



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Cloud Support Services

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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 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.

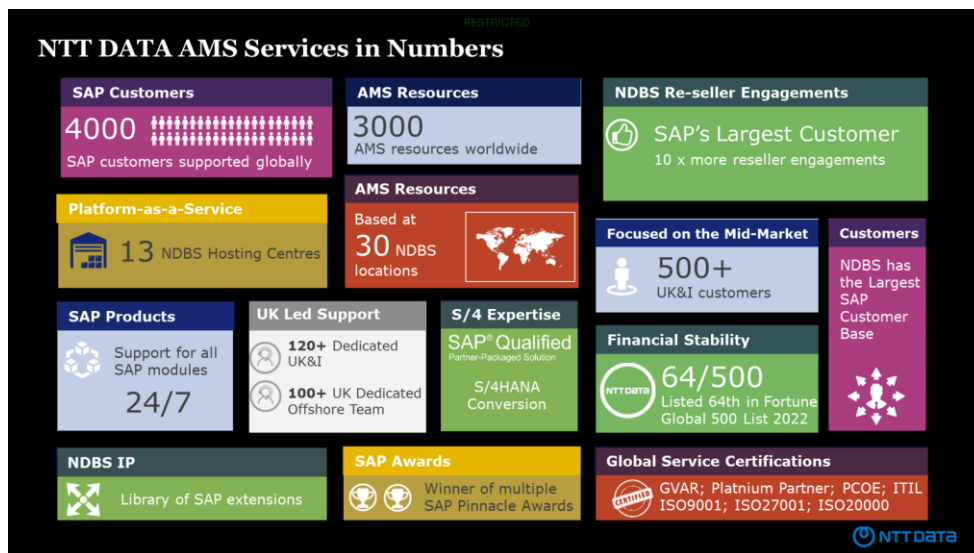
Introduction

SAP's product suite offers cloud applications across ERP and Finance, CRM and Customer Experience, Procurement and Supplier Management, Supply Chain, HR and People Engagement, and Analytics and Business Intelligence.

NTT DATA Business Solutions support service provision reduces the burden on customers by offering specialist management and application skills to ensure that the customer's SAP applications and services remain governed, supported, maintained and secure.

SAP Cloud Support Services

NTT DATA Business Solutions are a leading provider of SAP Support and AMS services. Our support service covers the breadth of the SAP product suite and can be tailored to suit the needs of the customer and the services in use. We have extensive capability across all SAP products and components, and are able to leverage a variety of shoring models to deliver cost effective support to support the needs of individual institutions and organisations.



Regardless of services being utilised, NTT DATA Business Solutions leverages a standard set of management and technical processes, tooling, and automation to optimise your SAP services. We also apply our cloud service and operations management to ensure that your chosen combination of services is supported effectively and remains aligned with your strategy.

NTT DATA Business Solutions' support service covers a range of service management disciplines including but not limited to:

Transition Services

Whether you are coming into support from a project or from an incumbent support service provider our robust transition methodology transition.it will ensure a seamless transition into our BAU support service. We manage transition as project assigning a UK transition project manager who manages the process from start to finish ensuring governance throughout the process.

Service Desk

NTT DATA utilise SAP Solution Manager Service desk for ticket logging, customers are given access via a secure URL. The service desk is available 24/7 for ticket logging with resolution during customer contracted service times. Customers are able to utilise additional functionality within the service desk such as

- Use of AI for ticket creation, our ticket bot assists customers upon ticket creation suggesting correct ticket type, priority and also suggesting additional information that could be included within the ticket to assist in faster resolution.
- Self-service Reporting, ability to generate service reporting in real time providing up to date information on ticket status and SLA adherence

The ability to integrate service desks is also available, providing seamless ticketing across both systems.

Application Support

NTT DATA have dedicated teams that provide support to our customers, we can provide support from UK and offshore based teams providing customers with cost effective support options without any compromise on quality of support being delivered. Our support consultants have 10 years plus of SAP experience across all applications and industries, working on all SAP platforms from ECC6 to S/4 HANA ERP Cloud.

We provide Level One (L1) to Level Three (L3) support for incidents, service requests, small change and problem management using ITIL V4 best practices. We provide a variety of support models from fixed price, committed volume, time and material through to dedicated Centre of Excellences (CoE's) where we provide dedicated resources that work specifically for the customer as part of your own inhouse team; we work with our customers to define a support provision that works for the customer with the ability to change as the customer requirements flex.

Our support services are underpinned by the following accreditations:

- SAP Partner Centre of Excellence
- ISO9001
- ISO20000
- ISO27001

Cloud Concierge Services

NTT DATA provide cloud concierge services that look after our customers infrastructure; we are able to look after any hosting requirements from our own data centres and offer fixed price packages for the monitoring of your SAP systems with 24/7 P1 issue resolution, these packages are tailored to our customer needs. Where a customer is looking after their own infrastructure requirements but require adhoc support including advice and guidance on any patching, upgrades, EWA analysis, health checks etc we are able to provide support from our experience basis team.

Governance

Governance of the support service is provided by an assigned Service Delivery Manager (SDM) they are responsible for service management, incident and change management, continual service improvement and customer satisfaction as well as playing a key role in ensuring the highest level of operational delivery. The responsibilities of the SDM include

- Ensuring customer satisfaction
- Customer advocate within NTT DATA
- Building relationships with customers staff
- Successful service delivery including SLA adherence
- Monitoring of the overall performance of the service
- Continuous improvement of processes and service
- Regular service reviews
- Escalation point for the customer

- **Incident, Problem and Change Management** using ITILv4 best practice frameworks to ensure that services are stable and adhere to operational and service level agreements.
- **Service Introduction and Management** planning and deployment of Requests for Change according to defined solution scope and SLAs after either as part of services or as a Change Request
- **Automatic Backups and DR Planning** including your approach to high availability (HA), is a service designed to restore SAP after a natural or man-made disaster or an infrastructure failure causes a wide scale outage.
- **Configuration and Release Management** to manage your applications throughout the development and upgrade lifecycle, with minimal to zero downtime for your customers.
- **Upgrade and Change Management, Security & Patch Management** to pre-agreed schedules to ensure services remain secure and stable against an agreed policy, with compliance reporting.
- **Licence Management.** Software licensing for cloud applications is often radically different from the per user licensing models traditionally used by large software vendors. Our SAP Support Service experts can advise on the most cost-effective licensing approach.
- **Service Reporting** on the number of incidents, problems, changes, and requests raised and closed. We produce trend analysis, availability reporting/management and capacity reporting/management. Finally, we provide release and patch reporting/management, SLA measurement.

Client Outcomes

Effective Application Management applied to the unique characteristics of cloud through our SAP Support services giving you:

- Stable and secure environments without compromising on agility.
- Cost Optimisation for IT organization and direct headcount
- Improved retention and knowledge of legacy systems critical to the business operations.
- Simplified Incident, Problem and Change Management through SLAs and OLAs
- Flexibility that will allow IT to adapt to the unknown future challenges.

SAP Transformation & Implementation Service

Approach and Scope

NTT DATA Business Solutions SAP Transformation & Implementation Services cover the design and delivery of the breadth of the SAP product suite and can be tailored to suit the needs of the customer and the services in use.

We collaborate with clients wherever they are in their SAP Cloud journey using flexible, industry-specific approach that includes full transformation consulting, in-depth assessments, IP-based implementations, and full lifecycle support services. Our primary objective is to help clients achieve their desired digital ambitions and specific business outcomes.

Regardless of services being used, NTT DATA Business Solutions leverages SAP certified consultants augmented with our own enhanced SAP delivery methods, technical processes, tooling, and automation to optimise your SAP project or programme design or delivery. We integrate this with other service providers and our Customers' IT delivery processes to ensure that end users receive seamless transition to new SAP capabilities.

NTT DATA Business Solutions' SAP Transformation & Implementation Service Provision covers a range of transformation programme design and delivery disciplines including but not limited to:

- **SAP Cloud & S/4HANA Strategy / Advisory** Business and architectural analysis to evaluate SAP Cloud migration to carry out green, blue or brown field SAP Cloud & S/4HANA transformation.
- **SAP Data Management** Tackles complex legacy ERP, with a problematic data governance issue affecting operations. Uses SAP MDG & ILM to support transition to data driven micro services. NTT DATA also offer its own IP to manage and govern data.
- **License Optimisation** Analysis and advice on SAP License procurement, including validation of BoM, existing license optimisation and license strategies.
- **Core S/4HANA Implementation** building S/4HANA focusing on lean process implementation (Fit to Standard) accompanied by Hybrid Agile, DevOps or Waterfall delivery of the SAP design.
- **SAP Line of Business Product Implementation** Transformation of existing processes with SAP products such as: Warehousing (EWM); Transport (TM, LBN, GTS), Procurement (Ariba), Engineering (CPQ), Inventory & Planning (IBP), Finance (CFIN/BPC), CX (Sales, Service, Commerce Cloud, CPQ), Expenses (Concur)
- **Business Process Intelligence** Next-generation process mining at scale, with fact-based insights onto your legacy SAP estate, highlighting potential risks and ongoing improvement opportunities for smarter business decisions.
- **SAP Technical Architecture** Design and deliver high available, secure, high performance and resilient SAP IT landscape, based on chosen hyperscaler. Additionally, plan and deploy updates, upgrades to ensure latest versions of SAP products, Operation Systems, and security patches in systems.

Client Outcomes

Confidence and certainty in the SAP Cloud strategy, architecture, implementation plan and execution of SAP projects or programmes through our SAP Transformation & Implementation Services gives you:

- Design of a fit for purpose future SAP Cloud architecture
- Confidence and certainty in the business case, benefits logic, costs, and implementation roadmap
- Improving legacy process performance in advance of the transition to SAP Cloud
- Maximising the benefits from SAP Cloud process simplifications, standardizations and how to navigate achieving Fit to Standard, AI, and ML
- Achieving data readiness for the migration to SAP Cloud, including the categorization of cold and host storage data to ensure only relevant data is deployed in SAP system and data required is moved to archiving database.
- Ensure the optimal use of the SAP Licenses currently used and/or the future SAP BoM

- Building the IT capability to run an SAP Cloud portfolio including the role of SAP, Cloud hyperscaler, the AMS provider and the customer CoE.
- Achieving rigour, repeatability, certainty, and quality in the delivery of SAP Cloud
- Focus on achieving genuine business change from SAP best practices, with genuine change in the work people do.
- Strong control, governance, and visibility of delivery

Commercial Arrangements

Parent Company Guarantee (PCG)

Please note the following details in relation to any direct award or competition under the G-Cloud framework agreement.

NTT DATA Business Solutions is not able to provide a Parent Company Guarantee (PCG). If your call-off order or competition requires a PCG, then NTT DATA will be forced to decline the call-off order or withdraw from the competition.

Pricing

Please see the Digital Marketplace for the NTT DATA Pricing Document and SFIA Rate Table associated with these services.

Ordering and invoicing process

We expect Clients to follow the G-Cloud 14 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed, and can be delivered.

Each assignment will then require a formal work order, which would define:

- The name and contact details of the Customer's representative.
- The objective(s) of the work and the Key Performance Indicators.
- The amount and type of resource required (number of roles and duration).
- Start and end dates for the project.
- The scope and requirements for the project.
- The specific technical or business knowledge required by NTT DATA Business Solutions.
- Advise whether the project is expected to be carried out on the customer's premises (in which case location is required), or at NTT DATA Business Solutions premises.
- Expected deliverables, quality levels and acceptance criteria for sign-off.

Upon receipt of a work order, NTT DATA Business Solutions will evaluate the requirement and confirm a start date. Once NTT DATA Business Solutions accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA Business Solutions will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days.
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days.
- For support services - Transition Charges are a one-off payment and Support Services Charges will be invoiced quarterly in advance.

Customer responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA Business Solutions and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA Business Solutions and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Business Solutions Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA Business Solutions request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA Business Solutions personnel with suitable office space, other accommodation, and facilities that personnel may require to perform the services required during the project.

Accreditations

For these services, NTT DATA Business Solutions has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management

About NTT DATA Business Solutions

Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is the world's sixth largest global IT Services provider (reference: Gartner). It employs more than 110,000 people across forty countries and has annual revenues of more than \$16bn.

For more than 45 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across the Americas, Europe/Middle East, and Africa (EMEA) and Asia Pacific regions. In EMEA, NTT DATA has operations in thirty-nine cities across the region.

In the UK

NTT DATA Business Solutions is a subsidiary of the NTT DATA and is a systems integrator headquartered in Gough Square, London, Coventry, Dublin, and Glasgow.

NTT DATA Business Solutions in the UK is an organisation that focuses on supporting clients with their SAP solutions in Higher Education, Public Services, Life Sciences, and CPG, Chemicals and Manufacturing sectors.

How do we help our clients?

NTT DATA Business Solutions provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage.
- Implementation with speed, confidence, efficiency, and surety.
- On-going management to optimise your assets with the best resource mix and cost.
- Evolution to create new opportunities and future-proof your enterprise.

NTT DATA Business Solutions helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors.
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality.
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking.