



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Human Capital Management (HCM)

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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.

Service

Overview of SAP S/4HANA Human Capital Management

SAP Human Capital Management Core, private cloud edition provides a single global platform for country-specific HR administration. It supports organisational management, absence and benefits administration, employee and manager self-services, and integrated reporting and analytics, helping ensure compliance, efficient payroll processes, and effective workforce management.

It is a separately licensed component of SAP S/4HANA Cloud, Private Edition, and as such requires that solution to also be licensed and implemented.

The SAP SuccessFactors HCM solution provides a complete public-cloud SaaS solution for HCM and Talent Management, and is an alternative to SAP S/4HANA Human Capital Management for stand-alone deployment and for customers not already using SAP on-premise or private-cloud HCM.

Please contact NTT DATA Business Solutions for guidance and the selection of the strategic solution for your organisation.

Business Benefits

Embedded HCM in core ERP: delivered as a component of the core SAP S/4HANA ERP, it offers HCM capabilities for customers using on-premise SAP HCM today, and wishing to move the full solution to a private cloud environment.

Cloud-Based Agility: As a Software as a Service (SaaS) solution, it offers scalability, accessibility from any device, and regular, automatic updates that include the latest technologies and regulatory changes.

Enhanced Employee Experience: By offering intuitive user interfaces, self-service tools, and embedded AI, it empowers employees and managers to take ownership of HR tasks and development, leading to increased engagement and productivity.

Integrated Processes: The unified platform breaks down silos between HR functions, ensuring consistent data and streamlined, end-to-end workflows.

Data-Driven Insights: Robust analytics provide a comprehensive view of the workforce, allowing leaders to make informed decisions about hiring, retention, and development.

Preserve existing SAP HR/payroll operating model (processes, rules, payroll schemas, time evaluation, country versions), while shifting infrastructure and commercial model to cloud subscription.

Increase standardisation and transparency of HR master data and organisational structures as the basis for payroll, time, and downstream finance postings. (This is the foundational promise of SAP Personnel Administration in SAP HCM.)

Applicability

This service is appropriate where:

- You have **existing SAP ERP HCM / SAP payroll and time** with high complexity (schemas, rules, union agreements, public sector, multi-country), and want to minimise functional disruption while moving to a cloud operating model.
- You require **private cloud** deployment characteristics (more control over change timing, retaining established configuration and extensions) compared with a public SaaS approach. SAP's SAP S/4HANA Cloud Private Edition is designed to be hosted for the customer on SAP or hyper-scaler infrastructure.

Core HCM

Managing organisations through uncertainty presents challenges but also creates HCM solution provides flexible, global, core HR functionality to help meet both the expectations of people and the needs of a business. Core HR systems are no longer systems of record, but agile platforms where an organisation comes together to build value-based relationships with the workforce. Using one core hub, HR can move beyond automating processes, reducing costs, and driving compliance. It evolves into agile engagement of permanent and external workers.

SAP Core HCM Cloud, private edition supports a broad range of countries and languages for core HR, time, and payroll. This enables multinational organisations to standardise on a single platform while meeting local legal and regulatory requirements.

Business benefits:

- Reduced complexity compared to maintaining multiple local payroll solutions
- Consistent global HR data with local statutory compliance
- Scalability for international operations

SAP has deepened the platform's AI capabilities through Joule, its embedded conversational assistant. Joule enables natural-language navigation allowing users to type commands like "Show me the org chart" or "Promote an employee," and Joule guides them through each step. It supports automated HR actions, such as creating cost centers or updating job information, reducing reliance on technical know-how. Joule also leverages document grounding, allowing users to query internal policies or benefit documents and receive precise, context-based answers drawn from SharePoint or other repositories.

SAP Human Capital Management Core, private cloud edition supports:

- - The set up of an HR administration system across the globe with country-specific versions. The HR processes integrate with other business areas on a single, global platform, storing employee and employment information by date and time.
- - Organizational structures and policies as building blocks for enterprise-wide processes. The solution helps build, maintain, and reorganize organizational structures and requirements of the workforce.
- - Optimization of absence management for compliance requirements and payroll processes. It helps define and manage working calendars and vacation allowances for global and localized processes.
- - Development and management of employee benefit plans. You can monitor benefits enrollment by checking eligibility. HR staff can maintain legal compliance on a single record system integrated with self-services and payroll processes.
- - Self-service for employees and managers, who can use multiple interfaces to access the solution and change their own data. Managers have access to automated processes, data, and workflow requests.
- - Reporting and analytics by providing a fuller view and insights into core HR processes.

Note: this solution also includes display rights to the SAP ERP application and SAP S/4HANA private cloud edition for organizational structure management only.



Figure 1: Core HCM Capabilities

Personnel administration

Personnel Administration provides the central system of record for employee data throughout the employment lifecycle. It supports the structured capture, maintenance, and historical tracking of employee master data.

Typical capabilities include:

- Hire-to-retain employee administration.
- Management of payroll-relevant and time-relevant employee attributes
- Support for HR operational processes requiring accurate master data

Business benefits:

- Improved data quality and auditability
- Reduced administrative effort through standardised data handling
- A stable foundation for payroll and time processing

Organisational structures

The solution supports organisational structures that model organisational units, positions, jobs, and reporting relationships. These structures underpin approvals, access control, and reporting.

Business benefits:

- Consistent organisational modelling across HR processes
- Clear accountability and reporting lines
- Support for role-based security and workflows

Payroll

For many employers, the cost of human capital, or payroll, is their single largest expense. Payroll is also frequently the only regular, guaranteed touch point between an employer and their employees. A timely and efficient payroll process that minimises potential errors, offers regulatory compliance, and avoids employee satisfaction issues is required. SAP Payroll helps organisations manage payroll in-house with a cloud-based solution. It comes with a simple, modern user experience that pushes all necessary information to users when user interaction is required. It is fully integrated with the other SAP private edition or SAP SuccessFactors solutions, eliminating double data entry and supporting accuracy.

SAP Payroll offers a proven global payroll engine to support accurate pay for employees based on their time recorded and their contractual obligations in the core HR system.

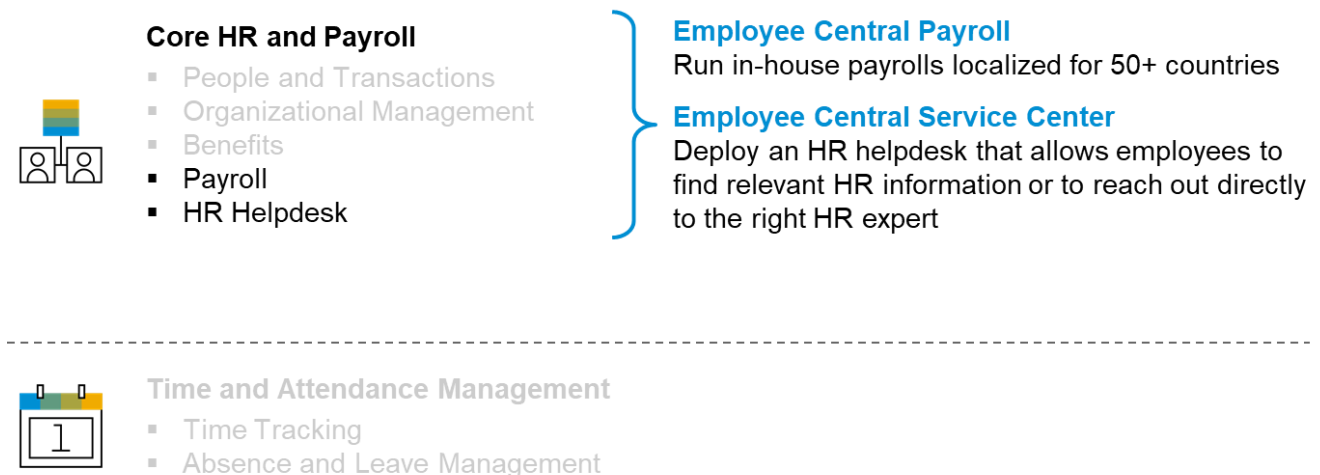


Figure 2: SAP Payroll

Localisation is at the centre of the solution:

SAP Payroll is localised for 50+ countries, with support for country-specific fields, and local regulatory requirements and business rules. Content and documentation are available in 34 languages and over 170 currencies.

Localisation is at the centre of our solution:

SAP core HR support over 100 countries, with country-specific fields, local regulatory requirements and business rules, and 100+ reports.

- Content and documentation in 45 languages and used in 200+ countries.
- Unmatched country and regional compliance - Over 1,000 HR regulatory changes introduced annually to support customer country and regional compliance.
- A 200+ strong globalisation team analyse and prioritise legal requirements compliance requirements.
- More than 300 product developers review, evaluate, prioritise, develop, and implement statutory and legal changes into our solutions.

Time Tracking

SAP Time Tracking Cloud is a comprehensive solution designed to manage employee working hours, absences, and scheduling efficiently. It offers features such as:

- Self-service time and attendance tracking for employees, ensuring accuracy and compliance with regulations.
- Seamless integrations with payroll and finance systems, simplifying time tracking processes.
- Automated time recording and validation, reducing payroll errors and ensuring timely compensation.
- Real-time visibility into workforce performance, allowing managers to monitor attendance and optimise scheduling.

This solution provides a unified platform for HR, payroll, and time management processes

Integration

The solution integrates with other enterprise systems, most notably finance, to support payroll posting and cost allocation. It also supports integration with identity systems and external providers as required.

Extensibility

In a private cloud context, customers can extend the solution in a controlled manner while protecting the integrity of core HR and payroll processes. This enables industry-specific or country-specific requirements to be met without destabilising the core system.

Business benefits:

- Protection of critical payroll and HR processes
- Flexibility to address unique organisational needs
- Support for phased modernisation strategies

Operational model and value proposition

Cloud operations

As a private cloud service, SAP Core HCM Cloud, private edition reduces the operational burden associated with infrastructure management while retaining customer control over configuration and process design.

Security and access control

Role-based security ensures that users can access only the applications and data relevant to their role, supporting strong governance and compliance.

Overall value proposition

SAP Core HCM Cloud, private edition delivers:

- Enterprise-grade core HR, time, and payroll capabilities
- Cloud infrastructure benefits without sacrificing functional depth
- A modern user experience built on SAP Fiori
- A stable, compliant platform for organisations with complex HR and payroll requirements

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

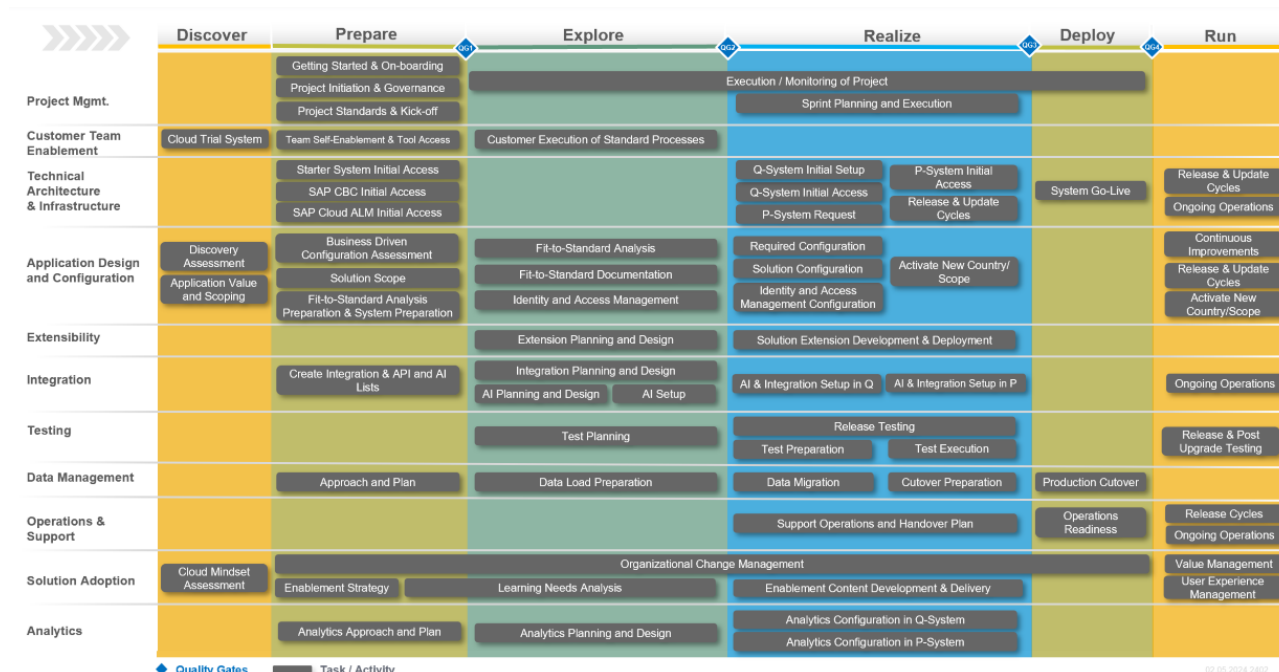
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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 – NTT DATA Business Solutions 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%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NTT DATA Business Solutions 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 SuccessFactors, there is a weekly maintenance window (Saturday 22:00 UTC) for 1 hour and a monthly maintenance window (Saturday 22:00 UTC for a maximum of 4 hours).

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 7 hours. These upgrades include mandatory as well as optional items for each release.

For SAP SuccessFactors Employee Central Payroll, there is a weekly maintenance window (Saturday 22:00 UTC) for a maximum of 4 hours.

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 4 hours. These upgrades include mandatory as well as optional items for each release.

For SAP SuccessFactors People Intelligence, there are quarterly release schedules which occur in Feb, May, Aug and Nov.

Service patches are deployed during planned maintenance windows.

For SAP SuccessFactors Work Zone, there is a weekly maintenance window (Saturday 22:00 UTC) for a maximum of 4 hours.

In addition, there are up to 6 major upgrade windows per year (Friday 22:00 UTC) for 7 hours. These upgrades include mandatory as well as optional items for each release.

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 NTT DATA Business Solutions to support the customer in the offboard and data extraction elements up to the contract termination.

Business Continuity

As a Public Cloud solution, the 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). NTT DATA Business Solutions 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, NTT DATA Business Solutions can provide specific detail on application.