NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP S/4HANA Cloud for invoice management by OpenText

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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 were 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

Run invoice management processes quickly, compliantly, and timely.
OpenText™ Vendor Invoice Management for SAP Solutions streamlines procure-to-pay and order-to-cash operations for SAP customers. It optimises and simplifies the process of receiving, managing, monitoring and routing invoices, quotations, order confirmations, delivery notes, sales orders, remittance advices and related documentation on all levels. Ensure consistently accurate, timely and compliant financial payments to vendors every time.

OpenText™ Vendor Invoice Management for SAP Solutions is a leading invoice management and processing solution that fully integrates with SAP. Using pre-configured rules, roles and actions, the solution optimises and automates end-to-end processing from receipt to posting. The solution includes processes for invoices, sales orders and delivery notes and supports custom document processes.

Invoice management involves creating, managing, monitoring, and routing purchase orders and invoices as part of the accounts payable process. This solution allows you to:

- Simplify and automate invoice processing, from creation and management to monitoring and routing.
- Access relevant and real-time accounts payable and invoice information anytime, anywhere, and on any device.
- Communicate with the entire network suppliers and engage in e-invoicing through Ariba Network.

Benefits of the Service

Improve accounts payable FTE productivity	by simplifying and automating invoice processing
Improve supplier/external partner compliance	by accessing relevant and real-time accounts payable and invoice information
Accelerate operations	Streamline document-centric SAP processes throughout the enterprise to speed up Accounts Payable processes through to invoice, payment and completion.
Boost productivity and revenue	Intelligently prioritise invoices and customer orders and automate validation, routing, approval and fulfilment processes for better customer and supplier experiences.
Ensure compliance	Deploy pre-configured rules, roles, actions and industry best practices to ensure customers stay compliant at every stage of the process.
Get fast results	Leverage pre-configured solutions for the most common SAP document types, such as invoices, sales orders and delivery notes, to start realising ROI quickly.
Constantly optimise workflows	Use integrated analytics for root cause analysis and agility with a continuous cycle that ensures optimal invoice management processes.

Accelerates invoice and order processing	Through rapid data capture and automated routing
Increases ROI	By reducing cycle times and eliminating late fees and deliveries
Improves productivity	Through intelligent automation
Ensures compliance	Through defined business processes and a documented audit trail

Features

Accelerates invoice and order processing through rapid data capture and automated routing.
Reduces the time required to process documents through rapid data capture from any source (business networks, EDI, XML, email or scan), offering intelligent data enrichment and automated routing based on business rules and roles. The integrated self-service user interface for suppliers and employees eliminates time-consuming responses to invoice and payment status queries.

Integration with OpenText™ Intelligent Capture for SAP Solutions and OpenText™ Core Capture for SAP Solutions (SaaS) adds intelligent data capture from images. This significantly reduces the time required for processing, streamlining processes by handling complex business rules and documents with minimum human interaction and maximum control.

Increases ROI by reducing invoice cycle times and eliminating late fees.
Decreases accounts payable invoice cycle times and eliminates late fees to achieve significant savings, better supplier relationships and greater discounts. Ensuring timely invoice processing enables procurement departments to negotiate additional early payment discounts. Significant savings are also achieved by:

- Reducing cost per transaction (CPT).
- Improving cash management through accounts payable liability reporting capabilities.
- Decreasing data entry labour costs through automatic data capture using electronic invoice formats or optical character recognition (OCR).

Expands customer satisfaction by automating sales order processing.
Streamlines sales order processing and ensures that orders are accurately confirmed and processed as early as possible. This also allows a more efficient resource, production and shipment planning, further reducing risks and costs. Days sales outstanding (DSO) is positively impacted by the end-to-end digital process that also processes remittance advices to accelerate the reconciliation of incoming payments. Improves productivity through intelligent automation.

Eliminates research, manual keying, problem querying and manual routing, and detects duplicate invoices as early in the process as possible. Purchasers and suppliers can focus on value-add tasks instead. It consistently displays relevant details and proposes preconfigured actions to solve an invoice problem, such as directly posting a goods receipt. The ability to manage the invoice process from metadata ingestion enables vendor invoice management for SAP Solutions to move from a simple robotics solution to an intelligent robotics solution. Often hours, if not days, are required to accumulate the necessary information required during dispute management. Having all the current and relevant supporting documentation available from the process screens reduces these inquires to just minutes.

Ensures compliance through defined business processes and a documented audit trail.
All documents pass a defined and documented set of business rules. The actions a user can take to solve the problem are tied to specific user roles, guaranteeing a strict segregation of duties. Auditors have full access to this detailed processing history at any time because all actions are documented in the audit trail. These features are prerequisites to fraud prevention and meet internal controls on financial reporting regulations. This level of compliance reduces risk while maintaining efficiency. The same data is used for detailed reporting, allowing quick analysis of processing bottlenecks, such as excessive idle times, number of touches or time required to process an invoice or sales order problem. Trend analytics, for example, can reveal a supplier that issues incomplete or inaccurate invoices. The integrated trend visualisation proves the effectiveness of process changes and fosters continuous process optimisation. Optimised operations free up employees to proactively work with sales, customers, procurement, vendors and operations to ensure problems are eliminated before they occur, while exploring new ways to reduce processing cost and cycle time.

Vendor invoice management for SAP Solutions anticipates invoice problems before they occur. A significant share of these issues are caused on the receiving side.

The solution eliminates the overhead for these tasks and keeps purchase orders and delivery status up to date, preventing problems during invoice posting. It also manages invoice processing in multiple production instances from a single, central point of control. Vendor invoice management for SAP Solutions complements the new and simplified SAP S/4HANA with world-class invoice and document automation. This is the first time that users can run complex, transactional processes exclusively in the modern SAP Fiori user experience.

The solution is certified by the SAP integration and certification centre (SAP ICC), which involves a rigorous process of validation that SAP uses to analyse and test products, including its own, in several categories, such as accessibility, functionality, documentation, performance, security and usability.

Pre-configured rules, roles and actions	Optimises and automates invoice processing of most common workflows, with country specific rules and checks that are easy to extend and enhance.
Machine learning and AI	Enables automation to simplify tasks, such as managing invoice approvals and intelligently minimise data entry and user actions.
Native and SAP Fiori user interfaces	Leverage Sap Fiori® interfaces to process workflows from any device.
ECM integration	Seamlessly integrates with OpenText information management solutions for SAP, including OpenText™ Extended ECM for SAP and OpenText™ Core Archive for SAP Solutions.
Intelligent capture	Manages OCR configuration and orchestration and applies integrated machine learning to improve future results based on user corrections.
Compliance integrations	Integrate with SAP Document and Reporting Compliance and SAP Information Lifecycle Management to support compliance standards adoption.

Enters documents from any source	From any location, via all input channels and in any format directly into the ERP system.
Automates invoice data extraction	Integrates with intelligent capture for SAP Solutions to cull header and line-item details quickly, reliably and automatically, based on a knowledge base of thousands of invoice samples in combination with machine learning.
Optimises the review and approval process	Intelligently enriches missing information, offers controlled and automated exception detection and handling, parallel approvals, escalations, invoice posting and reporting, resulting in a reduced cost per transaction.
Leverages designated workflows	Provides predefined workflows with robust and extensible baseline functionality, shortening implementation time and reducing deployment costs.
Automates invoice routing and sorting	Designated workflow steps sort and route exceptions based on user roles, authorisation rules, priorities and predefined timelines to ensure actions are taken by individuals with both the applicable knowledge and security access.
Generates reports	Uses built-in reports and data models based on company code, business unit, customer, supplier, exception type, liability and more to turn insights into action.
Drills down into details	Accesses applications, content and history using intuitive, graphical dashboards with buttons that drill down into the original image, information and document flow.

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

There is a pre-requisite set of software service required for this service:

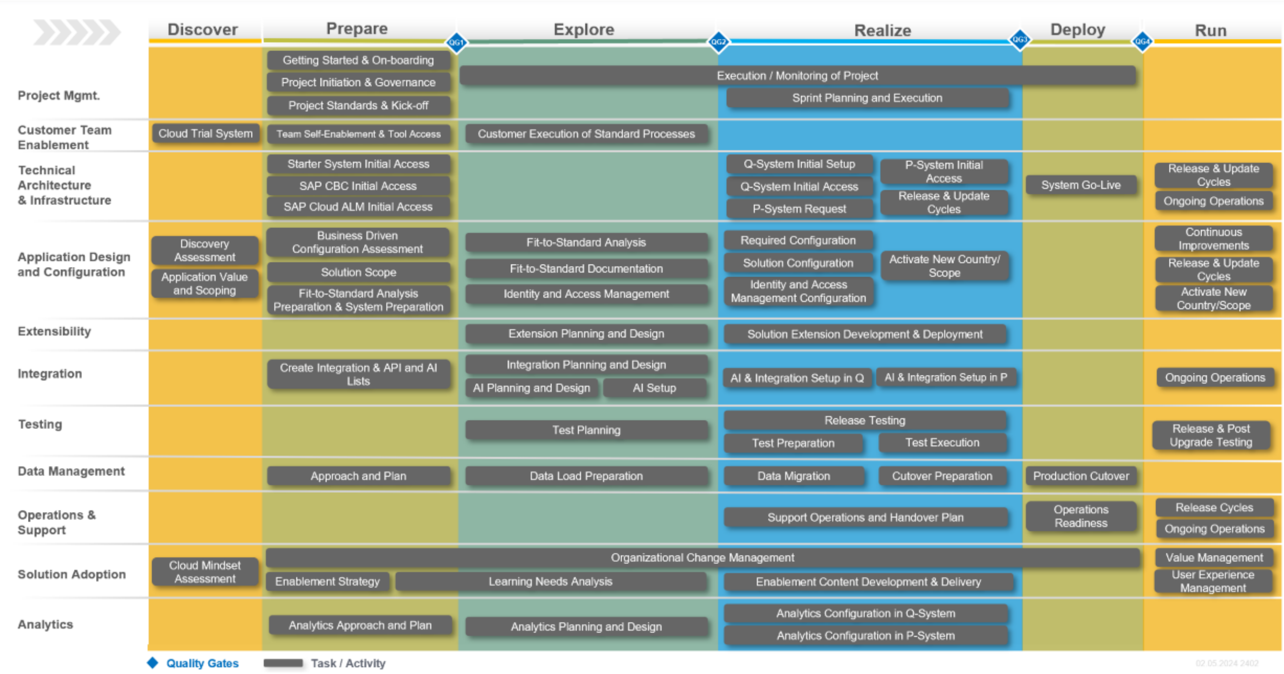
- RISE with SAP S/4HANA Private Edition, licensed separately.
- SAP Archiving and Document Access by OpenText for SAP S/4HANA
- SAP Archiving and Document Access by OpenText, limited access option for SAP S/4HANA
- SAP Invoice Management by OpenText for SAP S/4HANA
- SAP S/4HANA Cloud for invoice management by OpenText, private edition

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:

- 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 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.

This service is typically implemented in parallel with RISE with SAP S/4HANA Cloud Public Edition.

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 S/4HANA Cloud for Projects Collaborative Project Management, there is a weekly maintenance window (Saturday 22:00 UTC) for 2 hours. In addition, there are up to 12 major upgrade windows per year (Friday 04:00 UTC) for 12 hours. The upgrades must be taken.

For SAP S/4HANA Cloud for Projects Resource Management, 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 4 hours. The upgrades must be taken.

Offboarding, and Access to Data

When offboarding, SAP provides tools (as available for the cloud service) 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 services, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data the cycle is 14 days.

Enhanced Business Continuity coverage is available as an additional cost service.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NDBS can enhance the Enterprise Support, by providing highly flexible Application and Technical Managed Services for the buying organisation. As these can be tailored for individual customer requirements, NDBS can provide specific detail on application.