



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

NTT SAP Cloud Concierge Service

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

NTT DATA Business Solutions

We Transform. SAP® Solutions into Value

We understand the business of our clients and know what it takes to transform it into the future. At NTT DATA Business Solutions, we drive innovation - from advisory and implementation, to managed services and beyond, we continuously improve SAP solutions and technology to make them work for companies - and for their people.

Aiming to transform, grow and become more successful? We provide you with more than in-depth expertise for SAP solutions: As your passionate partner, we connect your business opportunities with the latest technologies – and offer you a unique approach to get the job done as smoothly as possible. Our close ties to SAP and other partners give you access to innovative solutions and developments. Being part of the global NTT DATA group enables us to master any scope of project.

With operations in more than 30 countries, we have enabled thousands of companies become more efficient and effective during the last three decades. Our more than 14,000 experts around the world will also accompany you on your journey toward a truly intelligent enterprise – wherever you want to start! We have specialised in making SAP solutions work for companies – and for their people: We Transform. SAP® solutions into Value.

We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, and Cross-Portfolio Success. These awards celebrate the exceptional performance of the world's foremost SAP partners, underscoring our commitment to excellence and innovation. With four wins and five finalist positions, we stood out as the leading winner in 2025. Additionally, our greatest asset and our most significant differentiator is our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This award highlights our dedication to creating a thriving work environment and confirms our status as a choice destination for IT professionals.

NTT SAP Cloud Concierge Service

Introduction

SAP S/4HANA Cloud, Private Edition, is provided as a full Software-as-a-Service, and includes Platform services, Infrastructure services and Technical Managed Services to ensure the smooth operation of the full SAP stack.

In addition to these core services provided under the SAP RISE with SAP S/4HANA contracts, there are a range of services which can be performed by the Customer, SAP, or an implementation/support partner such as NTT Data Business Solutions

Cloud Concierge is designed to simplify the management of SAP cloud environments, enabling organisations to focus on their core business operations. The service provides consistent support for application operations, adoption of innovation, and IT operational effectiveness, helping to ensure stable and efficient management of SAP cloud solutions.

The service covers:

- **Run and Manage Solutions:** Activities such as continuous application monitoring, coordination of release and change activities, and handling of technical exceptions to support solution stability and reduce operational disruption.
- **Improve and Enhance Solutions:** Support for IT-led improvements, adoption of SAP innovations, and optimisation of business-critical processes within the SAP landscape.

Cloud Concierge supports a range of deployment scenarios, including hyperscaler, hybrid, and multi-cloud environments. It assists organisations in optimising IT operations by protecting critical business processes, supporting ongoing innovation, and enabling effective use of SAP solutions such as SAP S/4HANA Cloud, Private Edition.

Maximize value, savings, and performance with NTT Data Cloud Concierge.

Cloud Concierge provides a standardised managed service for SAP cloud environments, designed to support effective day-to-day operations while working in close alignment with SAP and the customer's internal IT function. The service acts as the primary operational interface for SAP technical matters, coordinating and managing activities with SAP platform engineering teams on behalf of the customer.

This approach enables Cloud Concierge to integrate seamlessly with existing teams and processes, reducing the need for specialist SAP technical expertise to be retained in-house and simplifying day-to-day engagement with SAP support services.

Key characteristics of the service include:

- ✓ A single, standardised service model aligned to SAP cloud environments
- ✓ Cloud Concierge acting as the primary operational interface to SAP support
- ✓ Coordinated management of incidents, requests, and technical activities with SAP platform teams
- ✓ Delivery approach designed to act as an extension of the customer's IT team
- ✓ Onshore 24x7 support for critical incidents to maintain service continuity
- ✓ Clear definition of operational responsibilities and interfaces to support predictable service delivery

Cloud Concierge operational service areas

Cloud Concierge is delivered as a single, standardised managed service. Rather than being consumed through individual service packages or optional components, the service is organised into a set of integrated

operational service areas that together provide end-to-end operational support for SAP S/4HANA Cloud, Private Edition environments.

These operational service areas describe how Cloud Concierge is structured and how the service supports customers in practice, combining direct technical delivery with operational ownership and coordination, while responsibility boundaries remain defined by the underlying SAP PCE service and the Cloud Concierge responsibility framework.

SAP Platform Operations

This operational service area focuses on the stable, reliable day-to-day operation of the SAP technical landscape. Cloud Concierge provides ongoing operational oversight and performs in-scope technical activities to support system availability, performance, and technical health.

Activities within this area include continuous operational support, hands-on technical intervention where required, coordination of incident resolution, proactive identification of technical issues, and onshore 24x7 support for critical incidents. Cloud Concierge acts as the central operational point of contact, ensuring issues are both addressed directly and managed effectively with full awareness of the customer's environment and priorities.

SAP Change and Lifecycle Management

This operational service area covers the controlled evolution of the SAP environment over time. Cloud Concierge performs and coordinates lifecycle activities to ensure changes are delivered safely and with minimal disruption to the business.

This includes execution of in-scope preparatory and post-change activities, coordination of SAP application and SAP HANA database upgrades, release and patch planning, change impact assessment, and post-change validation and stabilisation. Where SAP executes upgrade activities as part of SAP PCE, Cloud Concierge manages the process end-to-end and carries out supporting technical activities within scope.

SAP Technical Governance

This operational service area provides technical oversight and assurance across SAP-delivered and Cloud Concierge-delivered activities. Cloud Concierge applies technical judgement, performs validation activities, and ensures that work is aligned with agreed requirements, operational standards, and the customer's business context.

Through governance and assurance activities, Cloud Concierge manages technical risks, validates SAP recommendations, and confirms that technical outcomes meet operational expectations.

SAP Service Integration and Engagement

This operational service area defines Cloud Concierge's role as the primary operational interface between the customer and SAP. Cloud Concierge manages and coordinates engagement with SAP platform and support teams while retaining ownership of operational tasks and outcomes within the defined service scope.

By retaining continuity of knowledge and operational context, Cloud Concierge simplifies interaction with SAP services, reduces the need for direct customer involvement in technical coordination, and ensures consistent, predictable service delivery across the SAP landscape.

Simplified operational management of SAP cloud environments

Cloud Concierge simplifies the day-to-day management of SAP cloud environments by providing a single, consistent operational service aligned to SAP S/4HANA Cloud, Private Edition. The service is designed to reduce operational overhead for customer IT teams by removing the need to navigate multiple SAP support interfaces or manage fragmented technical activities.

By combining direct technical delivery with end-to-end operational ownership, Cloud Concierge enables effective resolution of technical issues and supports ongoing optimisation of the SAP landscape. The service focuses on predictable, stable operations while ensuring that change, improvement, and SAP-led activities are managed in a coordinated and transparent manner.

Cloud Concierge supports SAP cloud landscapes deployed on hyperscaler, hybrid, and multi-cloud environments. Through a simplified engagement model and clear operational accountability, customers benefit from a consistent service experience regardless of underlying deployment architecture.

Onboarding

Cloud Concierge is onboarded using a structured transition approach designed to integrate the service seamlessly into the customer's existing SAP support model. The onboarding process establishes the foundations required for effective day-to-day operation while ensuring clear ownership, responsibility boundaries, and operational continuity.

The transition begins with the establishment of secure access to the SAP S/4HANA Cloud, Private Edition landscape and the underlying hyperscaler environment. This includes the configuration of required identities, roles, and authorisations, along with access to relevant monitoring and operational tools.

A formal knowledge transfer is then conducted to ensure Cloud Concierge has a comprehensive understanding of the customer's SAP environment. This covers SAP system architecture, cloud configurations, integrations, operational responsibilities, and existing procedures provided by SAP, the hyperscaler, and any incumbent service partners. Knowledge transfer activities are documented and retained to support ongoing service continuity.

Following completion of the knowledge transfer, operational boundaries, escalation paths, and engagement models are defined and integrated into established IT service management and governance processes. This includes alignment for incident management, change coordination, and technical advisory activities. Once validated, Cloud Concierge operates as an embedded operational service, providing ongoing SAP cloud support and coordination while aligning with SAP PCE delivery models and associated service-level agreements.