



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Preferred Success

27 January 2026 | 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 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.

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SAP Preferred Success

SAP® Preferred Success is SAP's own success plan for cloud customers. It relies on detailed insight into the usage of solutions to recommend actions and increase adoption. SAP Preferred Success customers get role-based learning, access to a dedicated user community, interaction with customer success resources, and support features such as prioritized incident handling and advanced target service level agreements.

SAP Preferred Success helps fast track and drive value through a proactive partnership, insight-driven recommendations, release guidance, targeted learning programs, and service-level agreements (SLA) for enhanced support.

The expanded editions of SAP Preferred Success include the established elements of the base offering, extended access to expert knowledge, enhanced services, prescriptive solution reviews, and feature adoption assistance. These editions help your business quickly get to the cloud and continually use your solutions as efficiently as possible.

What's included in SAP Preferred Success?

SAP Preferred Success delivers the following:

- Solution launch checks and success checks
- Adoption plans, quality reviews, and targeted analysis of your specific business case that help maintain peace of mind throughout your deployment and beyond.
- In-depth release guidance
- Tailored release plan for faster release preparations and improved feature adoption.
- Targeted learning programs
- Relevant training and best practices that keep key users and administrators on top of the latest tips and topics.
- Advanced support and enhanced target SLAs
- Faster responses when there's an incident and quicker resolution targets for non-defect issues.
- Customer success experts
- Access to SAP subject matter specialists to help you work through complex topics and continuously increase the value your SAP solution delivers to the business.

SAP Preferred Success – Solution Coverage

SAP Preferred Success is available for the following SAP Products

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Cloud Solution Coverage Matrix – Availability of cloud support offering		
	SAP Preferred Success	Expanded editions of SAP Preferred Success
SAP Solution	SAP HCM Solutions	SAP HCM Solutions
	SAP Ariba Solutions	SAP Ariba Solutions
	SAP Business Data Cloud	SAP Business Data Cloud
	SAP Business Technology Platform	SAP Business Technology Platform
	SAP Commerce Cloud	SAP Commerce Cloud
	SAP Fieldglass Solutions	SAP Fieldglass Solutions
	SAP Sales Cloud & SAP Service Cloud	SAP Sales Cloud & SAP Service Cloud
	SAP Supply Chain Management	SAP Supply Chain Management
	SAP Preferred Success for SAP S/4HANA Cloud Public Edition	
	SAP Preferred Success for SAP Cloud ERP Private Premium	
	SAP Preferred Success for business transformation management solution	

To explore the full benefits of SAP Preferred Success and the expanded editions of SAP Preferred Success, visit sap.com/preferred-success.

SAP May introduce or remove Preferred Success solutions within the lifecycle of G-Cloud 15. Please contact NTT DATA Business Solutions for more information and latest availability.

Fast-track the value of your cloud investment

SAP Preferred Success: Personalised partnerships for the life of your solution.





Getting to value faster.

See how Novozymes used SAP Preferred Success to deliver 40% faster time to value, while accelerating implementation by 17%.

[Read the Case Study >](#)



1. We're here to help you get more out of all you do

Like any successful business, you know where you want to go. You have specific goals and certain objectives. You're not merely part of your industry's future, you want to define it. So you've invested in the talent and the tools - including cloud solutions from SAP. We simply want to make sure you get the most value out of them.

SAP Preferred Success plans get you there.

- They're a personalised partnership for today and across the lifetime of your cloud solution.
- They're best practices, targeted learning, in-depth release guidance, and prioritised incident handling.
- They're insight-driven recommendations based on your business objectives.
- They're better user experiences with easier adoption and validation of new innovations.

They are your source of ongoing guidance, advanced support, and continued success in the cloud.



With SAP Preferred Success, customers like you have seen a wealth of savings in the first three years*



**2. 10%
FASTER**
implementation



**3. 10%
FASTER**
time to value



**4. 24%
BOOST**
in productivity



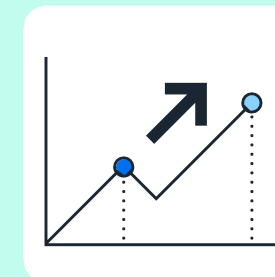
**5. 25%
FASTER**
release management



**6. 30%
IMPROVED**
business process efficiency

* Results are for a composite organisation. Forrester Consulting case study commissioned by SAP titled: The Total Economic Impact™ of SAP Preferred Success, April 2023.

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The Total Economic Impact™ of SAP Preferred Success

Three-year financial impact*:

377% ROI

\$1.77M
NET PRESENT VALUE*

[Read this Forrester study](#) to learn more about the cost savings and business benefits enabled by SAP Preferred Success.

7. We're here to accelerate adoption and amplify the business impact of your solution

Faster outcomes and time to value. Lower risks and fewer deployment concerns. Exclusive access to experts and answers. These benefits, and all the features below, are built into your SAP Preferred Success base subscription plan, so you can grow your business in the cloud, right now.

1. Solution launch checks and success checks.

Adoption plans, quality reviews, and targeted analysis of your specific business case that help maintain peace of mind throughout your deployment and beyond, so you know you're on the right path to an earlier return on your investment.

2. In-depth release guidance.

Tailored release plan for faster release preparations and improved feature adoption.

3. Targeted training programs.

Relevant training and best practices that keep key users and administrators on top of the latest tips and topics.

4. Advanced support and enhanced target SLAs.

Faster responses when there's an incident and quicker resolution targets for non-defect issues.

5. Customer success experts.

Access to SAP subject matter specialists to help you work through complex topics and continuously increase the value your SAP solution delivers to the business.



8. A more efficient way to happy customers.

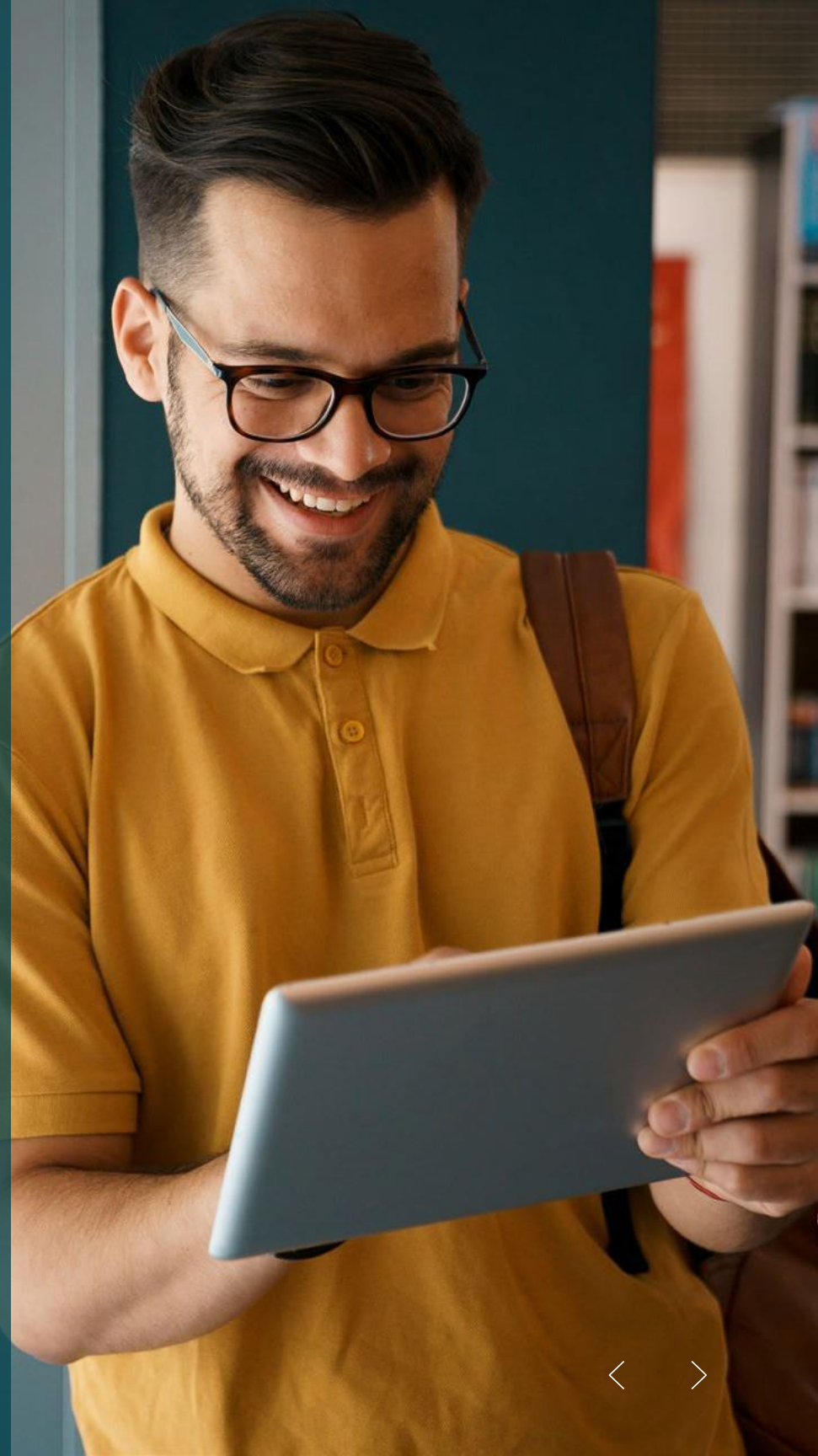
See how SAP Preferred Success helped Hitachi take ERP to the cloud and boost customer satisfaction and process efficiency along the way. [Read the case study >](#)



The right mindset, the right priorities.

See how Lenovo uses SAP Preferred Success to build their digital mindset and link the latest features with business priorities.

[Read the case study >](#)



9. We're here to give you more options when you face more complexity

The expanded editions of **SAP Preferred Success** add more adoption- and utilisation-driving features to the base subscription plan. With greater access to expert guidance, enhanced services, prescriptive solution reviews, and hands-on assistance with feature adoption, these additions help make sure you're always using your solutions as efficiently as possible.

1. A higher-tiered offering with expanded scope.

Advanced support combined with built-in standardised services, as well as greater access to SAP certified product specialists and experts.

2. Cost-effective, convenient subscription models.

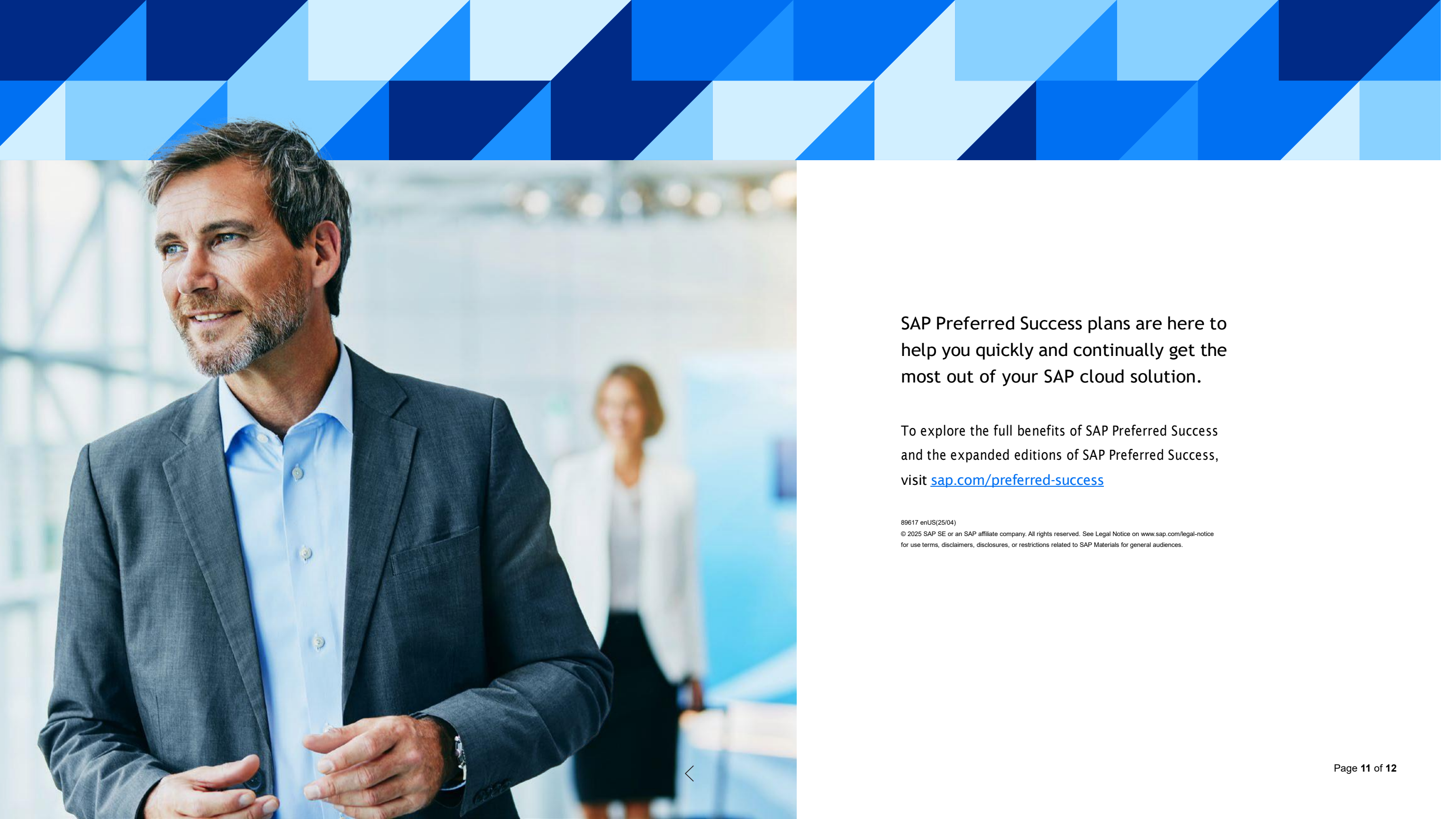
Always-there, ongoing support means no scope-creep, no person-hours to track, and no additional purchase orders or statements of work when you need something.

3. Greater access to expertise and guidance.

Leverage enhanced services, prescriptive solution reviews, feature adoption assistance, and extended expert access to make sure you're getting the most out of your investment.

4. Support for larger, more complex solutions.

The expanded editions of SAP Preferred Success are currently available for select SAP cloud products. For more information, please visit sap.com/preferred-success.



SAP Preferred Success plans are here to help you quickly and continually get the most out of your SAP cloud solution.

To explore the full benefits of SAP Preferred Success and the expanded editions of SAP Preferred Success, visit sap.com/preferred-success

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