



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Cloud Application Services

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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 Cloud Application Services

Introduction

SAP S/4HANA Cloud, Private Edition, is provided as a full Software-as-a-Service, and includes Platform services, Infrastructure services and Technical Managed Services to ensure the smooth operation of the full SAP stack.

In addition to these core services provided under the SAP RISE with SAP S/4HANA contracts, there are a range of services which can be performed by the Customer, SAP, or an implementation/support partner such as NTT Data Business Solutions

SAP Cloud Application Services (CAS) are designed to simplify the management of SAP cloud solutions, enabling businesses to focus on their core operations. These services provide comprehensive support for application operations, innovation adoption, and IT operational excellence, ensuring smooth and efficient cloud solution management.

These include options fo:

- **Run and Manage Solutions:** Services like 24x7 application monitoring, release management, and technical exception handling ensure solution stability and minimize incidents.
- **Improve and Enhance Solutions:** Support for IT-driven business improvements, adoption of SAP innovations, and optimization of critical business processes.

SAP CAS supports various scenarios, including hyperscaler, hybrid, and multi-cloud environments. It helps optimize IT operations by safeguarding critical business processes, enabling faster innovation, and leveraging SAP's expertise to maximize the value of solutions like SAP S/4HANA Cloud and RISE with SAP.

This price list relates to those services being provided by SAP under a VAR contract with NTT Data Business Solutions. Should customers wish these to be provide directly by NTT DATA Business Solutions, this can be performed based on pricing in our listing under "G13 SDD - SAP Cloud Application Services". NTT Data Services offer the same technical services as listed here.

Maximize value, savings, and performance with SAP Cloud Application Services offerings.

Run the most integrated managed services for SAP software

- ✓ Global service portfolio available 24x7
- ✓ Subscription-based consumption model
- ✓ Fixed-price, outcome-based packaged services
- ✓ Broad portfolio to match your operational requirements
- ✓ Flexible scope with costs determined up front

Choose and pay only for the SAP Cloud Application Services you need

From daily admin tasks to highly specialized support, create your own menu of flexible services from our extensive packaged offerings, including:

SAP Cloud Application Services for SAP Cloud ERP Private

SAP Cloud Application Services for SAP Cloud ERP Private provides continuous administrative support of systems in the SAP Cloud ERP Private environment as an outcome. Offered on to of SAP private cloud solution it ensures end-to-end technical management of SAP Private Cloud including continuous monitoring,

with proactive issue prevention and rapid incident response to prevent business interruptions . SAP Cloud Application Services for SAP Cloud ERP Private is not available for Premium Supplier delivered contracts.

SAP Cloud Application Services Enterprise Threat Detection, alert monitoring

SAP® Cloud Application Services Enterprise Threat Detection, alert monitoring provides customers with continuous monitoring of their applications in SAP Enterprise Threat Detection for irregular security activities.

The service is conducted as follows:

- SAP will perform security monitoring for the agreed patterns for the logs in the customer's target system.
- SAP will scan alerts for any suspicious activities and perform investigations.
- SAP will provide the investigation results and suggestions for remediation.
- SAP will implement approved solutions in case of use case adaption.
- SAP will enhance or update relevant values in the related value list or relevant thresholds in related threshold list.
- SAP will provide recommendations for activation of standard pattern.

Enhanced Operations Service for Managed Upgrades and Updates

SAP® will provide version upgrade management of the customer's SAP system, which includes release upgrade / update planning and coordination as well as support for application basis-related tasks for the SAP cloud environment applications (in scope).

SAP Cloud Application Services for SAP Business Data Cloud

SAP® Cloud Application Services for SAP Business Data Cloud provides expert-led management and support for SAP Datasphere, SAP Analytics Cloud, BW/4HANA, SAP Databricks, and Business AI. The services ensure high availability, performance optimization, faster issue resolution, and seamless operations across your data landscape—enabling scalable, future-ready data ecosystems.

SAP Cloud Application Services for SAP Cloud ERP Private sovereign cloud support option

SAP Cloud Application Services for SAP Cloud ERP Private, sovereign cloud support option provides continuous administrative system support in the SAP Cloud ERP Private sovereign cloud environment. Offered on top of SAP Private Cloud, it ensures end-to-end technical management of SAP Private Cloud including continuous monitoring, with proactive issue prevention and rapid incident response to prevent business interruptions.

Note that this only applies to customers subscribing to the sovereign cloud version of SAP S/4HANA Private Cloud.

SAP Cloud Application Services for SAP Cloud ERP Private, sovereign cloud support option is available only as a complement to applicable SAP Sovereign Cloud or NS2 private cloud deployments.

SAP Cloud Application Services for SAP Integration Suite

SAP Cloud Application Services for SAP Integration Suite provide expert-led application management services for SAP Integration Suite. The service covers all operational tasks that would normally be done by customers or their system integrator or AMS partner. It includes full management of existing customer integrations including monitoring and testing for new releases.

SAP Cloud Application Services for SAP SuccessFactors solutions

SAP Cloud Application Services for SAP SuccessFactors provide expert-led application management services for SAP SuccessFactors solutions (except Payroll). The service provides the management of SAP SuccessFactors solutions, support for Joule and Intelligent Services, application monitoring, business process monitoring and support to comply with both global and regional data protection and privacy laws. The service provides end-to-end care, faster innovation and operational efficiency to ensure both your solutions and business processes function seamlessly.

SAP Cloud Application Services for regression testing

SAP® will perform regression testing of the SAP S/4HANA® cloud environment systems in scope following an update to the system.

SAP S/4HANA Cloud Safekeeper regression testing

SAP S/4HANA Cloud Safekeeper provides:

- One SAP S/4HANA Cloud additional productive tier (XXL), private edition and One SAP Cloud Application Services for regression testing.

The sales quantity for Safekeeper is always 1.

Customer needs to subscribe one Safekeeper package per productive system (system number, size, and CAS service will be defined in the order form).

Assumption: Average subscription term is 24 month. (Max contract term for Safekeeper is 27 month.) Infrastructure price is calculated for the 24 month term (including setup costs).

Simplify end-to-end management of cloud systems from SAP

The SAP Cloud Application Services delivers a selection of value-adding support and solution improvement options, including:

- Flexibility and simplification, both commercially and from a consumption perspective
- Expert resolution of issues and value maximization with a comprehensive portfolio ranging from stable application operations through higher value services, such as data management, release management, advanced monitoring, and SAP innovation adoption
- Support for all deployment models with a central focus on flexible and simplified service consumption for cloud landscapes, including SAP on hyperscalers

Onboarding

SAP Cloud Application Services can be subscribed to at the time of purchasing or renewing a subscription to SAP S/4HANA Cloud, Private Edition.

The services are delivered directly by SAP and include an onboarding service.