement approval and other tasks can be routed to the appropriate approvers or stakeholders.
- Sourcing or contract projects can be made follow-on projects in solutions that include SAP Ariba Sourcing or SAP Ariba Contracts.

Issue Management

Issue management projects provide a template-driven workflow for raising, analyzing, and resolving issues that arise during supplier or third-party engagement risk assessment projects, including:

- A configurable issue form for creating issues.
- Ability to refine the issue by editing the form as the issue progresses through definition, analysis, and resolution, as well as to add attachments and include comments.
- Separate issue resolution and approval.
- Configurable tasks with review and approval flows to include the relevant stakeholders.
- The ability to define the probability and severity of an issue to determine the residual risk rating for the engagement.

Issue projects exist inside the engagement risk assessment projects for which they were created, providing a clear link between the assessment process and its associated issues.

Content Management

- HTML text formatting in questionnaire and survey content, including bold, italics, underlining, bulleted lists, and active URLs, which allows users to clearly convey information to suppliers and stakeholders
- The Sourcing Library, which can store standardised content for use in forms and questionnaires across projects.

Project Management And Workflow

- Standardised, repeatable risk assessment projects.
- Automatic workflow from engagement request to assessment questionnaires.
- Define and standardise processes by category, region, department, and other criteria using a custom project template.
- Specify forms, questionnaires, tasks, team members, and approval flows.
- Use risk assessment questionnaires triggered based on answers in the engagement request.
- Use buyer category assignments (the user matrix) to route approvals, task ownership, and control decision making to specific users based on engagement characteristics, or allow governance users to add ad hoc approvers instead.

Linking Between Engagement Risk Assessment Projects And Contract Workspaces

In solutions that include both SAP Ariba Supplier Risk and SAP Ariba Contracts, users creating contract workspaces can select a supplier engagement risk assessment project to associate with the contract workspace, linking the two projects. Contract workspace include the status and risk exposures of the supplier engagement risk assessment projects to which they are linked.

Certificate Management

Category and supplier managers can collect certificate information from suppliers in modular questionnaires that can be updated at any time. In addition to individual certificates, the questionnaires themselves can be configured with an expiration schedule. Notifications let suppliers and internal stakeholders know when certificates or questionnaires near expiration and when they have expired.

Finding and Event Collaboration

You can create general findings or findings specific to engagements or controls. You can also collaborate within your organisation, as well as with external parties, which provides efficient, seamless digital collaboration on one platform between all involved parties, while providing access control and a solid audit trail.

Workflow:

- A finding creator creates a new finding, briefly describing details and attaching relevant documentation. The risk impact and likelihood is gauged for proper risk prioritisation.
- A finding validator reviews the finding. They can update the descriptions, likelihood, and probability; assign a due date; and validate the finding text. Then, they define relevant response coordinators as an interim step or directly assign internal and external analysis team members. When the due date is assigned, the finding moves into analysis.
- In analysis, the defined team actively collaborates to resolve the finding. Through the same portal, documents such as finding response plans can be exchanged, with full the audit trail recorded.
- After review of the effectiveness of measures put in place to address the risks, the finding can be concluded and future supplier risk scores adjusted. Finally, the finding can either move into response review or approval.

Digital Assistance

This solution supports the integration with a copilot (for example, Joule) to allow users to get their work done more efficiently. When a copilot is integrated, it can support natural language interaction for selected use cases, for example, to allow users to view, create or update business data.

Communications

- Customer sites generate a number of automatic notifications related to risk assessments, modular questionnaires, and certificates.
- The Supplier Risk dashboard show risk assessment projects, including recent activity.
- The supplier 360° profile shows modular questionnaires, including risk assessments and certificate-related questionnaires.

Administration

Customer administrators can:

- Manage users and user permissions.
- Import supplier data.
- Configure integration with an SAP ERP system.
- Load master data files used to configure the control-based engagement risk assessment process.
- Configure and adjust the risk exposure settings using the risk configuration user interface.

APIs

The Supplier Data API with Pagination allows you to extract supplier data from your site, including registration, qualification, and preferred supplier levels and project and questionnaire details, and to get and set responses to supplier management questionnaires. Results are paginated, and query filters allow you to retrieve incremental updates. Qualification and preferred levels are only available in SAP Ariba Supplier Lifecycle and Performance.

ERP Integration

This solution integrates with SAP ERP 6.0 EHP 7 SP11 and higher using Ariba Cloud Integration 8.0 or higher.

Optional Features and Services

- Compliance Risk Reporting - Compliance reports are third-party PDF reports with information about the supplier's regulatory, legal, and government compliance issues, as well as adverse news events. Users can download these reports from a supplier's 360° profile.
- Financial Data - Third-party financial data providers that are integrated to this solution can be configured to provide financial data. If you have purchased a third-party add-on content provider for financial data, you can select suppliers to submit for evaluation, which return the pre-integrated financial data.

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

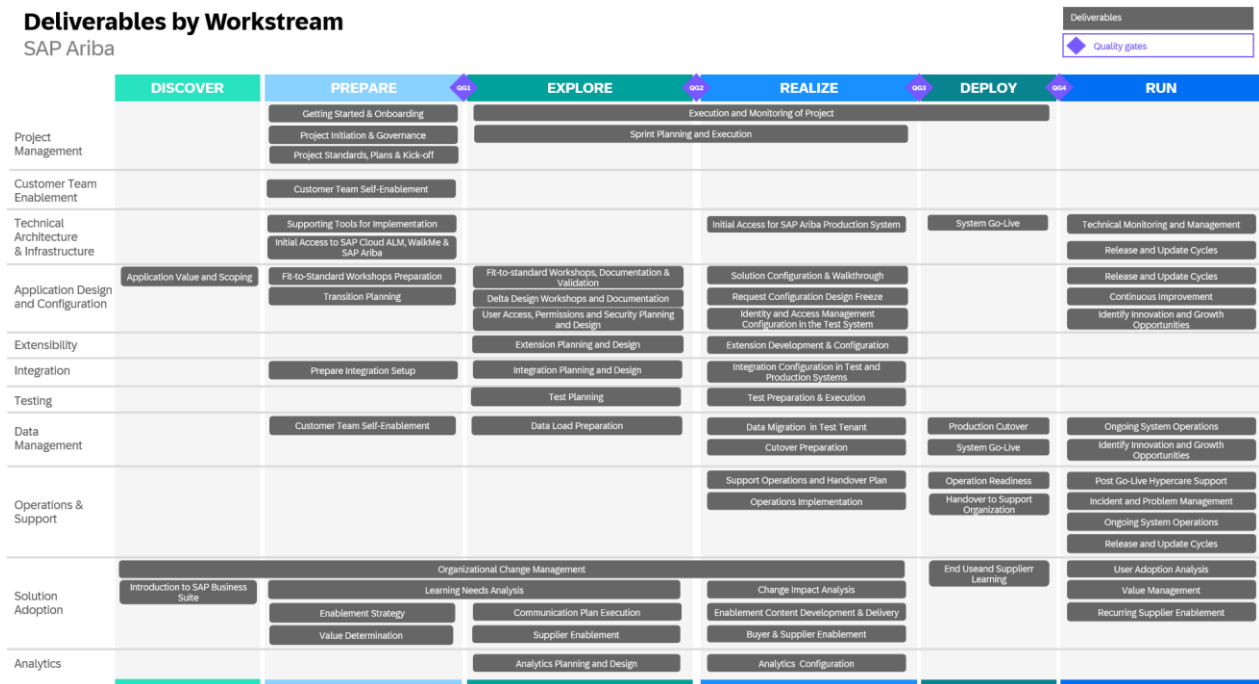
NDBS offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NDBS Cloud Support Services (Implementation). These services cover:

- 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.