



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud for Public Sector for tax, benefits and payment processing

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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.

Summary

The SAP S/4HANA Public Sector for tax, social services, and payment processing license encompasses four solutions used to manage government programs in the areas of tax and revenue, social services, grants, and payment management.

All four solutions share a set of common capabilities

- Case management
- Business partner management
- Document management
- Business rules processing
- Activity management including tasks, appointments, interactions, and correspondence management

Solution Capabilities

SAP Tax and Revenue Management for Public Sector

The SAP Tax and Revenue Management for Public Sector is a holistic tax and revenue administration solution that provides a single view of the taxpayer and supports multiple revenue types, helping tax agencies increase collections and maximise compliance. It provides a service enabled, configurable, upgradable solution that supports an end-to-end tax administration lifecycle.

It enables public sector organisations to effectively deliver tax collection and revenue management services through a streamlined platform, improving customer service and process efficiency and providing real-time data-driven insights.

- Enables end-to-end processes to collect taxes and revenues for public institutions at all government levels. Key processes include registration and returns processing for revenue collection agencies
- The solution covers multiple revenue types including property taxes

Overview

- Streamline taxation with an integrated platform

Run end-to-end tax operations on a single, unified platform that connects registration, returns, assessments, and payments. Simplify complex processes, eliminate silos, and increase operational efficiency across departments.

- Access a single source of taxpayer truth

Gain a comprehensive view of taxpayer accounts with centralized, real-time data across all functions. Improve accuracy and transparency that enables confident decision-making across agencies.

- Scale effortlessly to meet growing demand

Handle millions of transactions with a high-performance platform built for volume, resilience, and concurrency. Experience uninterrupted service during peak periods and nationwide events.

- Integrate flexibly with modular design

A modular architecture adapts your IT landscape seamlessly to SAP and non-SAP systems. Deliver transformation at your own pace on a stable core system, without risk to revenue.

- Improve compliance with AI-powered insights

Detect risk earlier with embedded AI that flags noncompliance and predicts late payments. Prioritize enforcement where it matters most and boost overall tax yield through smarter, data-driven decisions.

Key capabilities

- Taxpayer registration
- Returns processing
- Filing obligation management
- Taxpayer online access and services
- Tax assessment
- Receivables and payments management
- Revenue accounting
- Debt and collections management including enforcement
- Financial customer care and dispute management

SAP Benefits Management for Public Sector

- Helps social services agencies to receive benefit applications from their customers, determine an applicant's eligibility, and calculate the benefit entitlements. Once a benefit decision has been approved, the benefit payments are determined and processed
- Eligibility and entitlement rules can be implemented without coding and are used to automate the decision-making process allowing the caseworker to focus on high-value tasks and improving the service offered to constituents

Key capabilities

- Benefit and deduction decision processing
- Payables management and payment handling

SAP Grants Management

- Provides a comprehensive, integrated solution for government organisations that provide financial assistance programs to citizens and businesses
- Standardises and supports the end-to-end process of planning, selection, management, and evaluation of grant programs with a single integrated platform
- This single integrated solution can support all program types eliminating data redundancy and inefficiencies

Key capabilities

- Program definition
- Application and assessment decision processing
- Agreement Processing and Monitoring
- Budget and fund management
- Payables management and payment handling
- Earmarked Funds
- Fund Accounting
- Government Budget Management
- Grants Management
- Public Sector Budget Planning

Budget Management

The solution supports the budget-based management of funds in public organisations. Revenues and expenditures are budgeted according to legal and internal criteria, such as in-kind services, area of responsibility, program, function, and source of funds. Financial transactions are checked for compliance with the allocated budget.

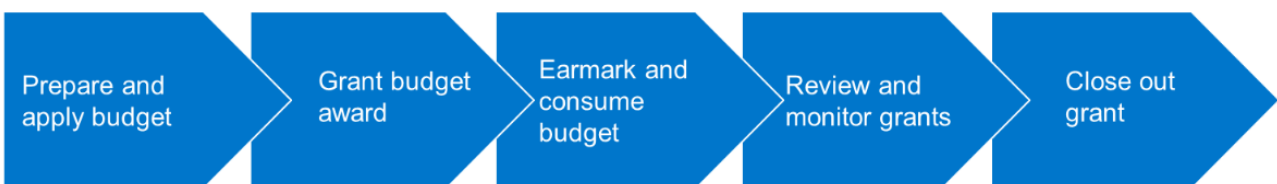


This set of processes deliver the following business benefits:

- Maintain and monitor the allocation, distribution, or changes of approved budgets
- Plan, standardise, schedule, and monitor financial and budget close activities
- Automate and streamline budget processes, and reduce manual effort
- Optimise closing of open commitments and financial and managerial accounting
- Immediate budget availability checking to ensure regulatory compliance
- Real-time reporting to aid in time-sensitive managerial decisions

Grants Management

The solution enables the management of grants from governments or other institutions for specific operational or programmatic purposes. The solution enables transparency in the control and distribution of external funding by sponsors and in the use of external funding by grant recipients.

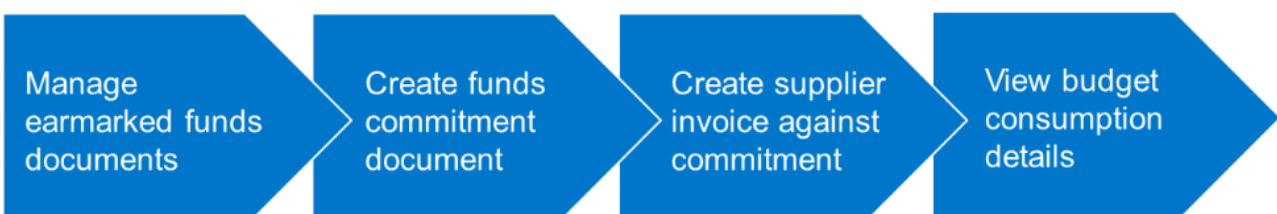


This set of processes deliver the following business benefits:

- Identify, obtain, and record all funding related to grants received
- Record the tasks and activities related to managing the sponsored programs and furthering the sponsor's and organisation's objectives
- Bill and record sponsor amounts
- Record and report all related costs, revenues, and required statistical information
- Differentiate between eligible and ineligible costs

Earmarked Funds

Earmarked funds are business transactions in which funds that have already been approved are claimed for planned expenditures.



The following business transactions are included under the concept of earmarked funds:

- Funds reservations
- Funds pre-commitments
- Funds commitments

This set of processes deliver the following business benefits:

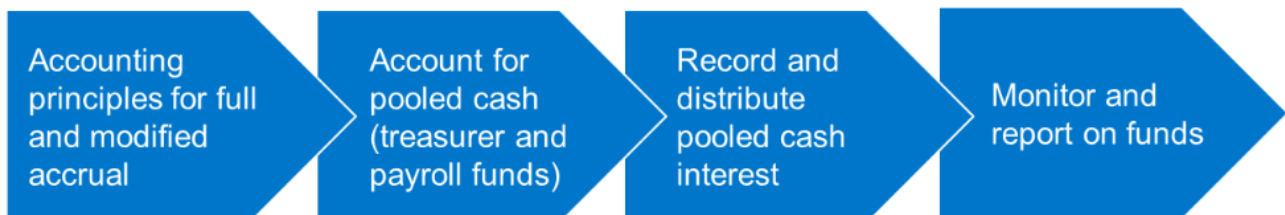
- Record encumbrances to reserve budget
- Immediate budget availability checking
- Usage/reduction in procurement and FI documents

Fund Accounting

Fund accounting is the act of recording, summarising, reporting, analysing, and interpreting the financial transactions of governments or non-profit organisations by using fiscal and accounting entities, such as a fund with a self-balancing set of accounts. Fund Accounting provides additional functionalities that are unique to state, local governments and non-profit organisations, such as the following:

- Additional accounting principles for modified (current financial resources measurement focus) and full accrual (economic resources measurement focus) accounting, accounting for pool funds, such as the treasurer's and payroll agency fund
- The ability to record and distribute interest from the pool to participating funds

Fund accounting supports fund-based accounting that takes into account the requirements of public sector accounting standards. It is based on the integration of accounting and reporting by fund and functional area throughout the solution.



The following business transactions are included under the concept of earmarked funds:

- Reduction of manual processes
- Simplify production of statutory financial reports
- Facilitates creation of cash flow reporting
- Provide an overview of key performance indicators for the fund accountant
- Automatically distribute interest to destination funds and grants based on defined rules; average daily balance calculated on funds and grants

SAP Public Sector Collection and Disbursement

SAP Public Sector Collection and Disbursement Supports the processes of receivables and payables for large scale, citizen focused activities. It provides capabilities to manage all debt collections through flexible dunning and risk-based processes.

- Management of dispute, audit, and enforcement cases including all correspondence
- Customers can perform account maintenance and remittance and payment processing, correspondence and billing

Key capabilities

- Billing and invoicing
- Receivables and payables management

- Payment and receipt handling
- Credit management
- Debt and collections management including enforcement
- Revenue accounting
- Financial customer care and dispute management

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

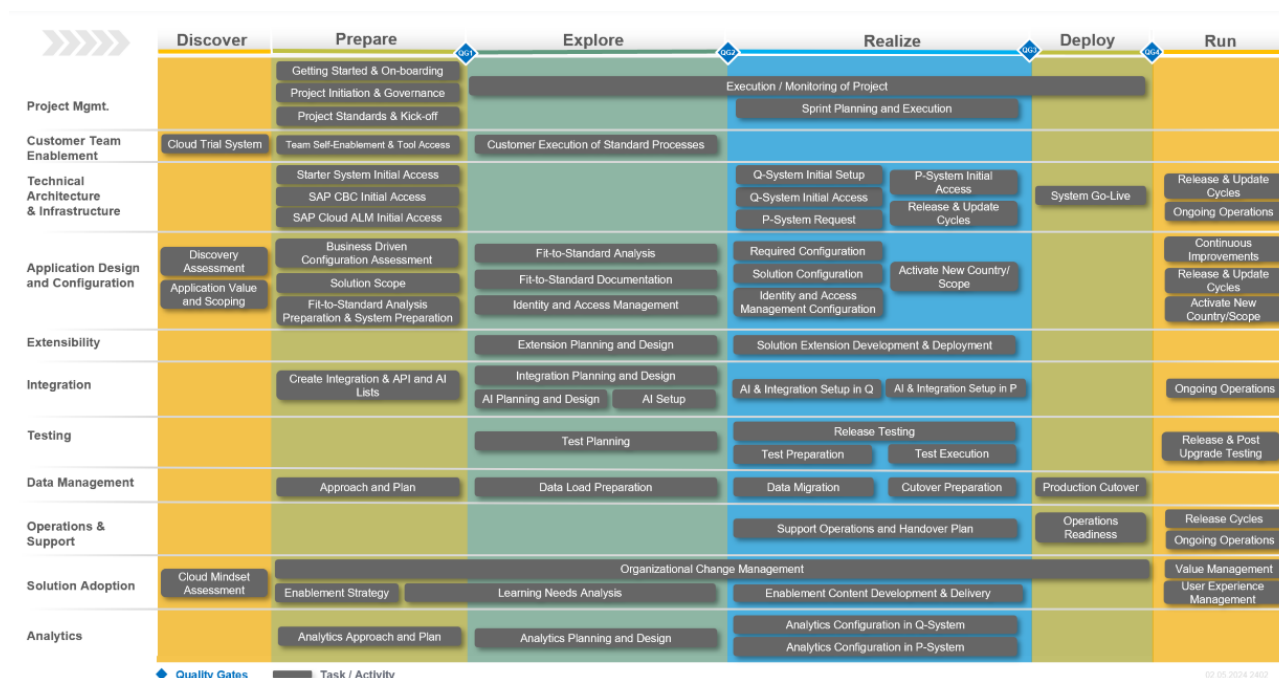
This is an add-on service to SAP S/4HANA Cloud, which is separately licensed. Implementation is performed during the initial implementation project, and this set of add-on capabilities cannot be activated after initial set-up and go-live

General Implementation Approach

NTT Data Business Solutions 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 organisational 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 & 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%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

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 04:00 UTC) for 24 hours. There are 2 upgrade releases that must be taken.

For Private Cloud – there is a major release every 2 years, with interim Feature Packs every 6 months. Upgrades are optional in Private Cloud, but the customer must be on a maintained release (hence must upgrade at least every 7 years). Subscription includes costs for the upgrade every 2 years.

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.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

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.