



Service Description Document for:

SAP Signavio Process Collaboration Hub

9 January 2026 | Document Version 0.01

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.

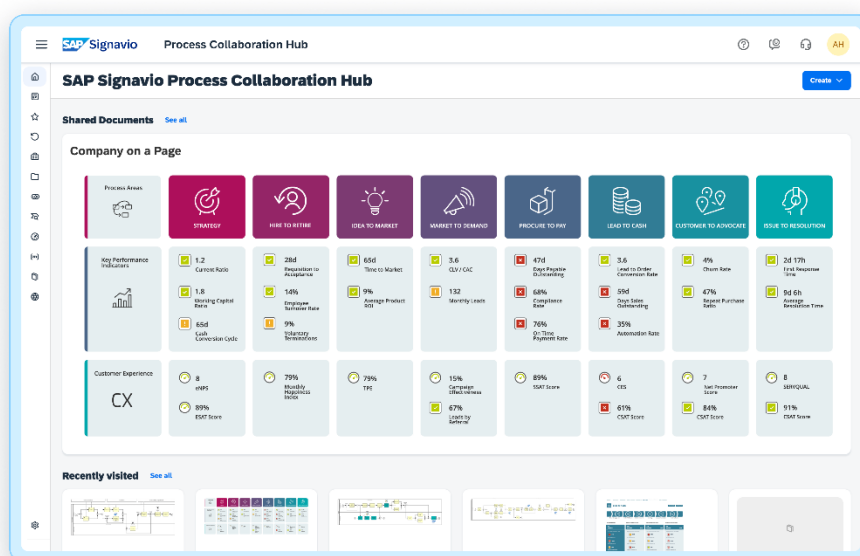
SAP Signavio Process Collaboration Hub

Description

SAP Signavio Process Collaboration Hub is a central platform for policies and processes in your company that all employees can access. It provides a single source of truth that unites employees across an organisation as a transparent meeting point, combining their expertise while fostering visibility and teamwork.

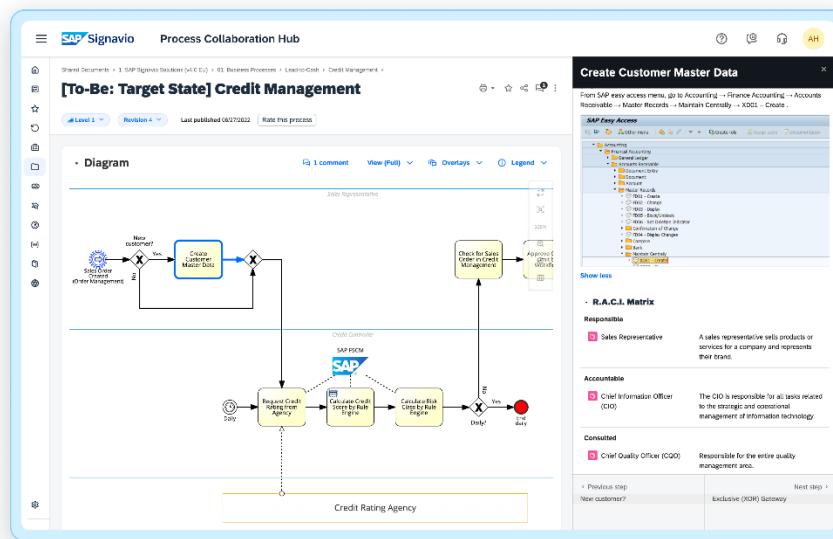
Get a 360-degree view of process content and key metrics

Curate and customise content that is relevant for specific audiences and then give them access to that content within SAP Signavio solutions from one single location. Get a 360-degree view of your process landscape, from documentation to key metrics. Publish diagrams to align process owners and the organisation. Create and share navigation maps to guide employees through process information.



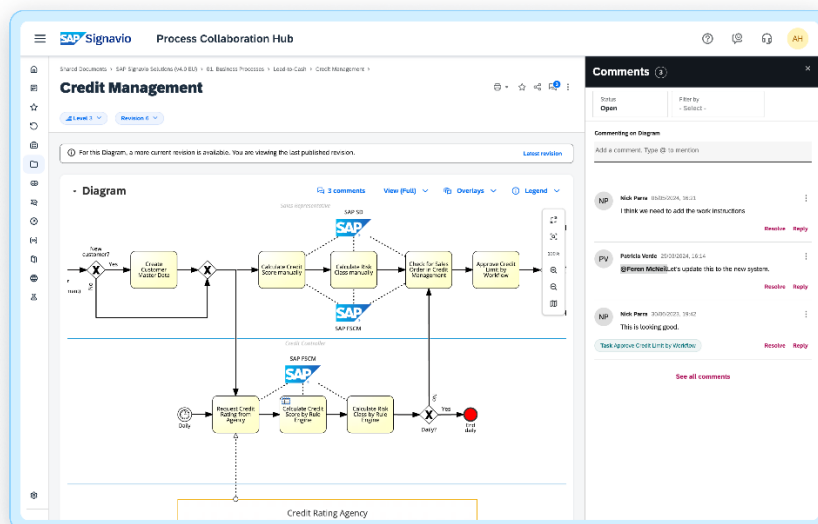
Leverage process collaboration

Ensure alignment on all processes across the organisation and educate personnel whilst collaborating with key stakeholders from within and outside the organisation. Step-by-step walk-throughs help employees understand and improve processes. Navigate your entire process repository with ease, showing key interactions. Provide detailed, full-screen presentations and switch smoothly between high-level overviews and detailed content.



Collect feedback and submit reviews

Provide comments in SAP Signavio Process Collaboration Hub, and in the editor in SAP Signavio Process Modeler.



Keep your teams informed with updates and notifications

Stay informed on changes, provide insight when asked, and receive notifications when invited to provide feedback on a diagram.

Features

Read-Only Access

Access to SAP Signavio Process Collaboration Hub features is managed using audiences, visibility, and licenses. View unpublished content with read-only access in SAP Signavio Process Collaboration Hub.

Workspace Notifications

Get notified about new comments and revisions for items you have created, edited or saved as favorites. Modelers get notified for all revisions, SAP Signavio Process Collaboration Hub users only get notified about actions on the published revision.

Launchpad

Set up by administrators, users benefit from a personalised entry point tailored to their user group needs. This allows SAP Signavio Process Collaboration Hub users to focus on the items that matter most to their tasks and respective roles without getting distracted.

Multi-Language Support

Select in which language the content is shown. If a language is available for an item depends on the settings for the item.

Commenting

Display comments in the comment panel. Add comments to an element, a diagram, reply to comments, view comments, and mention others in comments. Filter comments by status or by element. Receive notifications on new comments to one of your diagrams, resolved comments, reopened comments, mentions, or replies.

Value Accelerator Library for SAP Signavio Solutions

Use the search and filters in the value accelerator library to find value accelerators. Install value accelerators with SAP Signavio Process Manager, SAP Signavio Process Intelligence, and SAP Signavio Journey Modeler content entities.

Value Accelerator Creation and Transfer

Create value accelerators with SAP Signavio Process Manager, SAP Signavio Process Intelligence, and SAP Signavio Journey Modeler content entities. Value accelerator creation is limited. Transfer value accelerators that you created to internal or customer workspaces.

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 (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

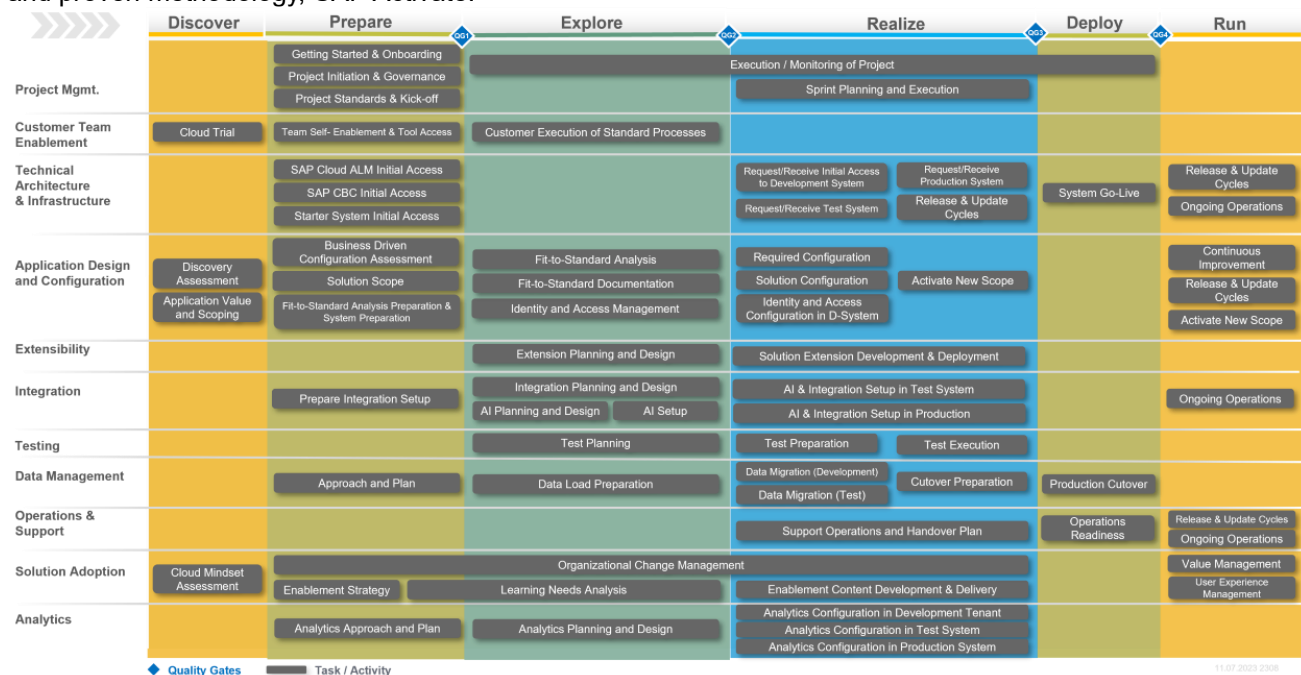
An Onboarding guide is also available for Signavio Process Insights for new customers to gain an understanding of the steps and stages to get things up and running: <https://help.sap.com/docs/signavio-process-insights/administration-guide/onboarding>.

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:

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:

- 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
- 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:

- 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 SAP Signavio, there is a weekly maintenance window (Saturday 22:00 UTC) for 2 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 20:00 UTC) for 6 hours.

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

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.

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.