



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Business One

10 December 2025 | Document Version 1.00

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.

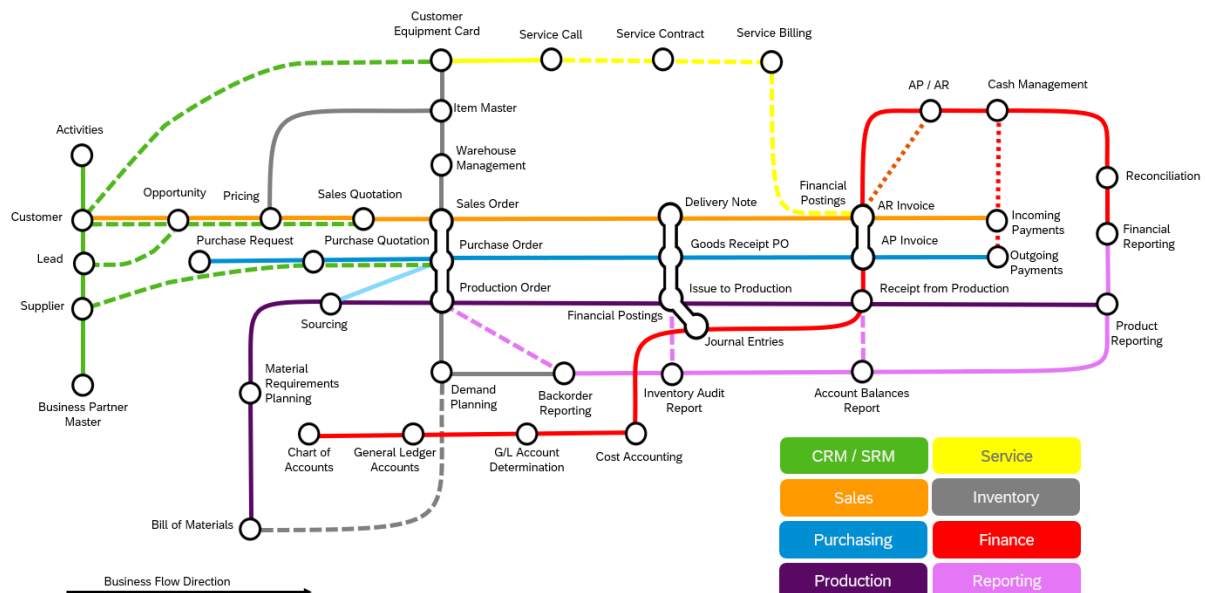
SAP Business One Overview

SAP Business One is a single, integrated solution that provides clear visibility into your entire business and complete control over every aspect of your operations. It captures all critical business information for immediate

access and use companywide. Unlike accounting packages and spreadsheets, it delivers what you need to manage your key business areas. Because every business is different, SAP Business One is designed with flexibility in mind. Whether it's deployed on premise or in the cloud, you can access SAP Business One at anytime, anywhere via any mobile device. And because SAP Business One runs on both the SAP HANA® and Microsoft SQL server platforms, you can choose the one that suits your business best. What's more, your employees can start using it from day one. As your business grows, you can customise and extend SAP Business One to meet your evolving needs. Do you want to grow your business overseas? SAP Business One supports 28 languages and 50 country-specific versions, delivered and supported locally by our extensive network of over 850 SAP Business One partners.

Core Functionality of SAP Business One

SAP Business One Process Metro Map



Financials

This module:

- Includes all functions and reports required for the accounting and financial operations of the company.
- Includes all tax-related reports according to the regulations in each country/region.
- Enables you to document all financial and accounting-related transactions.

Opportunities

The **Opportunities** module lets you track and analyse pending opportunities according to the progress of activities such as meetings, negotiations, and other proceedings in the sales and purchasing pipelines.

Comprehensive forecasting methods enable you to project potential earnings and prioritise sales and purchasing activities.

Using the various tabs of the **Opportunity** window, you can process an opportunity from creation and field configuration, through updating and reporting, to closure.

Some features of this module include the following:

SAP Business One

- Link a variety of documents.
- Designate an owner for an opportunity.
- Select a different owner for each stage of an opportunity.
- Determine employee access to the contained information.
- Generate table and graphical reports to provide different formats for analysis.
 - Analysis can be per stage, per user, or a high-level overview displayed in the Statistics report.
 - Reports can be filtered by such parameters as business partner, sales employee, buyer, and time period.

Sales - A/R

This module covers the entire sales process, from creating quotations for customers and interested parties, to invoicing, creating document drafts, and printing. SAP Business One provides an extensive range of sales documents, each of which pertains to a different stage of the sales process.

You can customise documents to meet special requirements, as follows:

- Combine different types of content in one sales document by making appropriate settings in the Form Settings window.
- Perform batch processing of target documents using the Document Generation Wizard.
- Create letters using the Dunning Wizard to notify customers of their open invoices and to remind them of overdue payments.
- Add predefined text to a document with the built-in text editor.

Purchasing - A/P

SAP Business One enables you to manage the entire purchasing process from purchase orders through processing A/P invoices. Furthermore, you can create various reports to analyse purchasing information such as purchase volume analysis, pricing information, vendor liabilities aging, and so on.

Business Partners

The **Business Partners** module manages all the information relevant for your relationships with customers, vendors, and leads (interested parties), as well as performing and reviewing internal reconciliations for business partners.

Banking

Use this component to perform all monetary transactions that involve bank accounts, including the following:

- Manual and automatic creation of incoming and outgoing payments for various payment means.
- Manual and automatic performance of internal and external reconciliations
- Postdated and cash deposits of checks and credit card vouchers.
- Batch and single check printing

Inventory

Use the Inventory module to optimise inventory management, including the following:

SAP Business One

- Managing item master data records
- Working with serial and batch numbers
- Managing Inventory transactions, including goods receipts, goods issues, inventory transfers, initial item quantity settings, and inventory counts
- Managing price lists, including period and volume discounts, and special prices
- Working with the pick and pack process
- Generating inventory-related reports

Production

The **Production** module, along with the **Resources** module, provides a base platform for managing light manufacturing processes in SAP Business One. This module helps businesses streamline the production process, enabling better control and visibility into the entire production cycle.

MRP

The Material Requirements Planning (MRP) module enables you to plan material requirements for a manufacturing or procurement process based on the re-evaluation of existing inventories, demands, and supplies on changing planning parameters (such as lead time determination, make or buy decisions, and holiday planning).

Service

If your company provides support services to its customers, or receives support services from your vendors, you can manage all activities related to those services using the service component.

For example, you can:

- Manage the interaction between service representatives and business partners.
- Maintain information on service contracts, items, and serial numbers as well as customer complaints and inquiries.
- Monitor and manage the activities of your service department by using standard and custom reports that assist managers and support staff with their daily work.
- Optimise the potential of your sales and service departments and generate additional revenue by supporting business functions such as:
 - Service operations
 - Service contract management
 - Service planning
 - Tracking of customer interaction activities
 - Customer support
 - Management of opportunities
- Create a knowledge base of solutions for issues raised by your customers. You can manage this knowledge base according to your items; therefore, when a certain problem reoccurs, you can reduce the time required to solve it by searching for solutions by item.

Human Resources

Use the **Human Resources** module to enter and maintain information about company employees, and to perform the following related tasks:

SAP Business One

- Enter and maintain general and personal employee information, such as age, marital status, passport and ID number, phone numbers, and home and work addresses.
- Manage information regarding employee education, previous job records, results of professional reviews, and absences.
- Analyse employee costs and salaries.
- Create various reports and employee lists to run your business more efficiently.

Project Management

Use the **Project Management** module to manage your projects from start to finish, centralising all project related transactions, documents, resources, and activities. The feature helps you monitor the progress of tasks, stages, subprojects, analyse budget costs, and generate reports on various aspects of the project, such as stage analysis, open issues, and resources.

A project comprises stages which contain one or more tasks. For each stage, you can manage open issues, documents, attachments, work orders, and activities. All this information is maintained in the **Project** window, where you can also view financial information for the project.

A project can have only one level, or it can contain lower-level projects called subprojects. Subprojects can contain further subprojects underneath them, and so on, forming a hierarchical tree of subprojects, with the main project at the top level.

If a project contains a subproject, you can access it from the **Project** window. The information about the subproject is displayed in the **Subproject** window, which is similar in layout to the top-level **Project** window.

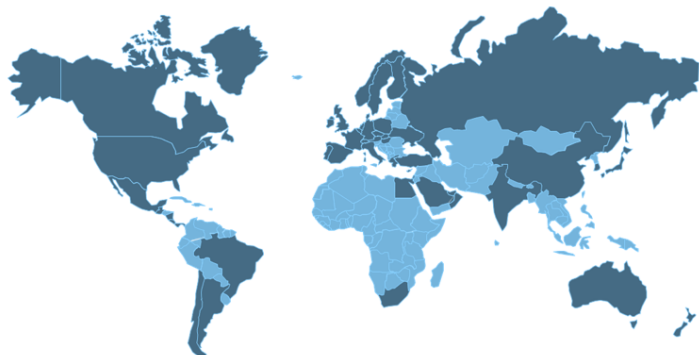
SAP Business One Localisations

SAP Business One is Used in More than 170 Countries

Master the challenge of globalization in your business

Current localizations (50)

Argentina	Finland	Mexico	Slovakia
Australia	France	Netherlands	South Africa
Austria	Germany	New Zealand	South Korea
Belgium	Greece	Norway	Spain
Brazil	Guatemala	Oman	Sweden
Canada	Hong Kong, China	Panama	Switzerland
Chile	Hungary	Poland	Turkey
China	India	Portugal	Ukraine
Costa Rica	Ireland	Puerto Rico	United Arab Emirates
Cyprus	Israel	Qatar	United Kingdom
Czech Republic	Italy	Russia	United States
Denmark	Japan	Saudi Arabia	
Egypt	<u>Lebanon</u>	Singapore	



Countries making use of localizations

Customers in more than 120 countries use localization of other countries, own customization, or partner solution.

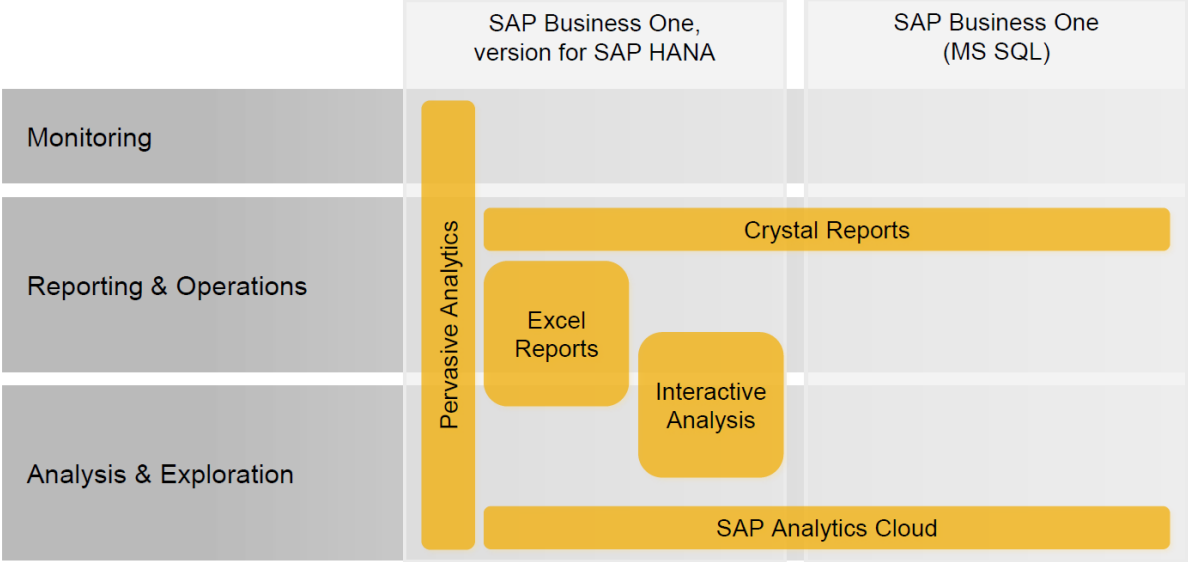
Current system languages (28):*

Arabic, Chinese (simplified/traditional), Czech, Danish, Dutch, English (UK/U.S.), Finnish, French, German, Greek, Hebrew, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (Brazil), Portuguese, Russian, Slovak, Spanish (Latin America), Spanish, Swedish, Turkish, and Ukrainian

*Convenient option to make additional languages available is using a partner solution (for some countries bundled with functional add-ons) or to define customer-specific UI terms using the custom language tool as detailed in SAP Note [1757764](#).

SAP Business One Analytics and Reporting

Analytics and Reporting for SAP Business One
Overview



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Intelligent Automation for SAP Business One

Intelligent Automation for SAP Business One

The **SAP Build Process Automation solution** helps you maintain your edge, and the **AI services** free up your employees from repetitive and error-prone tasks.

Embedded business cases:

Intelligent invoice scanning **including templates**

- Business partners creation **and update** based on business card scanning

Side-by-side business cases:

- 7 automation best-practice templates (incl. product return request automation workflow)



OpenSAP



RPA Store

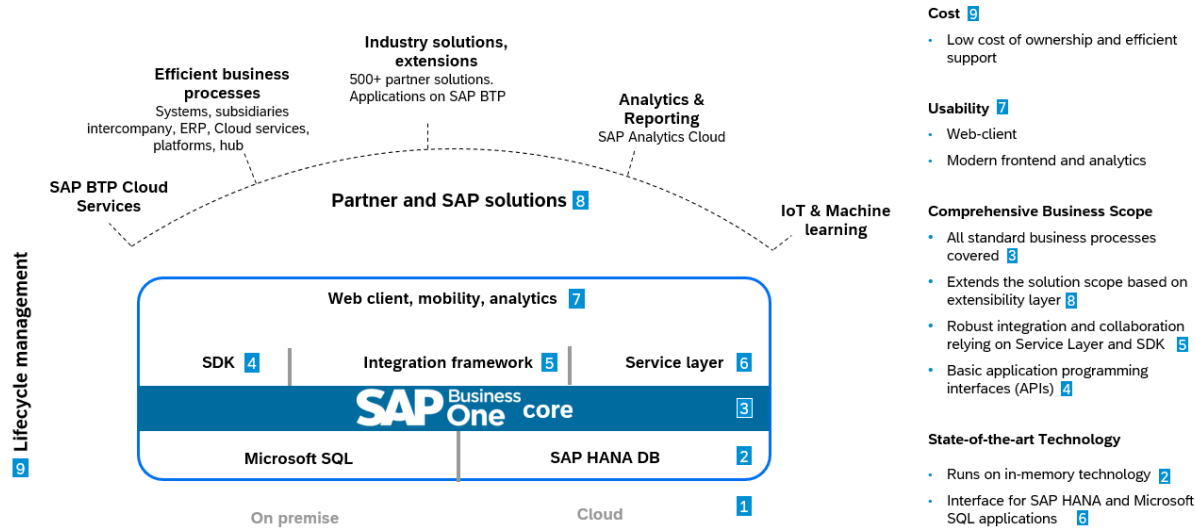


SAP Help



SAP Business One solution stack

SAP Business One solution stack



Public

SAP Business One Extensions

Boyum B1UP and Print and Delivery

B1UP

B1 Usability Package is an add-on for SAP Business One aimed at making it a smoother and easy platform to work with. The package is very user-friendly and allows consultants to carry out configuration tasks that were previously only possible for developers. B1 Usability Package consists of a number of modules that can be turned on and off manually.

Key Benefit and Features

Ensure Data Quality

- DATA-CHECK: Create validation rules to ensure that important data is correct.
- TEMPLATE SYSTEM: Use templates to enter data quickly and without errors.
- DATA MANAGEMENT TOOLS: Easily implement mass updates to documents and master data records.

Enhance User experience

- SCREEN DESIGN: Make every window in SAP Business One suit each user's needs.
- CUSTOM MESSAGES: Guide and inform users through personalised system messages.
- USABILITY: Improve system navigation with custom buttons and right-click menus.
- DATA SEARCH: Find relevant information quickly and efficiently in SAP Business One using a Google-style search tool.
- QUICK CREATE: Add Items or Business Partner master data on the fly from within marketing documents.
- TOOLBOX: Make SAP Business One smarter with 50+ out of the box usability tweaks.

Optimise your work

- VALIDATION SYSTEM: Set up triggers and conditions to define your business rules.
- AUTOMATION: Design macros to eliminate manual tasks or run system tasks on a scheduled basis.
- GO FURTHER: Exchange files, run external applications and connect SAP Business One to other systems and interfaces.
- COLLABORATION: Assign automated activities and internal messages to team members.
- EXCHANGE RATES: Update rates through global bank providers, including the brand new B1UP Online Services.
- ADMINISTRATION TOOLS: Effortlessly manage user authorisations and form settings.

Make Better Decisions

- B1 DASHBOARDS: a centralised cockpit of interactive widgets that enables you to analyse up-to-date information and make accurate, data-driven decisions. Web access is also available.
- DATA VISUALISATION: Display your data in eye-catching, colorful charts and pop-up dashboards.
- CUSTOM REPORTS: Create your own fully customisable reports based on HANA or SQL.
- CRYSTAL REPORTS: Display, print or save Crystal Report-based layouts.

Print and Delivery

B1 Print & Delivery (B1P&D) automates the entire communication flow in SAP Business One. It enables employees to maximise their productivity by handling day-to-day repetitive communication-related tasks, such as emailing, viewing, printing and saving documents and reports.

B1P&D also boosts team synergy by delivering customised messages through collaboration tools such as Microsoft Teams or Slack, as well as sending activities and internal messages within SAP Business One to your team members. All of this is entirely automated. Let B1 Print & Delivery take care of the work, while your team focuses on achieving their business objectives

NTT Data Intercompany

The NTT Data Intercompany Solution for SAP Business One improves visibility of information throughout the entire extent of a multi company organisation by enabling the management of intercompany accounting, sales, purchasing and inventory transactions and the consolidation reporting required by multi company businesses. It maps transactions in a controlled and fully auditable process across multiple companies operating within one or more installations of SAP Business One, regardless of their physical location.

As your organisation grows, increasing the number of companies in the group, it is vital that strong homogenous business controls and processes are adopted for best practice accounting and reporting. The Intercompany Solution from NTT Data enables intercompany transactions to be defined, configured, and added to all new companies in the group quickly.

Transactions can be mapped from different currencies and language installations of SAP Business One – truly a global solution. A full audit trail is maintained, and workflow alerts enable corporate controls to be maintained across all companies.

The following modules are available:

 Sharing of Common Business Data	▪ Master Data Replication
 Standardising Business Processes	▪ Intercompany Trade ▪ G/L allocation ▪ A/P Invoice Allocation ▪ Payment Delegation
 Financial Consolidation	▪ Financial Consolidation

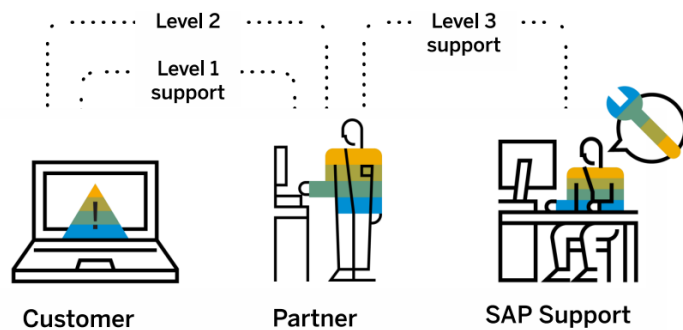
Service Levels and Support

SAP Business One Support

SAP Business One Support Model

The **Partner** is the primary support provider for SAP Business One. They provide **Level 1** and **Level 2** support to the customer.

SAP Business One Support provides **Level 3** support when partners log a customer incident.



Service and Tools

Remote Support Platform (RSP) - [Here to Help!](#)



Best Practice Guide for RSP

Now available in [Chinese](#), [English](#), [German](#), [Portuguese](#) and [Spanish](#)



[Link](#)
All about Remote Support Platform for SAP Business One



FAQ on Secure Usage of RSP

Now available in [English](#), [German](#), [Portuguese](#), and [Spanish](#)



Book a GoToAssist Service for all your SAP Business One Customers

Watch [this video](#) to learn how. By using your partner S-user and password, you will be able to book a GoToAssist service in a few minutes for all your customers using any single RSP installation



Report a Problem

Delivered in SAP Business One 9.3 PL03 with RSP 3.2 PL12 to record a problem inside SAP Business One Client and submit the report via RSP.

Watch the [Report a Problem video](#) for details

Support Levels

Understand Support Levels

Partner and SAP Business One Support Obligations

Level 1 & Level 2 Partner Support

- Search SAP Notes, KBAs, GA and other documentation
- Reproduce and isolate the issue
- Propose appropriate workaround if available
- Prepare a comprehensive issue description
- Summarize status, results of investigations and business impact of the incident before forwarding to Support Level 3

Level 3 Support SAP Business One Support

- Analyze all incident related data in detail
- Analyze and reproduce the reported incident
- May access customers system for analysis or to apply a workaround or fix with the partner
- Request a copy of the customer database if required
- Create new or update existing SAP Notes or documentation
- Determine the planned correction timelines and deliveries

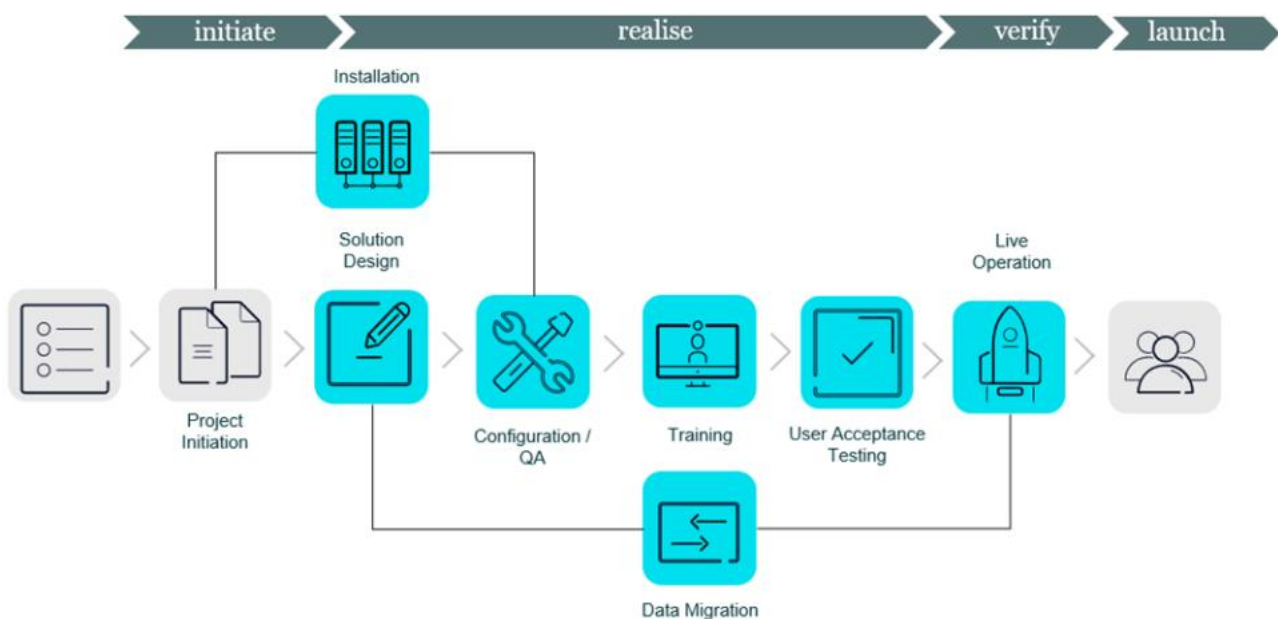


Project Methodology

NTT Data Business Solutions draws on its global presence to implement ERP software to organisations worldwide. We have vast experience in local projects right through to multi-site enterprise implementations, and provide:

- Dedicated project management
- Data mapping and migration support
- Design workshops and associated documentation
- Implementation of any necessary configuration changes to the software
- Troubleshooting
- Acceptance testing and user training.
- Microsoft Project Plans
- Microsoft SharePoint Project Workspace & Alerts Access for all client & Sapphire project personnel
- Regular Project Review meetings and calls
- Risk assessment
- Account Manager contact throughout.
- Detailed escalation process

SAP Business One Implementation Methodology



Project Initiation

The aim of the Project Initiation phase is to confirm the project requirements in terms of scope, time scales and participants and to agree on an implementation framework reflecting NTT and the customer's respective roles and responsibilities. This will involve setting realistic expectations to ensure the success of the project and will lay the foundation for everything that follows.

Solution Design

This phase involves several workshops looking closely at how the customer runs their business in various areas and their requirements and agreeing how they can be best achieved to ensure SAP is setup correctly.

Prior to the workshops, project team training will take place with the purpose of training the core project team in the main features and design decisions of the new software. From this training, the team will be able to

contribute to the design decisions of the system, including all master data coding structures and provision of key configuration data, key processes, and reporting packs. These sessions will be led by the NTT Data lead consultant(s), and where appropriate, consultants from third party vendors.

Realise

This phase involves the installation of the relevant software modules onto the relevant servers on-premise/3rd Party Hosted by (Add Name) / NDBS Hosted, by the NTT technical consultant. The correct hardware will be provisioned before the software is installed.

The software will be then configured for the customer based on what has been agreed in the design phase.

Following a train-the-trainer approach, the Lead Consultant delivers sessions to key-users, covering the scenarios and processes described in the SDD. Agendas are provided which need to be amended based on the details of the specific project.

Verify

Training and User Testing

It is crucial for attendees to fully commit to the training and dedicate their time to ensuring the successful adoption of SAP Business One. By engaging actively in the sessions, attendees gain the necessary skills and knowledge to effectively train others within the organisation, ensuring a smooth transition and minimising disruptions. Dedicated participation also helps prevent common user errors during user acceptance testing, leading to more accurate and efficient testing processes. Ultimately, this commitment ensures that the customer teams are well-prepared to utilise the new system, maximizing the benefits of the SAP B1 rollout and supporting long-term success.

The client is responsible for its own user acceptance testing, its planning, and provides suitably training staff to avoid excessive 'user error' problems, scheduling and execution.

Data Migration

Relevant masterdata and open transactions will be loaded into the system in order to optimise the testing process. Fresh data will be loaded again before the go live.

Launch

Based on the successful completion of the User Acceptance Testing phase and Readiness Audit, preparation for going live can begin. This phase involves:

1. Preparing the company for the transition
2. Completing any outstanding user training requirements
3. Final migration of any outstanding master data items
4. Migration of opening items / balances
5. NTT support through the first month of processing

What is NTT Data Beyond?

NTT Data has successfully provided a managed hosting service for our customers for more than seven years. NTT Data Beyond is the latest iteration of our hosting service and marks a step-change in our service provision as we move fully into the public cloud.

This hosting is delivered as a 'Public Cloud' service, provides a highly optimised platform for a range of application services, including SAP Business One, and SAP HANA. Our expert technical consultants located in our offices across the globe monitor and manage the environment to agreed industry-aligned Service Level Agreements (SLAs).

NTT Data Beyond services are delivered either at a pre-agreed fixed price on a periodic subscription basis or on a consumption basis, ensuring our customers only pay for what they consume. This hosting platform enables our customers to focus on their business models, move away from traditional 'big bang' investments in IT and with peace of mind that their core processes are in capable hands.

NTT Data Beyond AWS Cloud Services

Cloud computing provides an efficient and flexible way to satisfy and strengthen your changing IT demands by removing the complexity of managing internal IT infrastructure to support FMS, ERP, or EAM services.

As specialists in these applications, our services are tuned to provide optimal access, performance, availability, and security of these core business digital operating platforms.

NTT Data has partnered with Amazon to run Cloud services on Amazon Web Services (AWS), which provides scale, features, and Innovation provided by hyper-scale public cloud providers. Access is provided via Citrix Cloud meaning the new platform will see improvements in service levels and reduced service impacts from hardware failure.

NTT Data's dedicated operations team provision, manage and monitor from our global services centres providing all support activities that ensure whichever choice of platform our customers make, the service guarantee is owned by NTT Data.

Security

Security is our number one priority, and we work to internationally recognised best practice processes [ISO/IEC 27001:2013] to assure our customers of the highest levels of system and data integrity, confidentiality, and availability. NTT Data is SOC2 Type1 compliant through external audit validation.

All our systems are monitored for threats and vulnerabilities by our 24/7/365 Security Operations Centre.

(SOC). The SOC use Microsoft Sentinel and other SIEM solutions to maintain visibility and reporting capability across the platform. Monthly vulnerability scans are carried out across the estate, including bi-annual PEN tests.

We deploy industry-leading security technologies and employ the specialist skills needed to deliver all aspects of best practice cyber security assurance. Our dedicated cyber security professionals are backed by specialist third parties to enable us to enhance and evolve our security posture continually.

Security solutions include:

- CyberArk – for access management
- Cloudstrike – for end-point protection
- AWS Shield – denial of Service

Availability

NTT Data Beyond Cloud services offer levels of availability that ensure our customers can continue to operate their businesses with confidence.

Our platforms are built on enterprise-class hardware, architected to be resilient both physically and operationally, and our customers benefit from a range of pre-defined disaster recovery services.

NTT Data Beyond customers can further enhance their availability by leveraging the power of the AWS platform¹.

Monitoring

NTT Data's dedicated teams proactively monitor all key elements of the NTT Data Beyond environment and provide a direct connection to our customers' IT or business support teams. We aim to be ahead of any issues that may impact our customers' service experience by deploying a range of intelligent tools across our public and private cloud service platforms. Service performance metrics are available to our cloud customers through their personalised support portal.

Customers have the option of enhancing our core monitoring offer with additional monitoring services that can reach up into their applications or database landscapes to provide further business assurance². This includes 24/7 SQL database monitoring for customers where SQL supports mission-critical processes.

Support

All NTT Data Beyond customers are entitled to round-the-clock infrastructure support 24x7x365. Our dedicated teams span all time zones, so we can follow our customers' service levels and, when necessary, carry out platform maintenance tasks when many of our customers are not in operation.

Our service is based on standard SLAs with clear service definitions, so there is accountability and transparency between our customers and our service³.

Backup & Restore

Because we know how precious your data is, we ensure that it is encrypted and backed up regularly, leveraging Amazon's encrypted S3 storage. Our NTT Data Beyond experts can restore your data within the agreed SLAs in the unlikely event of a failure.

Privacy

NTT Data customers are provided with high levels of system and data privacy. Our service architecture means that your data is entirely segregated from other customer environments - from the point of entry (our firewalls) to the applications and databases that power your business. Customer data is encrypted at rest and when being ingested or extracted from the NTT Data Beyond platform.

¹ AWS detailed service and SLA definitions are available and NTT Data Anywhere Public Cloud is subject to any AWS SLA and Service definitions

² Enhanced monitoring of database and application delivered at an additional service cost.

³ Non-standard SLAs must be agreed and signed between customer and NTT Data prior to service commencement.

Access

External users will interact with NTT Data Beyond through direct outside world access via TLS secured external addresses. Our goal is to make access to NTT Data Beyond align with the user experience your business adopts for all other applications.

Integrations

Third-Party applications are integrated through multiple methods, dependent on the type of data flow and the nature of the data transfer process. As a specialist in SAP and third-party integrations and applications are a core requirement in any service. We have designed our NTT Data Beyond services to provide our customers with a truly extensible environment for these business-critical digital operating platforms.

Please note that third-party applications and integrations will adhere to the vendor's SLAs and, therefore, may fall outside of NTT Data Systems' target resolution times. Third-party applications and integrations not offered by NTT Data Systems will be subject to specific SLA exclusions and will remain the responsibility of the customer. In addition, out of support, end of life, or versions of third-party applications or integrations, more than two versions behind the current release may be subject to support exclusions. Customer applications may be subject to audit to establish version and support information. Recommendations from such an audit must be implemented before service commencement.

Support

All NTT Data Beyond customers will have a single point of contact to access support services for all application, technical and hosting queries and issues. All requests and service issues are assigned a ticket which customers can track through to resolution.

All solutions are built using the current Windows operating systems that is supported by the required applications and integrations. NTT Data will continue to support these operating systems in line with Microsoft's support lifecycle. Solutions must be upgraded to later versions prior to the end of extended support from Microsoft.

Maintenance Windows

Standard maintenance windows are scheduled monthly. If a maintenance window conflicts with key business processes, such as month-end, customers have the option to reschedule by mutual agreement. Windows system-level patches are applied as part of the maintenance schedule, which, again, will be agreed upon with the business. Windows/hardware patching takes place out of hours to avoid user disruption. Maintenance windows are excluded from any service availability SLAs.

Service Termination

All customer data hosted on our NTT Data Beyond estate is owned by the respective customer. On termination of service, the customer will be given backups of their data and any customer-specific files. The former customer's data will then be deleted from the environment following the contract termination date.

Change Control, Security, and Incident Management

Change Control

All requirements for changes to the environment, application, and data from either external (customer) or internal (NTT Data Systems Ltd) sources must be raised through change control requests with NTT Data Support. All change control requests are reviewed by NTT Data's Change Advisory Board (CAB).

Certified

NTT Data Systems PLC follows ISO/IEC 27001:2013 compliance for data management and process control, as well as SOC 2 Type 1 controls as part of our compliance and governance.

Data Breach

Data breach management is a component process with our broader Security Incident and Management process. NTT Data partners with specialist third party companies to provide support with enhanced security services. This further ensures we offer the highest levels of integrity and confidentiality. In the unlikely event of a security breach, NTT Data will implement Security Incident Management procedures and engage directly with any impacted customers. NTT Data regularly tests and updates these procedures.

Any inappropriate attempt to access the platform will alert the Security Operations Centre and corrective action will be implemented.

3rd Party Access

All requests for access to data (e.g., from third parties or legal authorities) must be approved by the Technical Lead in conjunction with a Customer Authoriser. No data shall be shared, transferred, or accessed without prior written consent from an approved Customer Authoriser in the form of a Request for Change Control to be sent to the NTT Data support desk.

NTT Data Beyond Partners

As part of our Beyond programme, NTT Data partnered with several cloud service providers.

Cloudreach

Cloudreach is an AWS Premier Consulting Partner. Cloudreach is a multi-time Partner of the Year award winner, including Consulting Partner of the Year and EMEA Public Sector Partner of the Year, with over a decade of experience as the leading cloud-native solutions provider. NTT Data works with Cloudreach to deliver services across Cloud Consulting, Cloud Migration, Cloudamize, DevOps, Cloud Data & Analytics, and Cloud Management,

CyberCrowd

Helping NTT Data on our Security Transformation Journey with solutions and expert services tailored to our customer's unique requirements, Cybercrowd has the experience, best practices, and proven technologies to make NTT Data more resilient.

Customer segregated PEN test reports are now available across NTT Data Beyond. PEN tests are conducted twice yearly. There is greater visibility of the environmental performance and security in NTT Data Beyond - so reports can be more granular in detail.

Service Summary

- NTT Data Beyond **AWS Public Cloud** Service.
- NTT Data delivered **end to end** service for all our product range.
- Complete cloud platform secured managed service.
- **Enterprise-Class** Cloud as **standard**.
- Global platforms.
- A solution **design** optimised for SAP, and SAP HANA
- High availability service platforms.
- Complete end to end managed service, single supplier with a single number as **standard**.
- 24x7x365 platform support as **standard**.
- Global data residency options.
- Customer segmentation via dedicated VPC as **standard**.