



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Ariba Central Invoice Management

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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.

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SAP Ariba Central Invoice Management

Summary

SAP Ariba Central Invoice Management is a cloud-native application designed to process invoices faster and more accurately through a centralised view of all inbound billing documents. Built on the **SAP Business Technology Platform (SAP BTP)**, it serves as a unified hub for all organisation-wide invoices, regardless of their source channel (PDF, e-invoice, or paper).

By leveraging embedded **Optical Character Recognition (OCR)**, machine learning, and **Robotic Process Automation (RPA)**, the solution extracts data automatically, reducing human effort and minimising manual keying errors. It is specifically designed to integrate seamlessly with **SAP S/4HANA Cloud Public Edition**, ensuring a "Clean Core" while modernising the Accounts Payable (AP) function.

Key Characteristics:

- **Centralised Visibility:** A single point of entry and monitoring for all invoices across different business units and company codes.
- **AI-Enhanced Extraction:** Utilises Machine Learning and Document Information Extraction to improve data accuracy over time.
- **Public Cloud Economics:** A pure SaaS model where customers benefit from mandatory quarterly updates, ensuring they are always on the latest version.
- **User-Centric Design:** Featuring a "drag and drop" interface for immediate invoice image uploads and streamlined approval workflows.

Objectives

- **Operational Speed:** Drastically reduce invoice-to-pay cycle times through automated capture and processing.
- **Data Accuracy:** Minimise financial risk and exposure by eliminating manual entry errors via OCR and RPA.
- **Process Transparency:** Provide AP managers with full visibility into invoice status, prioritised by company code or urgency.
- **Resource Optimisation:** Allow staff to focus on exception handling rather than repetitive data entry.

Solution & Features

Features

- **Automated Capture:** Embedded OCR for instant digitisation of invoice data.
- **Streamlined Approvals:** Rule-based prioritisation based on status, value, or company code.
- **Drag & Drop UI:** Simplified user experience for uploading individual or batch invoice images.
- **Multi-Channel Support:** Consolidated view for PDF, paper, and various e-invoice formats.

Benefits

- **Reduced Human Effort:** High degree of automation in the extraction and posting process.
- **Machine Learning Gains:** Continuous improvement in field recognition, reducing the need for manual corrections.
- **Global Compliance:** Supports cross-border e-invoicing standards and multi-GAAP requirements.

Onboarding & Implementation

The software is available from contract signature as a SaaS. **Embedded Launch Activities (EmLA)** provide guided webcasts and 1:1 sessions. Implementation follows the **SAP Activate** methodology:

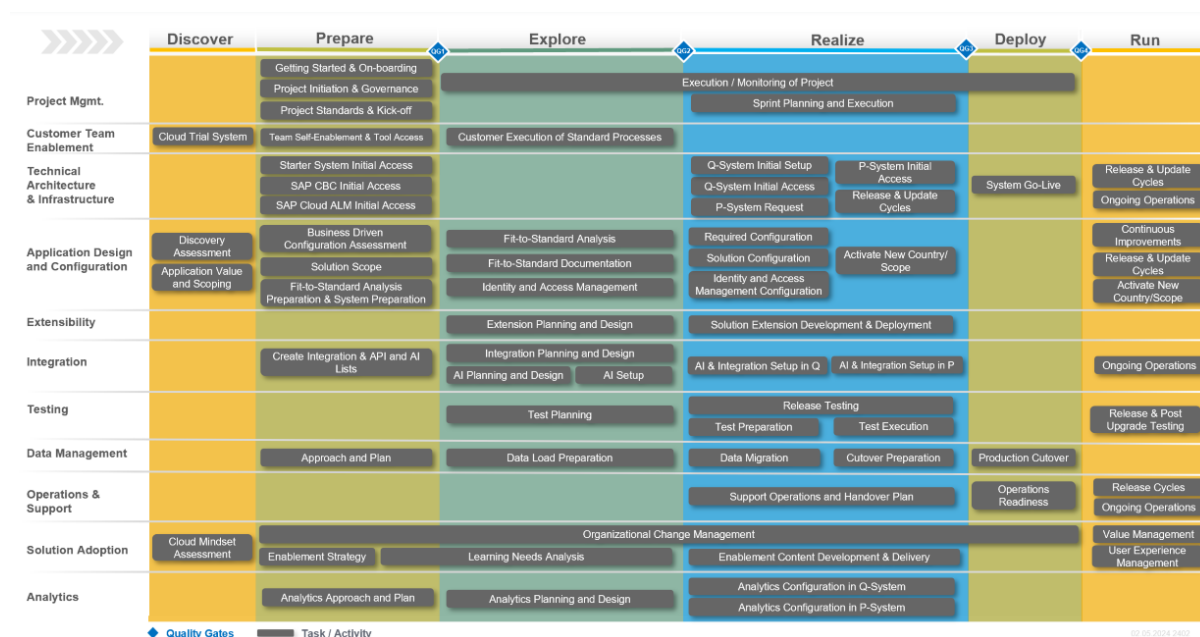
- **Discover:** Solution scoping via the SAP Digital Discovery Assessment (DDA).
- **Explore:** Fit-to-Standard analysis to validate processes against Best Practices.
- **Realise:** Incremental builds in time-boxed sprints within the quality environment.
- **Deploy:** Cutover activities, data migration, and OCM execution.

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.



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 organizational 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 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

- Software Support is provided by **SAP Enterprise Support**. Additional cost options are available for enhanced support from SAP and details are available on request.
- **Availability: 99.7% SLA**. Service credits apply (2% of monthly fee for each 1% below SLA).
- **Support Response (IRT):** P1 (1 hour), P2 (4 hours), P3 (1 business day), P4 (2 business days).
- **Support Channels:** 24/7 Mission Critical support, UK-based phone support (9-5 Mon-Fri), and AI-enabled web chat.
- 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 & Upgrades

- **Weekly Maintenance:** 4-hour window (Saturday 22:00 UTC for Europe).
- **Bi-Annual Upgrades:** Mandatory major upgrades (Saturday 19:00 UTC for Europe) to ensure all customers are on the latest version.

Technical Security & Data Integrity

- **Data at Rest:** Encrypted via **FIPS 197 (AES-256)**. Supports **Bring Your Own Key (BYOK)** via SAP Data Custodian.
- **Data in Transit:** Connectivity over HTTPS supporting **TLS 1.2/1.3** with built-in DDoS protection.
- **Vulnerability Management:** Weekly scanning using **CVSS scoring** to prioritise threats. SAP's CERT advisory service monitors NIST feeds daily.
- **Penetration Testing:** Performed at least once a year by an independent external organisation.
- **Quantum Readiness:** SAP is a founding member of the European Quantum Industry Consortium, preparing for post-quantum cryptography.

Audit & Compliance

- **Buyer Audit:** Real-time access to application logs. Infrastructure logs are available via the SAP ticketing system.
- **Supplier Audit:** SAP staff access is restricted via **MFA** and Privileged Access Management (PAM), with all actions logged and auditable.
- **Retention:** Security logs are kept for a minimum of 201 days; user-defined retention is available via archiving.

- **Certifications:** ISO 9001, ISO 27001, ISO 22301 (Business Continuity), BS 10012 (PII), ISO 27018, and ISO 27017.

Offboarding

Customers can export data via self-service tools (CSV/Excel/API) at any time during the term. Upon contract expiry, SAP deletes customer data remaining on servers unless legal retention is required.

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.