



Service Description Document for:

SAP Signavio Process Transformation Suite, private cloud edition

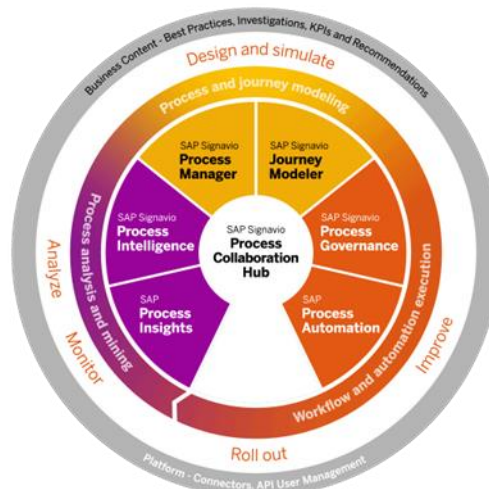
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NTT DATA Business Solutions is a Global Value-Added Reseller of SAP and provides all SAP products in the same form as if they had been purchased

SAP Signavio Process Transformation Suite, private cloud edition

Description

With the SAP Signavio Process Transformation Suite, organisations can not only understand their existing business processes, but they can also proactively manage and optimise those processes to achieve the agility needed to succeed and thrive. Changing the way everyone within your organisation thinks about processes is the key to a resilient and sustainable business.



The SAP Signavio Process Transformation Suite consists of the following SAP Signavio solutions:

- **SAP Signavio Process Insights and Process Intelligence** to complete process analysis and mining for enterprise transformations and operational excellence programs
- **SAP Signavio Process Modeler and Journey Modeler** for standardised process and journey management, simulation and modelling
- **SAP Signavio Process Governance** to maintain organisational and regulatory compliance of all documented processes
- **SAP Signavio Process Collaboration Hub and Process Transformation Manager** for collaborative planning, management and execution of transformations

Key benefits include:

- **Align across the entire organisation** - Involve all stakeholders in the design of your to-be state and get buy-in on improvement proposals. Model, govern, share, and collaborate on processes, actions and beyond with an all-in-one solution.
- **Reduce time to insight** - Discover how you operate today and leverage your data to locate and evaluate process improvements potential based on simulation of alternative scenarios.
- **Bring experience and process excellence together** - Combine outside-in and inside-out perspectives to translate customer, supplier, and employee experience to your operational reality.
- **Increase agility and reduce time to action** - Build a process improvement mindset, foster a collaborative mindshare on future process transformation and build resilience into your business.

Features – SAP Signavio Process Insights

Focused entry points

Enables you to do the following:

- Navigate to predefined categories of business content of interest.
- Select from predefined lists of end-to-end processes, modular processes, lines of business, or value drivers as your entry point to process insights and recommendations.
- Start your analysis using both personal and predefined dashboards. Dashboards include widgets that display your favourite and most relevant business content. They may also include widgets that visualise the performance of individual metrics over time.

Process flows

Enables you to get an overview of available process flows and display a visualisation of process performance for typical business processes based on data collected from your connected source system.

Execution variants in process flows

Enables you to do the following:

- Visually analyse and compare different execution paths of a process flow that's enabled for event logging, based on impacted business object instances, cycle time, or monetary value.
- Analyse process performance based on selected execution variants.
- View and analyse execution variants associated with a frequent blocker or other contextual information within a process flow.

Standard performance indicators

Enables you to get process performance metrics based on data collected from your connected source system.

Company benchmarks

Enables you to compare performance across entities within your organization:

- Company benchmarks for process flows enable you to visually compare performance across predefined entities internally within your organisation. You can compare the following:
 - Completion rates for stages of the process
 - Lead times to transition between stages of the process
 - Metrics for frequent blockers or other information shown as boxes within a process flow
- Company benchmarks for standard performance indicators enable you to visually compare performance across predefined entities internally within your organisation. What you can compare depends on the category of the standard performance indicator.

Industry benchmarks

Enables you to compare your organisation's performance with that of industry peers:

- Industry benchmarks for process flows enable you to access industry benchmarking information in process flows for which external benchmarking information is available. This lets you compare your organisation's performance to that of industry peers. These benchmarks are available for the days to completion and completion rate metrics as well as for many of the frequent blockers in process flows.
- Industry benchmarks for standard performance indicators enable you to access industry benchmarking information for standard performance indicators for which external benchmarking information is available so you can compare your organisation's performance to that of industry peers.

Trends

Enables you to access a trend analysis chart to visually analyze trends and monitor process performance over time for the following:

- Frequent blockers in process flows for which trends are available
- Standard performance indicators for which trends are available

Correction recommendations

Enables you to do the following:

- Display a list of correction recommendations that outline steps your organisation can take in your source system to resolve process performance issues identified.
- Select a specific correction recommendation to get more information. The information includes a detail list of the business object instances for which the recommendation is relevant and access to a more detailed description of the recommended action your organization can take in your source system.
- Access a filtering option for a correction recommendation that allows you to drill down into the details by selecting filters and filter values based on predefined attributes for that specific performance indicator.
- From a detail list, access a direct link to business objects instances for supported business objects in your SAP on-premise source system or download the list of business objects instances in CSV format.
- Add a correction recommendation to your favourites.

Innovation recommendations

Enables you to do the following:

- Display a list of innovation recommendations that your organization can use to plan long-term strategic improvement using SAP solutions and applications. This list lets you do the following:
 - Choose from various categories of recommendations.
 - See what end-to-end processes or lines of business a recommendation is related to.
 - Filter recommendations by end-to-end processes or lines of business.
- Select a specific innovation recommendation to display more information from other information sources outside the solution.

Recommendations linked to stages or frequent blockers in process flows

Correction recommendations for stages and frequent blockers in process flows enable you to do the following:

- Display a list of available correction recommendations relevant for a specific stage or frequent blocker.
- Select a specific correction recommendation to get more detailed information about the recommended action to take to implement the recommendation.

Innovation recommendations for frequent blockers in process flows enable you to do the following:

- Display any available innovation recommendations for a specific frequent blocker.
- Select a specific innovation recommendation to get more detailed information about it from other information sources outside the solution.

Recommendations linked to standard performance indicators

- Correction recommendations for standard performance indicators enable you to do the following:
 - Display a list of correction recommendations relevant for a specific standard performance indicator.
 - Select a specific correction recommendation to get more detailed information about how to act on the recommendation.
- Innovation recommendations for standard performance indicators enable you to do the following:
 - Display the available innovation recommendations for a specific standard performance indicator.
 - Select a specific innovation recommendation to get more detailed information about it from other information sources outside the solution.

Monetary values

- Monetary values for some standard performance indicators
- Monetary values in process flows
- Monetary values in filters

Value analysis

Enables you to see how much your organization stands to gain by optimising its processes. You can do the following:

- Use value cases to identify the potential value of achieving specified process improvement targets for certain standard performance indicators.
- Understand how the potential value is calculated based on a specified improvement target and a predefined formula that uses metrics that come directly from the process performance data collected from your source system.
- Influence the value calculation by changing and saving the improvement target, as well as some input values used in the formula.
- Access a filtering option for a value calculation that allows you to drill down into the details by selecting filters and filter values based on predefined attributes for each performance indicator. As a user authorized to edit how potential value is calculated, you can use filters to focus your value analysis on specific attributes, such as company code or plant.
- Monitor your progress towards achieving the potential value for each performance indicator.

SAP S/4HANA Cloud transformation planning

Enables you to plan your transformation journey to SAP S/4HANA Cloud. You can do the following:

- Select from predefined lists of end-to-end processes and lines of business as your entry point for planning.
- Navigate to relevant solution process flows for SAP S/4HANA Cloud, private edition, or public edition in SAP Signavio Process Explorer. This allows you to compare your organization's current processes with best practice processes available in SAP Signavio Process Explorer as solution process flows.
- Navigate to performance indicators or correction recommendations to analyse and remove legacy data before transitioning to SAP S/4HANA Cloud.

Features – SAP Signavio Process Intelligence

Data Onboarding

Upload process data to SAP Signavio Process Intelligence as files. When using zipped CSV or XES files, each zipped file can only contain one file.

Process Data Management

Get an overview of source data, connections, and process data pipelines. The pipeline serves as a funnel for raw data being turned into process data.

Data Extraction

- Configure and manage the extraction of data from source systems via Process Intelligence connectors.
- Flexibly extract data through standard connectors for on-premises and cloud systems.

Data Transformation and Load

Enables you to transform raw data into process data. The process data is then loaded into the process, which is linked in the process data pipeline.

Standard Connectors

Leverage standard connectors to connect source systems to SAP Signavio Process Intelligence. Standard connectors exist for ServiceNow, AWS Athena, AWS S3, Jira, SAP ERP, SAP HANA, ODATA, Google BQ, MySQL, PostgreSQL, SuccessFactors, Snowflake, Elastic, Microsoft MySQL Server, SAP Cloud Integration, MongoDB and Datasphere.

Manual Upload

- Configure and manage the manual upload of a data file
- Manual upload offers the users the chance to upload their data in a CSV format when necessary.

Ingestion API

- Configure and manage the ingestion of data via API
- Ingestion API enables users to acquire data from any source system via custom implementations by leveraging on data integration tools pushing data into SAP Signavio Process Intelligence.

CSV Event Log Upload

Upload process data to SAP Signavio Process Intelligence as zipped CSV files. Be sure to check requirements and recommendations in our product documentation.

API for XES Upload

Manage data uploads with the data upload API to SAP Signavio Process Intelligence once or on a regular basis. Data needs to be provided as XES files.

SAP Signavio Analytics Language (SIGNAL)

Run tailored analysis with SAP Signavio analytics language (SIGNAL), a specialised query language for process analysis.

Process Metrics

Manage important process and key performance indicators centrally. Metrics can be added from the central library or created from scratch by users.

Metric Library

Choose from over 500 built-in metrics, specify the metrics available in each process, metrics categorized and recommended based on the source system and process type, create custom metrics, and share metrics across workspaces by exporting and importing them. Use metrics in the SAP Signavio Process Intelligence metric library to monitor your main performance indicators. SAP Signavio Process Intelligence comes with a set of standard metrics to quickly start your analysis. Metrics can be customized with the SAP Signavio analytics language (SIGNAL).

Volume Usage

Display the number of processes, cases, and events in the data store.

Access Rights Management

Manage access rights for different users and on the data and object level to limit permissions to investigations and more.

Process Metrics

Display metrics, set thresholds and check its progression. Expose metrics through Widgets in Dashboards.

Investigations

A centralised canvas to perform and organise advanced process mining analytics on a business process's event log data using various widgets.

Shared Investigations

Share investigations in SAP Signavio Process Collaboration Hub for mass consumption.

Dashboards

Dashboards with a flexible layout to organise widgets, with the ability to drag and drop, and resize the widgets.

Charts & Table Widgets

- Create widgets that visualise data in different types of charts or as a table, for example:
- Case Table: Show any dimension or key figure in a tabular form.
- Correlation: Create a scatterplot, a graphical representation of two numerical variables plotted along two axes to identify or show their relationship.

Process-Related Widgets

- Create widgets that visualise your process in different ways, for example:
- Process Conformance: Display the paths of process variants, showing one variant at a time to display hotspot activities or to map each variant against the BPMN model of the process.
- Process Discovery: Generate an interactive process map from the event log data. By default, the widget displays the most common process paths.
- Variant Explorer: Display the different process variants existing in the event log.

Widget Configuration

Create widgets as dynamic content that you can add into your investigations. You are able to copy, duplicate, delete, or edit the widgets.

Live Insights

Add process performance or experience metrics and KPIs to be able monitor them in BPMN diagrams, widgets, and journey models.

Filters

Restrict the analysis framework flexibly and at multiple levels.

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.

Signal oData API

Access process data via OData views. These curated result sets are generated using a predefined query and allow data to be exported via a RESTful API without exposing the underlying data model.

Actions

Automate the operational response to process dynamics identified through process data analysis. Users can set up actions to automatically execute tasks such as sending emails, messaging in platforms, or starting processes in other systems whenever specified conditions within the process data are met.

Insights

You can save your own findings in the process data, such as problems or inefficiencies, as insights, or save them from automated insights.

Automated Insights

A dedicated engine generates insights based on a set of algorithms. The results can be persisted in the insights collection, and/or persisted in dashboards and investigations.

Process Variables

Create a custom variable which can be used in custom metrics, similarly to the variables coming from the metric library for metric accelerators.

Automated Root Cause Analysis

Automated root cause analysis provides a dedicated engine that uncovers the subsets of cases from a process (subgroups) that drive process performance and ranks them.

Value Analysis

Calculate the value of discovered issues by leveraging live metrics along with user-defined parameters to add a monetary dimension. A clear user flow from data input to value helps you to understand and prioritise business use cases with a value-based approach.

Features – SAP Signavio Process Modeler

Process Modelling

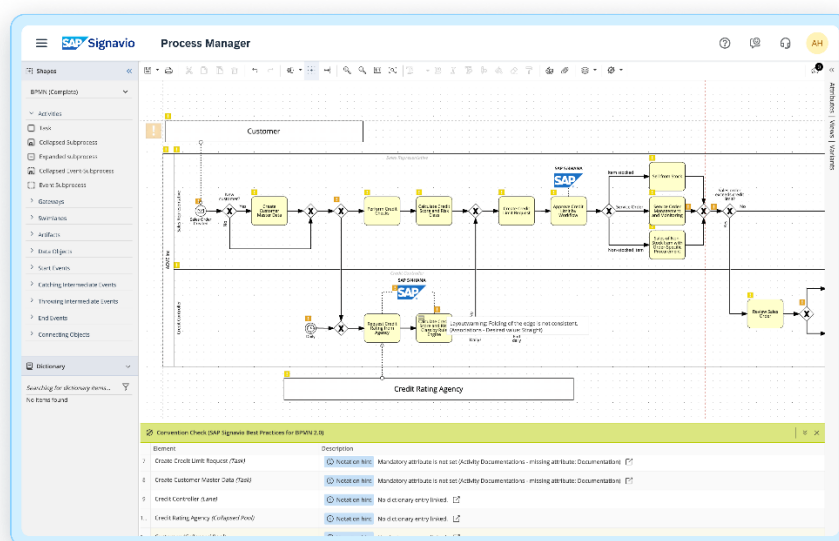
Enables you to model and document business processes and decision in multiple notations and languages, leveraging a shared repository.

Variant Management

Ease your process transformation efforts by clearly defining and representing each process variant in the repository. Manage how variants relate to each other, minimize duplication, and seamlessly track and propagate changes across variants. This enables users to identify, model, and consume the right variants efficiently.

Customisable Modelling Conventions

Perform and customise modelling checks and customise process models to fit your organisational standards.



Manage Risks and Controls

Manage risks and controls within the process landscape.

Attribute Visualisations

Visualise process attributes with icons and colours to enhance clarity and communication.

Efficient Change Tracking

Seamlessly track and propagate changes across variants.

Connectivity

Provide connectivity and synchronisation for business process data.

Integrations for SAP Signavio Process Transformation Suite

Enable seamless integration with SAP Signavio Process Transformation Suite for reporting, governance, user management, access rights, and security settings.

SAP Cloud ALM Integration

This powerful combination supports an integrated lifecycle approach and aligns perfectly with the ERP Clean Core strategy with the integration of SAP Signavio with SAP Cloud ALM. The integration accelerates business process transformations by facilitating the transfer of to-be process models from SAP Signavio to SAP Cloud ALM.

Features – SAP Signavio Journey Modeler

Standard Journey Modelling

Build journey models in a tabular structure. Use stages to depict all stages of a journey in a timeline approach. Add sections to include customer sentiments or IT systems while the number of sections is unlimited. Add

multiple columns to each section for one stage. The smallest element you can edit is the card, contained in a table cell. What you can add to a card depends on the section type.

Link BPMN processes to journeys

Link one or more processes to a journey model. You can link complete processes or select process elements.

Link external BI tools

Add external widgets, for example to visualize data. You need link addresses or code snippets to add external widgets. Currently Tableau and Google Looker Studio (formerly Google Data Studio) are supported.

Link analytical widgets from process investigations

Add widgets from SAP Signavio Process Intelligence, to illustrate investigation results. To be able to view a widget, users must be added as consumers to the process view in SAP Signavio Process Intelligence.

Automatically detect IT systems and organisational units based on linked processes

IT systems detected in the linked process models are automatically displayed in this section. All IT systems that are detected in any linked process are listed in the first element. If a column contains a linked process, IT systems in this process are marked with a solid line.

Features – SAP Signavio Process Governance

Personal Tasks Inbox

View your tasks in your personal inbox. You find tasks assigned to you and tasks where you are a candidate. It also includes tasks that you created ad-hoc or any created subtasks related to that.

Complete Workflow Tasks

Collaborators can complete tasks within individual cases.

Task Notifications

You receive notification on task or case updates.

Status Tracking

Track progress.

Collaboration Space

Invited users receive an email with a link to the registration page, where they can create an SAP Signavio Process Governance user to become a member of the organisation.

Document Upload & Routing

Collect the information input entered by users of the workflow tasks. SAP Signavio Process Governance can add these data dynamically to a document, which is then used as a basis for a later audit, for example for further decisions.

Process Definition

SAP Signavio Process Governance is easy to use and aimed at anyone who needs to describe and collaborate on routine work, regardless of their familiarity or comfort with BPM.

Triggers

Specify how your processes start. With a manual trigger, you start processes manually, by selecting a process and starting a new case. Utilise form triggers to start a process using a form with public or private form triggers. Trigger a new case using an email trigger. Use a product trigger to start an approval process.

Human Tasks & Forms

Start a process and a case with all tasks created by SAP Signavio Process Governance. Add tasks and subtasks to existing cases.

Start Workflow Cases

Collaborators can start and initiate cases.

Automatic Tasks

Carry out tasks or processes without the need for manual intervention. This can include the use of software, systems, or tools to streamline and speed up the completion of various activities.

Process Logic

SAP Signavio Process Governance allows anyone with BPMN knowledge to model a workflow. The systems allow for importing BPMN diagrams.

Access Control

Use access control in SAP Signavio Process Governance to restrict who can access a process, edit cases, or access specific tasks within a process. Processes and tasks default to public accessibility, which means that all users in the organisation have access. When you configure access controls, you restrict access to specific users or groups.

Single-Click Deployment

Use versioning to have full control of your published workflows. Users can go to previous versions, edit them and restore them if necessary.

Analytics

Create and share reports that provide aggregated overviews. Each report runs on demand and aggregates a process' cases in tabular and graphical form in the web user interface. You can also export your case data for an investigation in SAP Signavio Process Intelligence.

Standard and Custom Connectors

Connect to other SAP Signavio products (e.g., SAP Signavio Process Manager to execute approval workflows for process models and to integrate the dictionary) or third-party offerings (e.g. Google connector to upload files, manage Calendar events and more). Build custom connectors, as required, to integrate dynamic structured data from other IT systems into your workflows.

Email Connector & Send Email

Send an email to the specified user. Specify sender name, recipients, reply to, subject, attachments, and body text tailored to your needs.

Process Model Trigger for Approvals

Model approval workflows to your own needs, such as:

- Creating complex models using gateways
- Sending emails automatically
- Using 3rd party integrations
- Alternatively, users can use the predefined two-level approval workflow.

Execute Decision Models (DMN™ 1.0) in SAP Signavio Process Governance

Execute the decision logic from a DMN diagram in SAP Signavio Process Governance. You create the DMN diagram in SAP Signavio Process Manager.

Process Rating

Consumers of processes can provide quantifiable, measurable feedback by rating a process based on a set of preselected criteria. Users can view their own and overall rating based on the access rights. Please note, this feature can only be configured and activated by an SAP Signavio Process Collaboration Hub administrator with an active SAP Signavio Process Governance license.

Management of Process Templates and their Variants

Enables process professionals to define global process templates, design or attach and detach variants from existing repository of processes, and control applicable dimensions and values that are in sync with the Dictionary (central object/taxonomy repository).

Analytics APIs

Enable effortless and direct reporting on process-related governance tasks and cases within their preferred system. A personalised API key allows seamless integration with BI tools, simplifying data retrieval and analysis. Additionally, these APIs generate comprehensive reports on approval cases in external BI tools, incorporating various case attributes for informed decision-making.

Features – SAP Signavio Process Collaboration Hub

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.

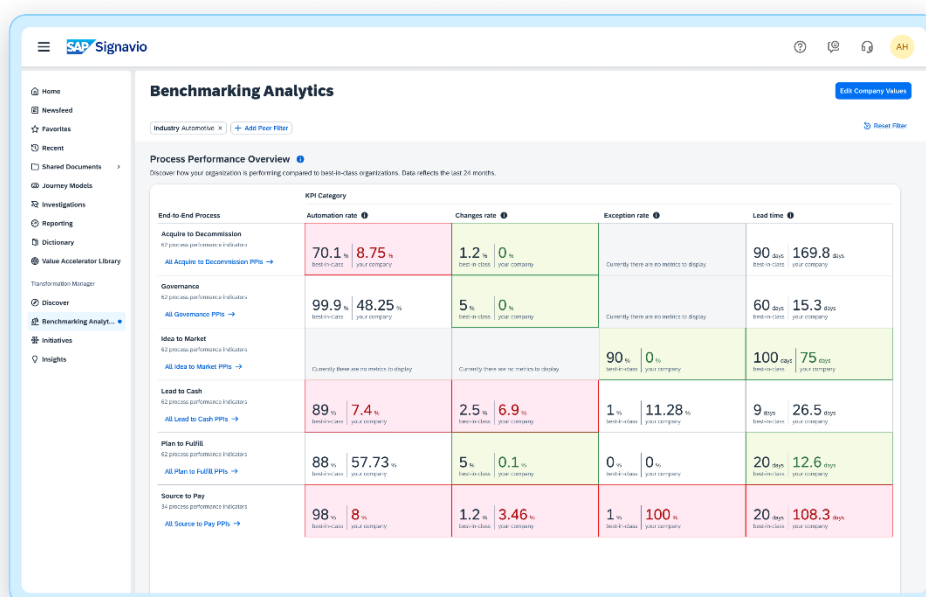
Value Accelerator Creation and Transfer

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.

Features – SAP Signavio Process Transformation Manager

Benchmarking analytics to identify how to get started and realise the need to improve

Enables users to compare KPIs (automation rate, exceptions, changes and lead time) in end-to-end processes (acquire to decommission, idea to market, source to pay, plan to fulfil, lead to cash, governance) with best-in-class organisation by adding their company value automatically or manually and applying filters (industry, region, revenue, number of employees) to compare themselves to peers with the same characteristics and capture these insights into transformation initiatives.

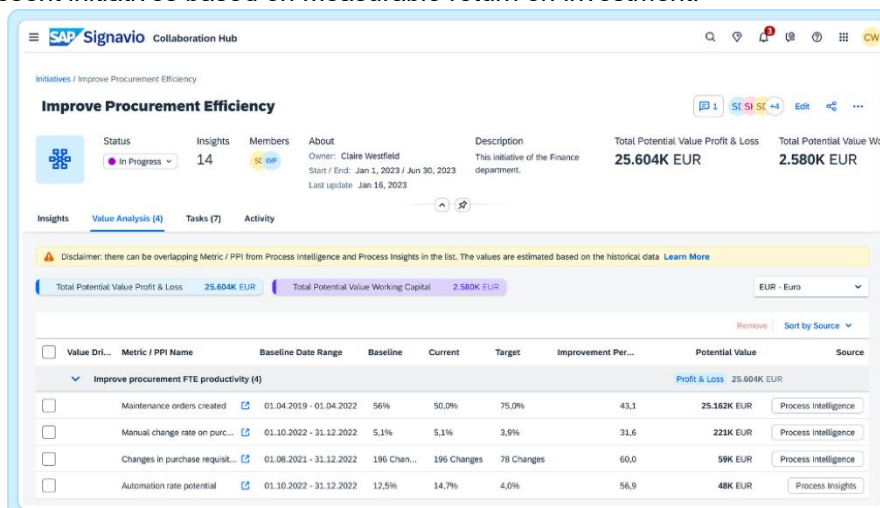


Insights & Initiatives

- Enables transformation leads to collaboratively identify findings to be improved from across the SAP Signavio suite, as well as manage strategic initiatives towards achieving operational excellence and quantifiable success. This is achieved by:
- Capturing, managing and collaborating on insights centrally
- Creating, managing, sharing and receiving recommendations for initiatives
- Associating insights with initiatives
- Linking value cases to initiatives

Value Analysis

Prioritise and present initiatives based on measurable return on investment.



User Tasks

Enables users to create tasks, add description, assign an owner, or complete the tasks.

Objectives

Empowers transformation leaders to structure their work around clear, strategic objectives by grouping related initiatives and providing contextual metadata to support planning, tracking, and alignment. This is achieved by:

- Creating and editing objectives with defined titles, descriptions, status, owners, and timelines
- Structuring initiatives by linking them to relevant objectives
- Visualising progress and responsibility across transformation goals
- Supporting governance through attribute-based filtering and permission management
- Laying the foundation for cross-asset navigation

Assets

Enables transformation leads and initiative owners to enrich initiatives with connected assets, ensuring that all relevant context, evidence, and resources are available in one place to drive execution and alignment.

This is achieved by:

- Attaching dashboards, metrics, documents, and external links as initiative assets.
- Providing a centralised view of all initiative-related assets to improve collaboration and decision-making.

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.

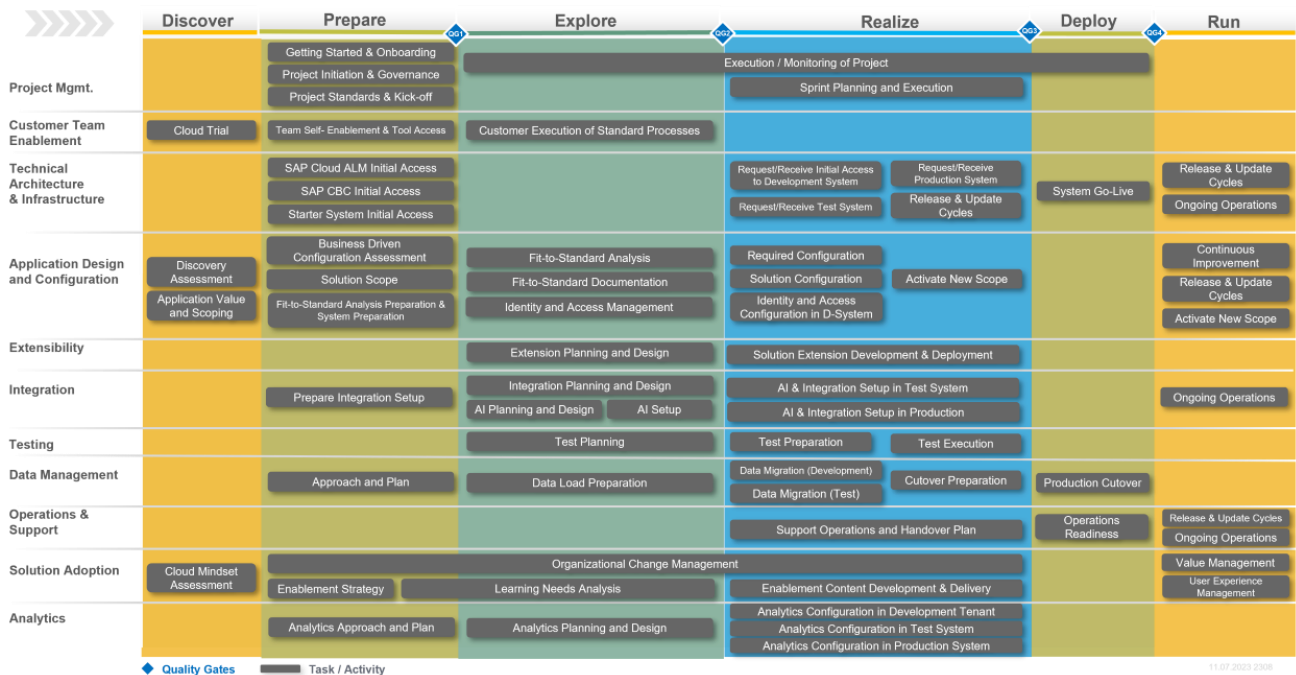
An Onboarding guide is also available for Signavio Process Insights for new customers to gain an understanding of the steps and stages to get things up and running: <https://help.sap.com/docs/signavio-process-insights/administration-guide/onboarding>.

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.