NTT DATA Business Solutions

SunSystems Service Description Document for G-Cloud for:

SunSystems and Associated Products

28 January 2026 | Document Version 1.00

NTT DATA Business Solutions is a Gold Infor SunSystems Channel Partner and provides SunSystems in the same form as if they had been purchased directly from Infor.

NTT DATA Business Solutions

We Transform Technology Solutions into Value

We understand our clients' businesses and know what it takes to prepare them for the future. At NTT DATA Business Solutions, we drive innovation across the full lifecycle, from advisory and implementation to managed services and beyond. We continuously improve technologies and digital solutions to ensure they deliver real value for organisations and for the people who rely on them.

Looking to transform, grow, and achieve greater success? We offer more than deep technical expertise. As a passionate and trusted partner, we connect your business opportunities with the latest technologies and provide a proven, pragmatic approach to delivering results smoothly and effectively. Our strong partnerships across the technology ecosystem give you access to innovative solutions and ongoing advancements. As part of the global NTT DATA Group, we are equipped to manage projects of any size, scale, or complexity.

With operations in more than 30 countries, we have helped thousands of organisations become more efficient and effective over the past three decades. Our global team of more than 14,000 experts supports clients on their journey towards becoming truly intelligent, data-driven enterprises, starting wherever they are today. We specialise in making complex technology solutions work in practice, delivering measurable outcomes for businesses and meaningful impact for their people. We transform technology solutions into value.

We are proud to be consistently recognised across the global technology and consulting ecosystem for our performance and innovation. These honours reflect our commitment to excellence in areas such as business transformation, intelligent technologies, and cross-portfolio delivery. Just as important as these achievements is our greatest differentiator, our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This recognition underscores our commitment to fostering a supportive, inclusive, and high-performing workplace, and reinforces our reputation as an employer of choice for technology professionals worldwide.

Infor SunSystems

Infor SunSystems is a comprehensive suite of services designed to streamline financial processes and enhance business efficiency. With Infor SunSystems, organisations gain access to a robust and flexible platform tailored to meet their evolving financial management needs empowering businesses to achieve greater agility, scalability, and insight into their financial operations.

To accurately record, analyse and report on financial performance, a finance and accounting system is essential, but many traditional software packages can't accommodate the needs of a fast-changing business climate. Used by more than 9,000 customers across 190+ countries, Infor SunSystems is a financial platform that has been designed to adapt to the needs of businesses of all sizes and markets.

Technological innovation is combined with sophisticated functionality and immaculate usability, developed over decades of experience in multiple industries. Integrating financial management, purchasing, inventory and sales management into a single powerful system, this sophisticated software delivers real-time insight, enabling you to make better, data driven decisions

Modules/Features

Financial Management

Infor SunSystem's unified ledger transforms financial processes, delivering standardization that allows you to control costs and make consistent analysis across all parts of the business. Quickly adapt to changing accounting and reporting requirements across multiple jurisdictions, with localized and GAAP, compliant with International

Financial Reporting Standards (IFRS). With a unified ledger you can close your books and meet all reporting requirements efficiently.

Reporting and Analysis

The system's sophisticated analysis features will help you simplify resource planning, scheduling and evaluation. The easy-to-use interface ensures efficient implementation, meaning you can quickly set up new tracking and analysis tools that meet the needs of your organization. Accelerate reporting and analysis by easily consolidating information from third-party organizations and legacy applications and rapidly generate meaningful insights that support better decision making.

Order Fulfilment

Implement robust customer sales order management with improved control over sales, purchasing, and inventory processes. The system is easily and flexibly configured to suit your operations, as well as offering seamless integration with the operations of your partners and customers.

Purchasing

Improve control over your organization's purchasing processes with Infor SunSystems end-to-end requisition-to-pay capabilities. Supporting both centralized and decentralized purchasing processes, the system allows you to define rules and processes at an organizational level so your employees can efficiently manage their own purchasing requirements.

Sales

Implement robust customer sales order management with improved control over sales, purchasing, and inventory processes. The system is easily and flexibly configured to suit your operations, as well as offering seamless integration with the operations of your partners and customers.

Inventory

Infor SunSystems Inventory gives greater control on inventory levels without forfeiting essential customer service levels, and ensures full visibility of product, intermediate, and raw material items while also delivering lot and batch control. The Inventory module includes inventory management and inventory traceability, with additional options that include costing, landed costing and cost analysis, and product profiles.

Asset Register

Asset Register is a powerful module within SunSystems for managing fixed assets, enabling businesses to track, depreciate, and dispose of physical resources with integrated financial control. It handles complex processes like multiple depreciation methods (straight-line, declining balance, etc.), multicurrency accounting, and integrates seamlessly with the general ledger for real-time financial impact, allowing for detailed reporting and compliance.

Corporate Allocations

Corporate Allocations automates the spreading, apportionment, and charging of costs and revenues across different departments, projects, funds, or entities, replacing manual spreadsheets with rules-based processes for greater accuracy and efficiency, often used in insurance, oil exploration, and complex financial environments. It uses methods like fixed percentages, fixed amounts or statistical values such as square footage, headcount or units produced) to generate and post transactions, even handling complex intercompany transactions.

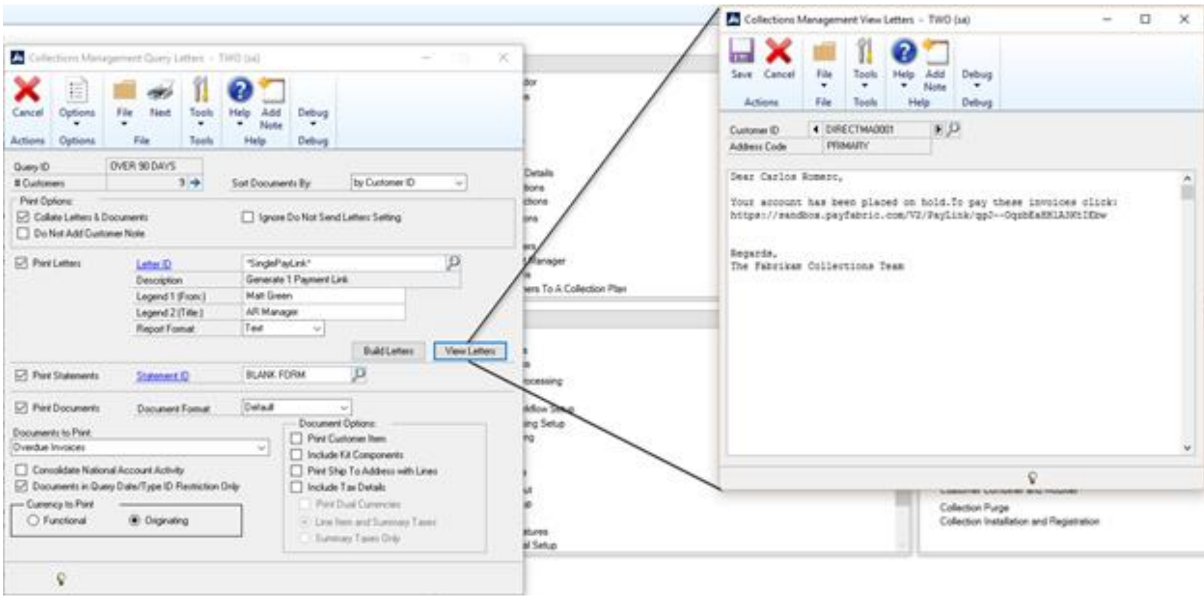
Business Rules

SunSystems users can create customizable, built-in commands that enforce data accuracy, automate processes, and tailor the accounting software to specific organizational needs, acting as validation checks (e.g., ensuring correct account/product codes), populating fields automatically, and defining complex matching logic for reconciliation (RCM). They operate using IF/THEN logic to control data input, validation, and actions, preventing errors and streamlining operations for tasks like ledger entry and tax reporting.

Professional Advantage Collect

Collecting due payables is a critical part of the company's financial viability. Collect is the tool of choice for SunSystems accounts receivable teams. Its credit control and debt collection processes help to reduce bad debt, collect cash faster and minimise debtor days.

The application reduces Days Sales Outstanding and improves cash flow, while minimising collection costs.



Features:

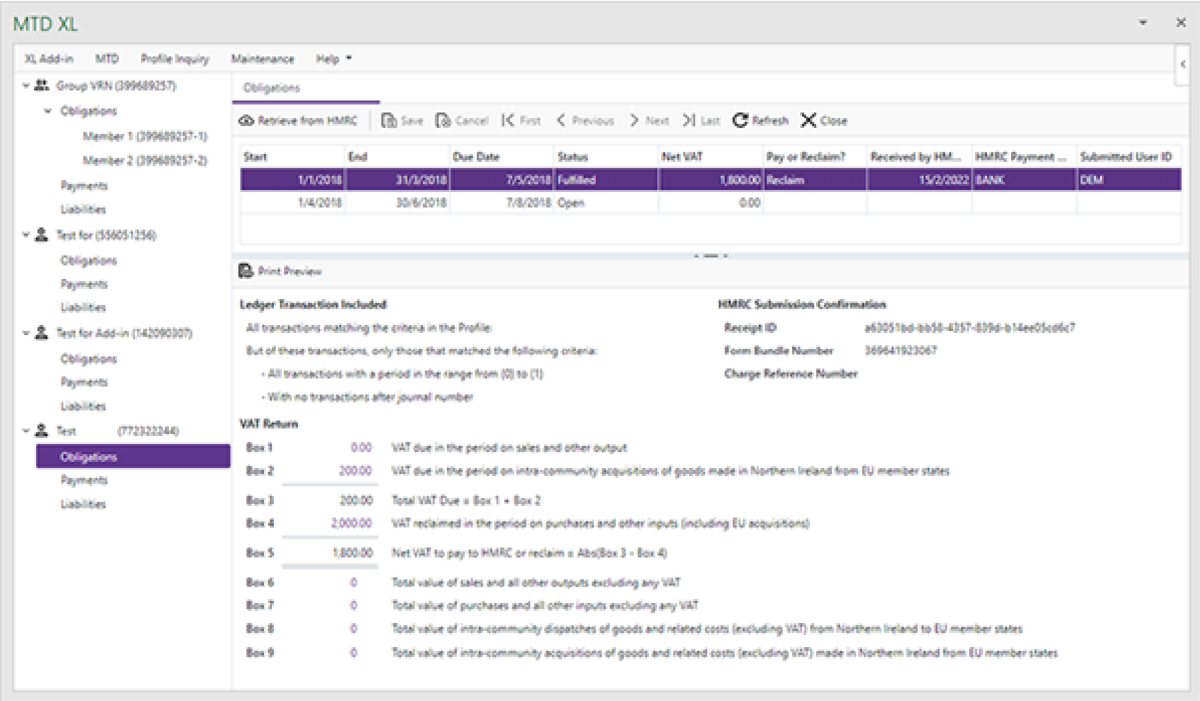
- Single point of entry
- Find tool
- Account status, statistics and history
- Automated processes
- Collection list generation
- Automatic Close
- Electronic distribution of promises, requests, letters and statements
- Transactions and account notes
- Prompts for follow-up actions
- Streamlined collection activities

Benefits:

- Integration with Word
- Payment plans
- User diaries
- Unlimited contacts
- Note attachment to single or many transactions
- Drill down to source transactions
- Automatically generate action lists
- Account allocation functionality
- Additional documentation attachment
- Transaction detail availability

Professional Advantage Making Tax Digital (MTD)

The PA MTD solution makes calculating clients' VAT return easier and fully auditable. As HMRC recognised software, it meets the HMRC requirement for security and digital submission of returns, while also offering real time inquiry and visibility of information held by the HMRC.



Features:

- Choice of Infor SunSystems solution or an Excel 'Bridging' function
- Electronic return passed into the secure HMRC API
- Allows for the storage of required non-VAT related information
- Electronic return passed into the secure HMRC API automatically
- The process is automatic
- Caters for multiple VAT Numbers and VAT Groups
- Allows for Transaction Date or Period based extraction

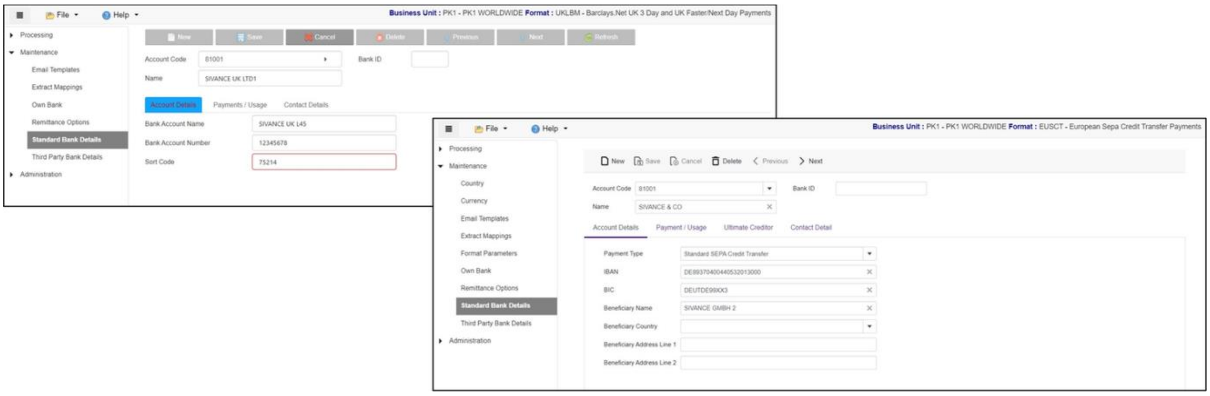
Benefits:

- Available on premise, private hosted or for Infor SunSystems Cloud
- Understands Infor SunSystems "out of the box"
- Compliance across Infor SunSystems 4.4, 5.4.1 and v6.1+
- Transfers Infor SunSystems data into the MTD VAT format
- Ability to include data held in Excel Spreadsheets in your return

- Electronic return passed into the secure HMRC API
- Provides an audit trail of previous VAT Returns and transactions
- Supports Infor SunSystems 4.4, 5.4.1 and v6.1 and above
- Transfers Infor SunSystems data into the MTD VAT format
- Inclusion of links to complex spreadsheet calculation results

Professional Advantage BankLinks for Business (B4B

BankLinks for Business is an easy to use yet sophisticated payment management tool catering for today's global banking requirements. B4B brings international and domestic payments together, allowing multi-national companies to set up a secure global payments operation from a single source. This reduces inaccuracies, time and cost.



Features:

- Automatic generation and transmission of the required remittance
- Supports generation of debits and credits
- Web enabled to allow deployment through a range of browsers
- Secure synchronisation of reference data
- PGP Encryption where the end bank accepts it
- Security matrix to assist in fraud prevention
- sFTP to securely transmit your bank file directly to your banking platform
- Connect to any payment data source

Allows for complex scenarios such as payments in different currencies for the same supplier
Bank details specific to each country, bank and payment type

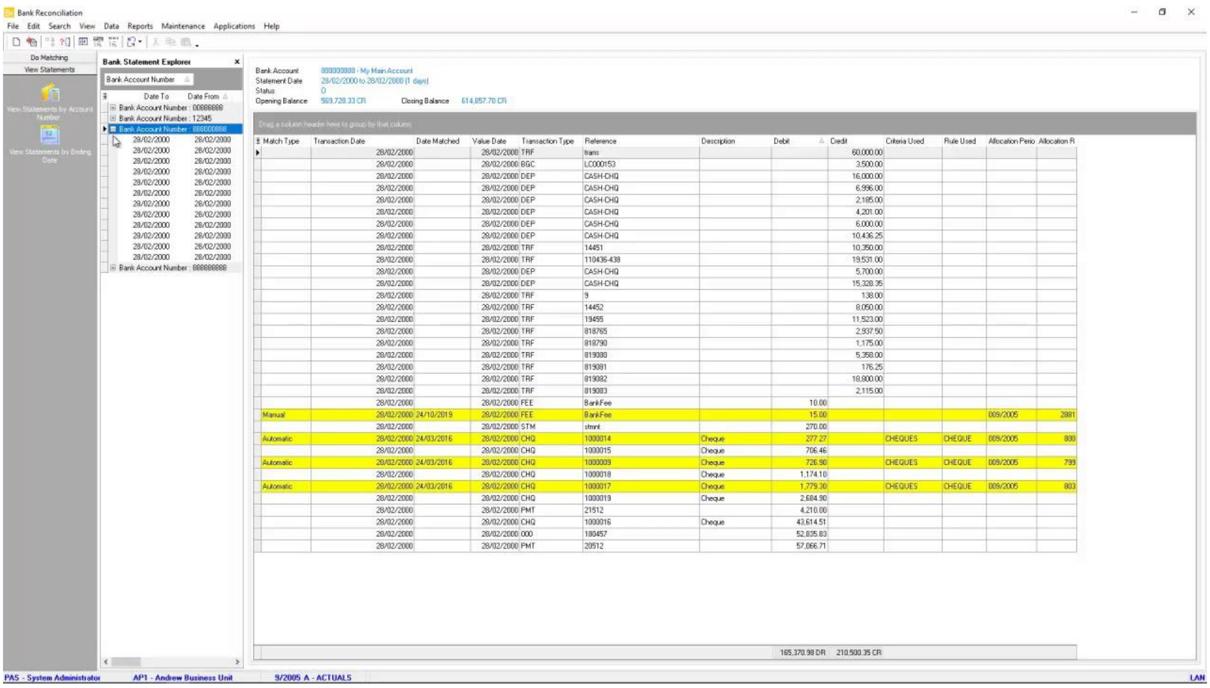
Benefits:

- Reduction in manual data entry

- Time Savings
- Cost Savings
- Fast ROI
- Cash Flow Optimisation
- Bank approved file formats
- Easy to deploy
- Increase in Productivity
- Visibility Improves operational efficiencies

Professional Advantage Bank Reconciliations (BankRec)

Bank Reconciliation imports and reconciles electronic statements for multiple bank accounts using user-defined matching criteria with automatic creation of bank generated journals (e.g. bank fees, interest)



Features:

- Unlimited Bank Accounts
- Multi-currency Bank Reconciliations
- Statements loaded electronically or entered manually
- User-defined Matching Rules
- Automatic or Manual Matching

- Automatic Re-Matching of Bank Statements
- Automatic Creation of Ledger Transactions from Bank Statement Entries
- Intuitive Reconciliation Process
- Inquiries and Reports

Benefits:

- Faster close
- Process Automation
- Identify, track and resolve non-reconciled items at a glance
- Multi-Account, Multi Business Unit
- Multiple Bank Statement Formats
- Dedicated Statement & Audit Trail Reporting
- Central Upload of Statements

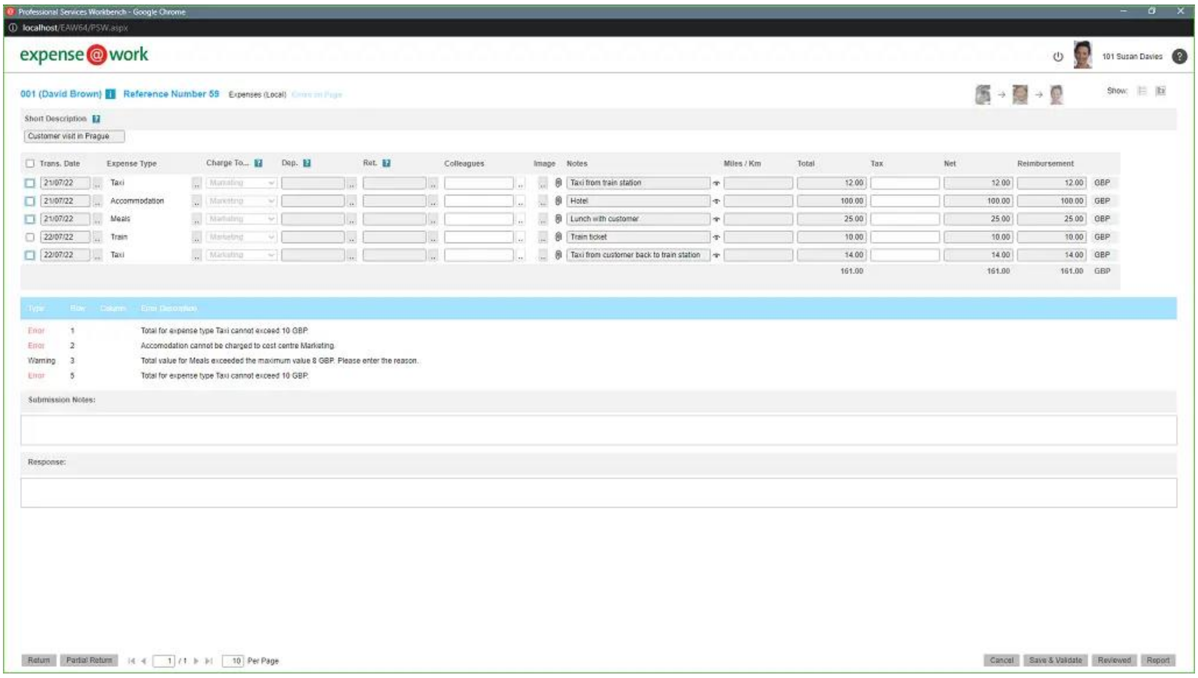
Systems@Work – Expense@Work

Expense@Work is an application designed to automate and streamline the entire employee expense claim process. It helps businesses manage, track, and report on employee expenses efficiently while ensuring compliance with internal policies and relevant legislation.

Features:

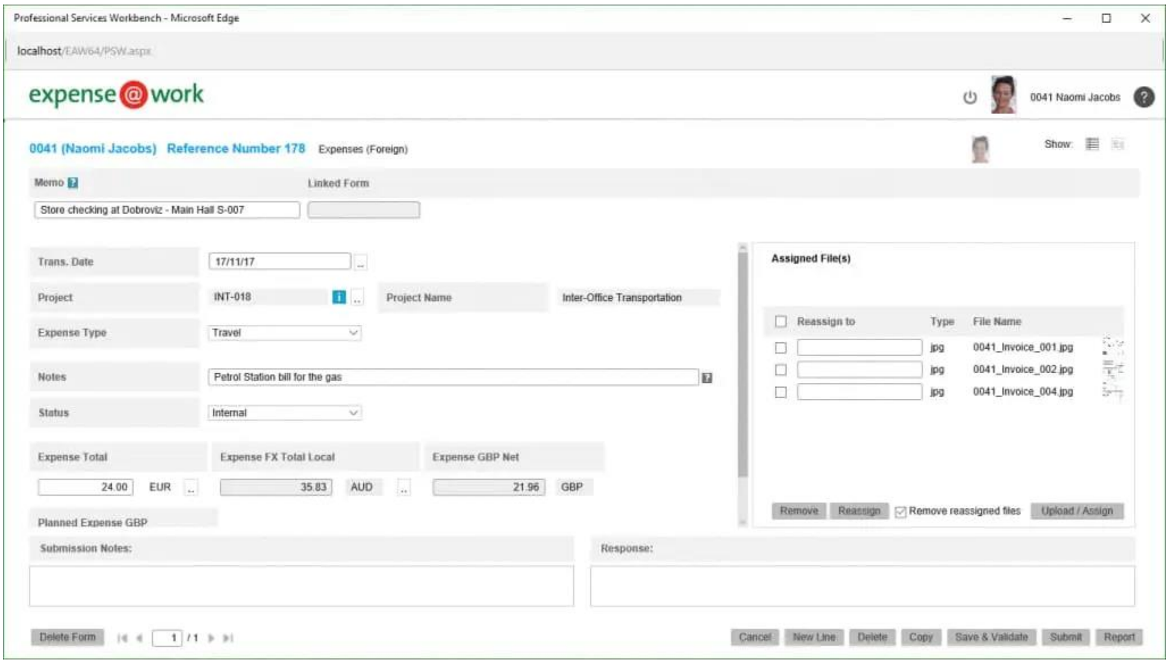
Policy Enforcement

One of the most important features of expense@work is the possibility of enforcing corporate policies and preventing fraud. Rules can be configured to ensure that employees enter all required information, so that the system can validate the expense claim at the point of entry and advise the employee if there are problems with the claim.



Customisable Forms

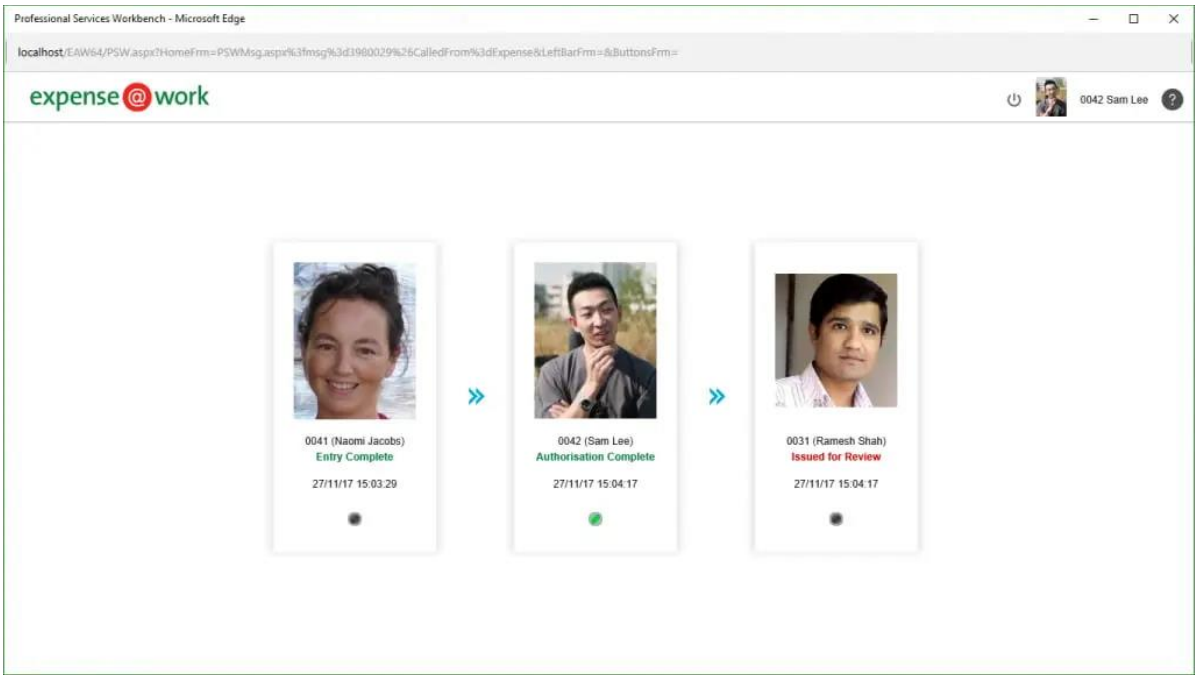
Multiple forms can be set up and configured in expense@work depending on data capture requirements. Different form types can be made available to groups of employees (for example US-based employees see a different form than UK employees) and all or some employees may have multiple form types available on their Home Page.



Advanced Workflow

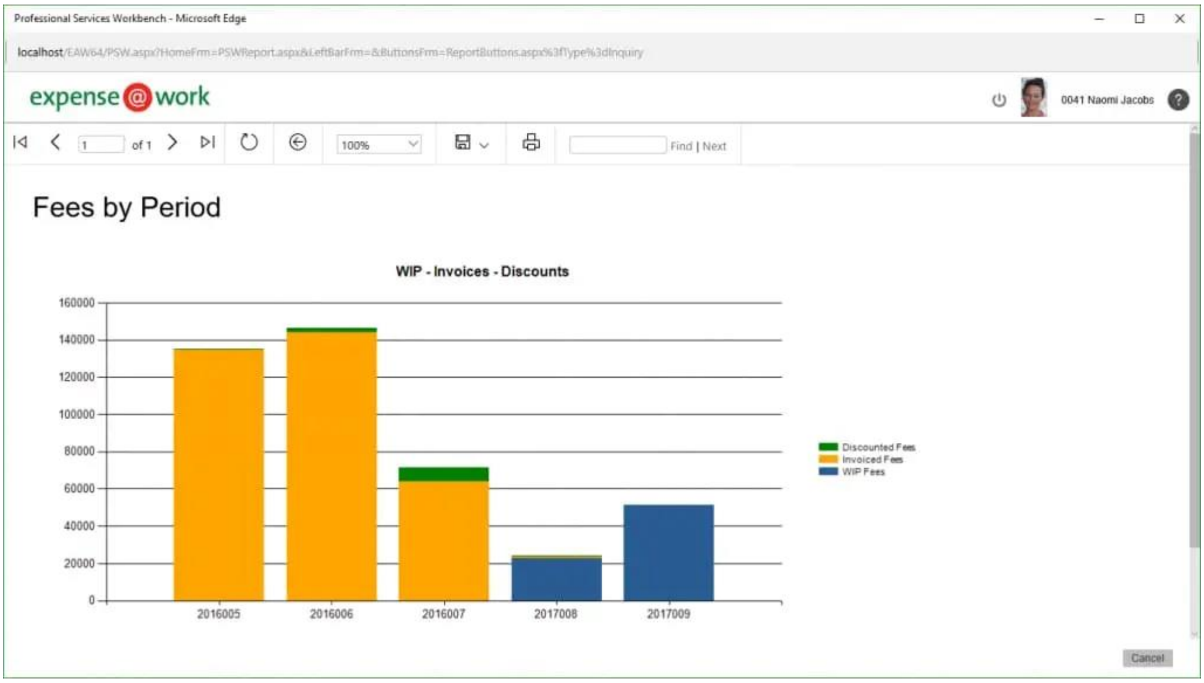
expense@work's routing rules and workflow engine enable forms to be routed to multiple approvers throughout your organisation, based on a combination of definable factors.

- Forms may be routed based on the content of expense form rows.
- Forms may be routed based on authorisation value limits.
- Forms may be routed based on project selection or other customisable rules.
- Forms may be routed for multiple levels of authorisation.
- Forms may be returned to the originator to answer queries from the approver.



Expense Reporting

expense@work offers a variety of reporting tools to ensure you receive the information you need for your decision-making process. One option is the native support for Microsoft Reporting Services enabling users and administrators to see rich and dynamic real-time reporting from within the application.

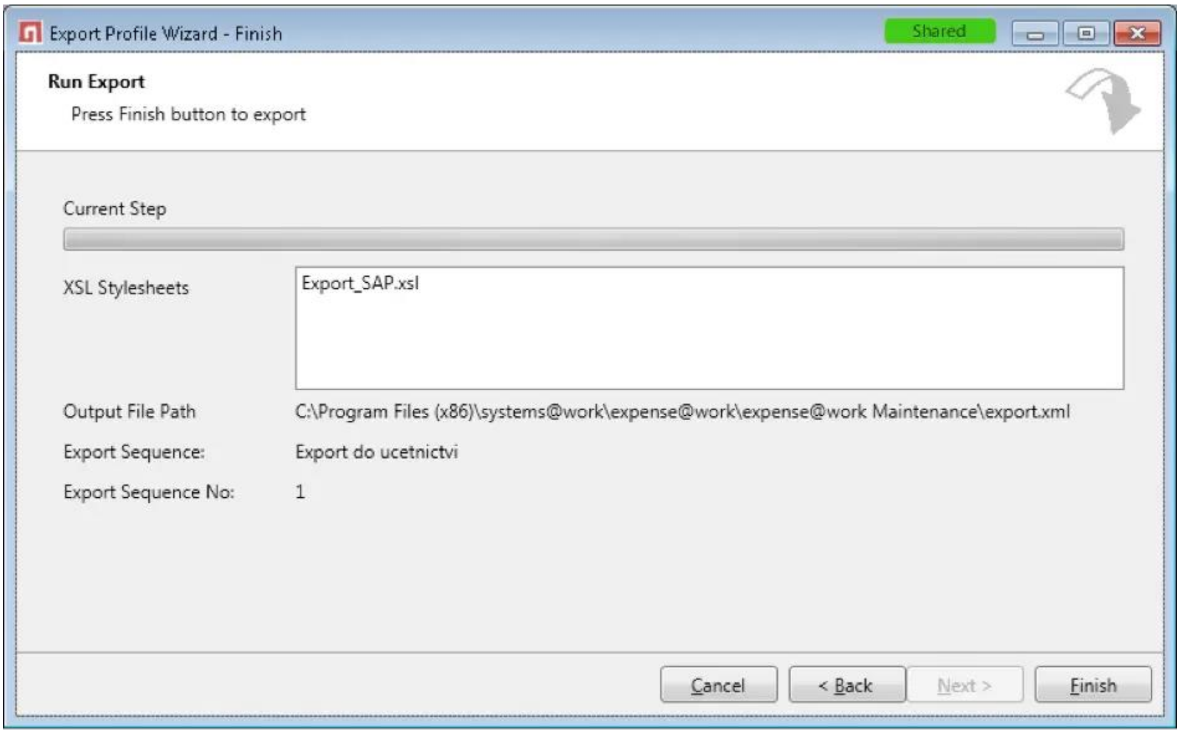


System Integration

Each expense@work transaction will have some kind of accounting implication:

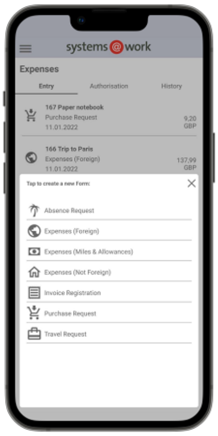
- Travel Costs
- Out-of-Pocket Expenses
- Cash Advances
- Purchase and Travel Requests

expense@work provides tools for the posting of expenses and any other transactions from expense@work to accounting and other systems. Ledger Export Profiles are used to define a set of target transactions and to create an XML output file. A nominated XSL style sheet may then be used to transform the output XML into a file suitable for import to an accounting or other system.



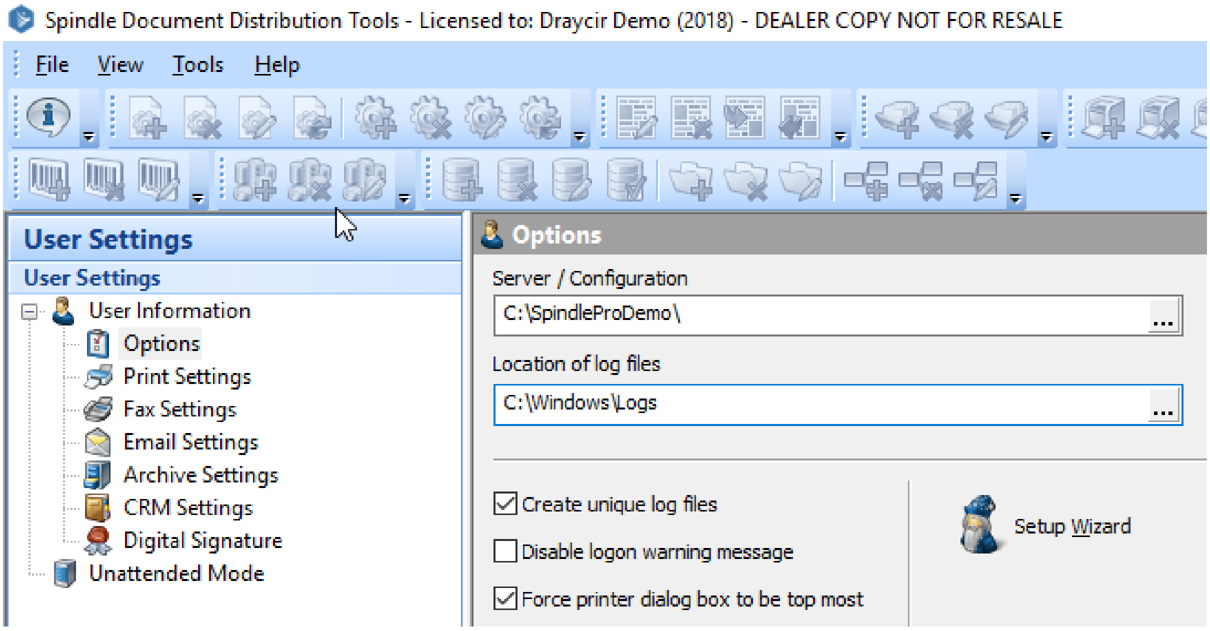
Mobile Devices

The systems@work App for Android or iOS enables the preparation of expense claims using smartphones, online and offline, including the submission of images of receipts and other documents, and the recording of voice memos.



Draycir Spindle

Spindle offers total control of documents coming in and out of SunSystems. Users are able to streamline processes and improve efficiencies. From distributing outbound documents and automating workflow processes, Spindle Document Management gives users a complete document management solution.



Features:

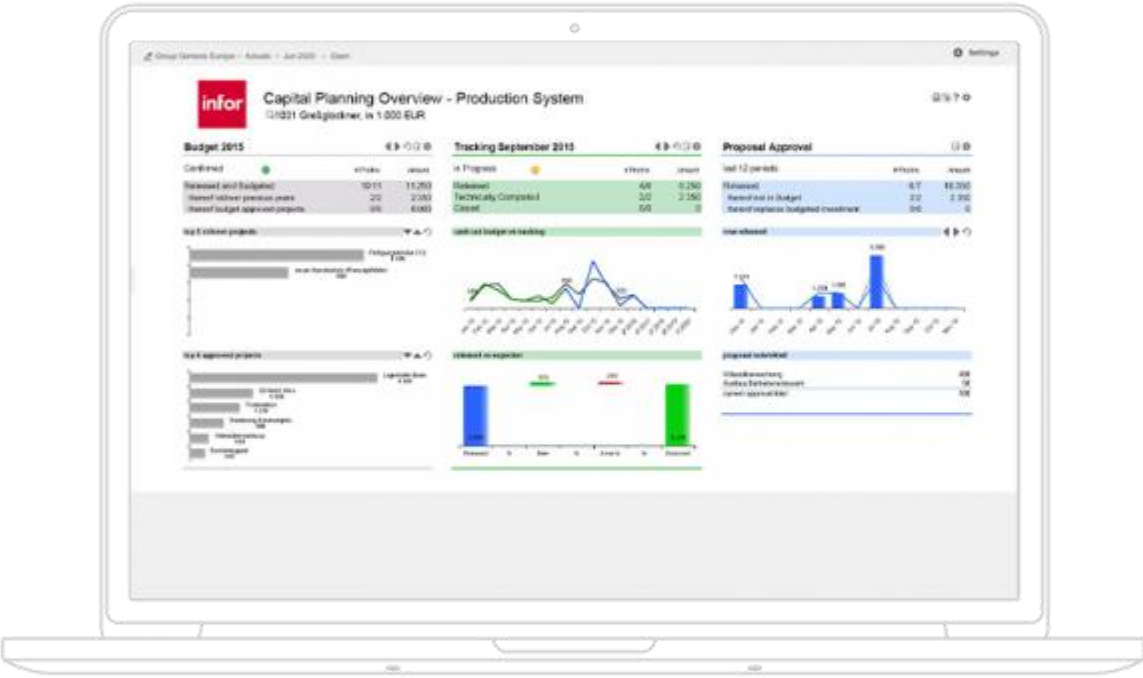
- Versatile Application: Works with almost any Windows application having a print function
- Dynamic Document Creation: Instantly merges information from various business applications to create documents
- Multiple Delivery Options: Supports sending documents via email, fax, and print
- PDF Archiving: Allows documents to be saved and archived as PDF files
- Plain Paper Printing: Enables printing directly onto plain paper, eliminating the need for expensive pre-printed forms

Benefits:

- Cost Savings: Reduces costs associated with pre-printed stationery and postage
- Time Savings: Automates routine communications, freeing up staff for other tasks
- Improved Professionalism: Allows for the addition of company logos and branding to documents.
- Enhanced Security: Can archive documents as PDFs and helps control distribution
- Reduced Errors: Automating the process can lead to a decrease in human error

Infor dEPM

Enterprise Performance Management (EPM) is a powerful budget, forecast, planning and reporting solution, providing full end to end budgeting cycle for any organisation. A fully web-enabled solution which enhances budget reporting and permits access portals for budget holders with full drill down capability. EPM is an expert solution for your financial requirements.



Features:

- Multi-dimensional reporting and analysis tools
- Centralised business data accessible via intuitive dashboards
- Reports personalised by industry and business process
- Connects strategy, planning, analytics and risk management in one platform
- Visibility across financials/sales performance to production orders and quality
- Reports that are personalised by industry and business process,
- Tailored to suit the specific requirements of your business
- Simple integration into other business applications
- Fully mobile platform available across multiple devices

Benefits:

- Simple and intuitive interface
- Make better and quicker decisions using real time financial data
- Cloud ready accessibility on Mobile, Tablet and Desktop.
- Increased confidence with enhanced business planning, forecasting and modelling
- Competitive advantage with greater business agility and quicker decision making
- Improved compliance readiness and data security

General Implementation Approach

NTT Data Business Solutions draws on its global presence to implement ERP software to organisations worldwide. We have vast experience in local projects right through to multi-site enterprise implementations, and provide:

- Dedicated project management
- Data mapping and migration support
- Design workshops and associated documentation
- Implementation of any necessary configuration changes to the software
- Troubleshooting
- Acceptance testing and user training.
- Microsoft Project Plans
- Microsoft SharePoint Project Workspace & Alerts Access for all client & Sapphire project personnel
- Regular Project Review meetings and calls
- Risk assessment

- Account Manager contact throughout.
- Detailed escalation process

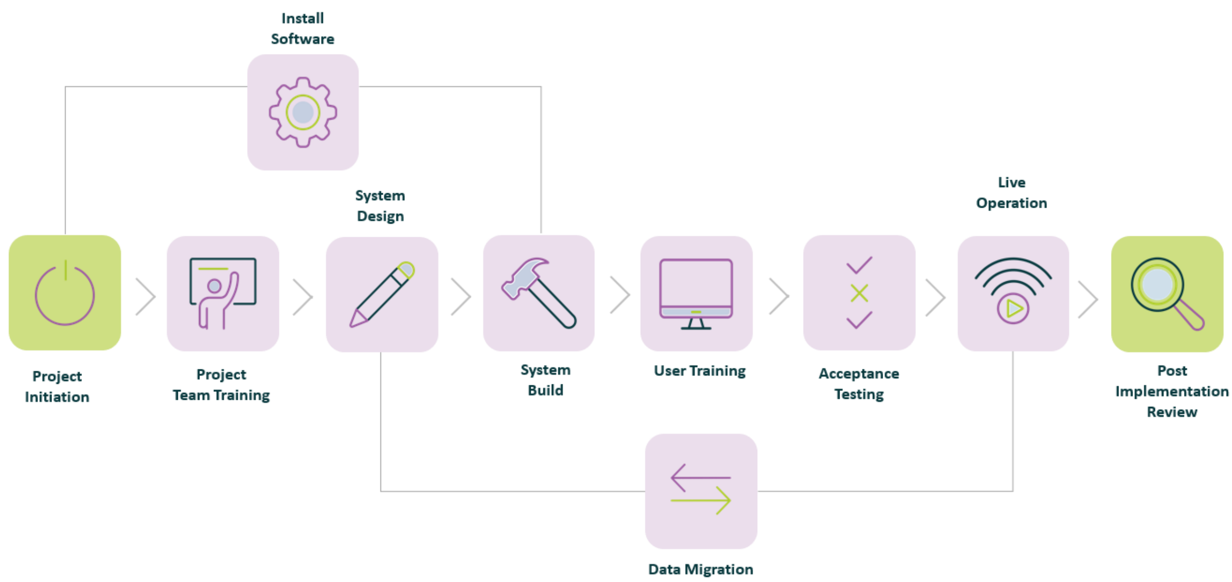
NTT DATA Business Solutions Implementation Methodology

NTT Data Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of SunSystems 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/from the NTT Anywhere platform

Customers achieve fast and cost-efficient deployment of SunSystems and associated third-party products and innovations through a consistent and proven methodology.



Key activities during implementation include:

Design Phase Activities:

- Kick off the project
- Project Team Training via a training system

Solution scoping and design

- Define project goals, a high-level scope, and a project plan

Identify and quantify business value objectives

- Secure executive sponsorship

Establish project standards, organization and governance

- Define roles and responsibilities for the project team
- Validate the project objectives
- Establish project management, tracking, and reporting mechanisms for value delivery

Receive and access the initial systems

Project management execution, monitoring and controlling

- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Data load preparation

Build Phase Activities:

- Establish the solution landscape
- Implement the solution in the test environment using incremental build in defined build cycles
- Perform prototype and incremental training sessions after each build cycle is completed
- Conduct overall end-to-end testing of the solution
- Finalize end user training materials and documentation
- Conduct project team and key user training
- Complete all scheduled end user training
- Set up production environment
- Prepare for data migration and data archiving

Deploy Phase Activities:

- Finalize the solution and business processes for production go-live
- Proceed with cutover activities including data migration
- Execute transition and cutover plans
- 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 – Hexagon EAM 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 NDBS, who can also provide additional application and technical managed service support for the application which enhances the Product 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

SunSystems patches are released every 3 months but are not applied automatically. Instead patches may be applied by means of (chargeable) technical consultancy or, in some cases where the client has the necessary skillset, by the client themselves. Patches for the associated third-party products are subject to differing schedules, but the latest patch set is always available from NDBS upon request. All maintenance windows are scheduled and published ahead of time. Upgrades and patches help to ensure all clients are on the latest release.

Offboarding, and Access to Data

When offboarding, NDBS can provide a full SQL dataset at contract termination. The customer is responsible for extracting any interim data prior to contract termination. Additional cost options can be provided for enhanced support from NDBS to support the extraction of the data.

Business Continuity

NTT Anywhere (Hosted on the AWS platform) performs automated backups on a fixed cadence.

- *Amazon EBS provides the ability to create snapshots (backups) of any Amazon EBS volume. It takes a copy of the volume and places it in Amazon S3, where it is stored redundantly in multiple Availability Zones.*
- *EBS volumes for EC2 Instances (virtual machines), backed up once every 24 hours.*
- *Each volume attached to the EC2-instance is backed up using a 7-day Retention period. Each EC2 instance thereby will have 7 snapshots of their EBS volumes at any given time going back 7 days. Apart from the above, there are scheduled backups used for Application-level recovery on demand.*

- *Data Restores and Backups are conducted within the same AWS Region across at least 3 Datacentres which are 60 miles apart as a minimum.*
- *All Data and Backups are on EBS backed Volumes which utilizes encrypted Amazon S3 that provides highly secure, scalable object storage.*
- *Users are unable to perform backups. Backups are performed via NTTData Hosting Team.*
- *For backup recovery, users contact support to log and invoke a recovery process.*

We can also provide DR Recovery in other AWS region

After Sales Support

NDBS provides support for the duration of the subscription (software support) and can enhance the basic level of 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.