



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Cloud Implementation Services

16 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

NTT DATA Business Solutions

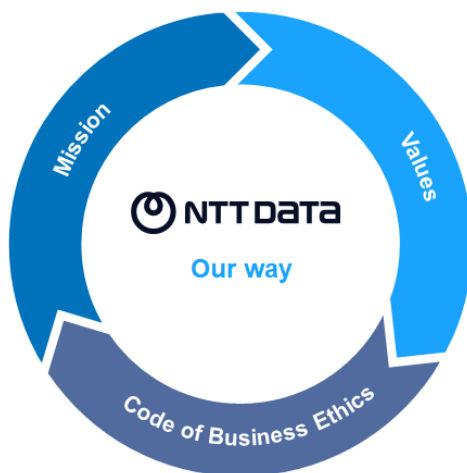
We Transform. SAP® Solutions into Value

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.



Mission

Accelerate client success and positively impact society through responsible innovation.

Values

- Respect every voice.
- Think big. Be bold.
- Deliver the outcome.
- Win together.

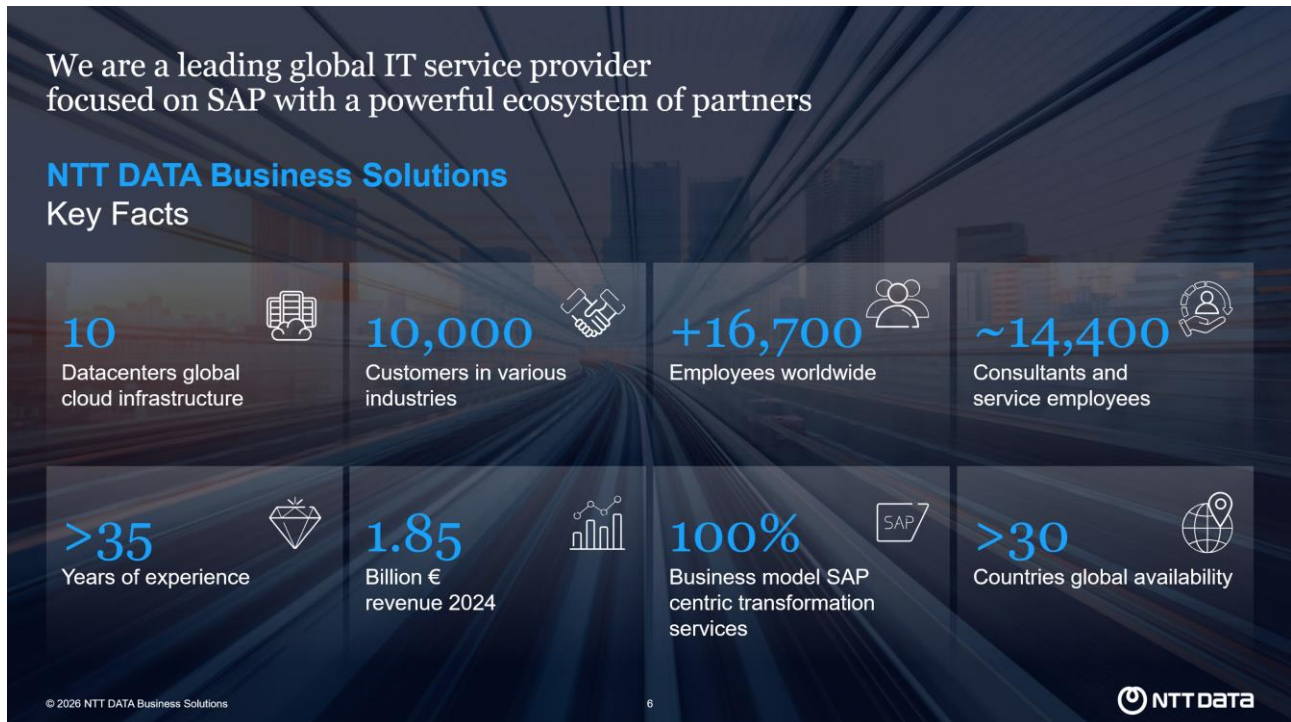
Code of Business Ethics

Defines how NTT DATA and our people are expected to conduct themselves - ethically, legally, and with respect for people and society.

SAP Cloud Implementation Services

NTT DATA Business Solutions are a leading Trusted Global SAP Partner. We understand the business of our clients and know what it takes to transform it into the future. We partner with our customers to drive SAP enabled transformation. We provide a complete offering from procurement of SAP subscriptions and licensing to advisory and implementation, to managed services and beyond. We continuously improve SAP solutions and technology to make them work for institutions and companies – and for their people.

Our clear focus on SAP, combined with our own products, services and solutions make our value proposition unique. Once you decide to transform, we support you end-to-end and around the world.



NTT DATA Business Solutions was founded as S&P Consulting in 1989 in Bielefeld, Germany, as one of the first SAP partners. Through a 33-year journey the company has expanded to a 1.423 BEUR company with 13,500 employees operating in over 50 countries. In 2007 the company became part of the NTT DATA Group and in 2013 the company was co-branded as itelligence, NTT DATA Business Solutions. Subsequently in 2021 the company was re-branded to NTT DATA Business Solutions.

We are part of NTT DATA, a trusted global innovator of business and technology services headquartered in Tokyo



NTT DATA
Key Facts

>50
Countries where we provide services



>20,000
SAP experts within the NTT DATA group



over 195,000
IT professionals at your assistance



TOP 10
Global IT service providers



over 30
Billion \$ in revenue per year



3.6
Billion \$ investment annually for R&D



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Facts & Figures | UK&I

We Transform.
SAP® Solutions Into Value

£204m
Annual Turnover FY24



700+
UKI Employees



1750+
UKI Customers



WIN
Touchlight SAP UKI Customer Success Awards 2024 Winner



WIN
SAP Partner Excellence 2024 Indirect Cloud Booking Award



WIN
SAP Partner Excellence 2024 for S/4HANA Cloud Public Edition Award



No1 CLOUD
Number 1 SAP Cloud Partner in UKI with Sapphire acquisition



Event
Largest Partner-run SAP Conference



Advise
Trusted Advisor to the SAP Community



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NTT DATA Business Solutions business portfolio

Software-Solutions

SAP Software & Technology - As a platinum SAP partner we offer and resell the full range of SAP software and technology and understand better than anyone how to generate unprecedented results by using SAP.

Own & Partner software products - our own software products provide value-added functionality and features for various industries and business areas. They are designed to optimise your processes and allow for seamless integration into your existing IT landscape, whether that be on premise or in the cloud.

Business Transformation Services

Advisory services – we understand your business needs and guide you in developing an IT strategy and roadmap that sets the stage for sustainable innovation and continuous improvement.

Co-innovation Services – From ideation to process automation or business model innovation, we make sure you utilise the opportunities of emerging digital technologies where it makes the most sense for your company.

IT Adoption & Value Realisation

Implementation Consulting Services - to optimise your business processes. We design and implement SAP technology, supplemented by best practices and custom-built extensions to meet industry and line of business requirements.

Application Management Services - as your long-term partner, we ensure that your IT is resilient, high performing and future proof. Our flexible service concepts cover on-demand SAP support as well as tailored optimisation and enhancements.

Managed Cloud Services – we can take care of your cloud transformation and operate your cloud-based IT environment, from technical management and SAP Basis to managing security, cloud platform and infrastructure operations.

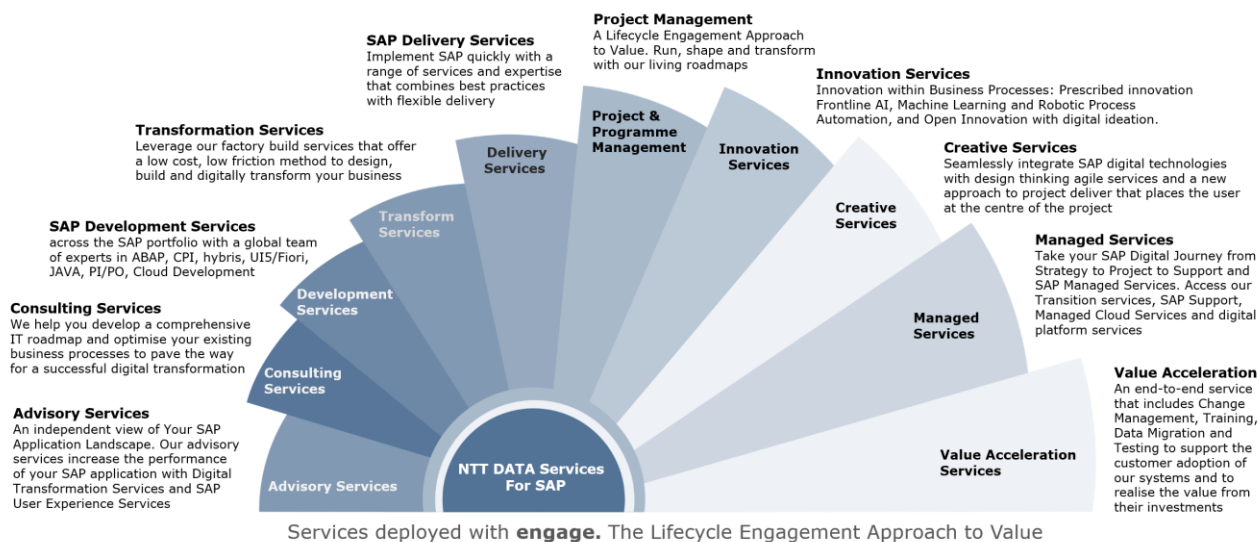
Solutions - our packaged solution approach, includes a suite of industry, line of business and technology solutions to help you leverage, pre-built content, and accelerators for fast and tangible results.

Business Readiness & Adoption Services - you can be sure that your transformation projects deliver their value to the business as we help you to manage change as an integrated part of a Project methodology.

Cloud Infrastructure

As a full stack provider, we can provide highly flexible and scalable cloud infrastructure for optimal IT operations and business support – using our data centres worldwide or leveraging hyperscale resources from our partners Amazon Web Services (AWS), Microsoft Azure (MS Azure) and Google (GCP).

Our Comprehensive & integrated Services aligned to the SAP Product Suite



In summary we offer implementation and advisory consulting services associated with the SAP application toolsets and NTT DATA Business Solutions IP across:

- Focused on adoption of SAP Best Practices®
- NTT DATA solutions to enhance or accelerate SAP Best Practices®
- Collaborative Implementation Approach based on SAP Activate®
- Dedicated UK implementation and support teams, flexible shoring models
- One-Stop-Shop for SAP Solutions
- Implementation of SAP S/4HANA Cloud, SAP BusinessOne, SAP ByDesign ERP and associated products and add-ons
- Implementation of SAP SuccessFactors HCM and associated products
- Implementation of SAP Business Data Cloud, SAP Datasphere, SAP Analytics Cloud and complimentary partner solutions.
- Implementation of SAP Ariba and SAP Concur
- Implementation of SAP CX Solutions
- Implementation Services for Qualtrics Solutions
- Implementation and strategic services for Signavio Process Management Suite
- Services for SAP Business Technology Platform; Architecture, Design, Development, AI
- Value Acceleration Services for supporting Data, Training, Testing, Organisation Change
- NTT DATA Business Solutions IP add-on solutions for SAP
- Solution strategy and road mapping services
- Implementation of complimentary partner solutions for SAP products



Business Facilities and locations

In the United Kingdom we are in London, Coventry, Glasgow, and Dublin.

We have offices all over the world including in Brazil (6), Canada (1), United States (2), Australia (5), China (4), India (4), Indonesia (1), Malaysia (1), Singapore (1) and Thailand (1).

Number of employees

NTT DATA has around 13,500 employees.

Award Winning Service Delivery

NTT DATA Business Solutions are highly regarded by SAP in their top-tier of service delivery and support partners, regularly being recognised by both SAP and external organisations globally for solution delivery excellence.

NTT DATA SAP Global Competency

- Global Strategic Service Partner*
- Global Platinum Reseller Partner**
- Global SAP-Certified Provider of SAP Business Suite Solutions Operations ***
- Global SAP-Certified Provider of SAP S/4HANA Solutions Operations ***
- Global SAP-Certified Provider of SAP SuccessFactors Solutions Operations ***
- Global SAP-Certified Provider of SAP HANA Operations ***
- Global SAP-Certified Provider of SAP BTP Operations ***
- Global Qualtrics Partner ***
- SAP Concur Implementation Partner (Europe/Asia)***
- Global SAP Enable Now Partner***
- Global SAP PartnerEdge Build Partner***

+22,000
Global SAP Resources

+30
year Partnership with SAP

NTT DATA Business Solutions is SAP Pinnacle Awards Winner

- GROW with SAP
- SAP Business AI | Customer Adoption
- Business Transformation Management
- Cross-Portfolio Success

NTT DATA Business Solutions is SAP Pinnacle Awards Finalist

- Sales Success | Midmarket
- SAP Business AI | Partner Innovation – Customer AI Use Case
- Learning and Skills Growth

IDC recognizes NTT DATA as a Leader in the 2022 IDC MarketScape for Asia/Pacific SAP Implementation Services

Source: IDC, 2022



17
Industry Solutions

58
SAP Accelerate Packages



NTT DATA named a leader in Gartner Magic Quadrant for SAP S/4HANA Application Services, Worldwide

Source: Gartner MQ, May 2022

+10,000
Successful SAP Active Clients

58
countries with SAP resources coverage

Trusted Advisor | Global Delivery | Industry Expertise | Center of Innovation | End-to-end Solutions

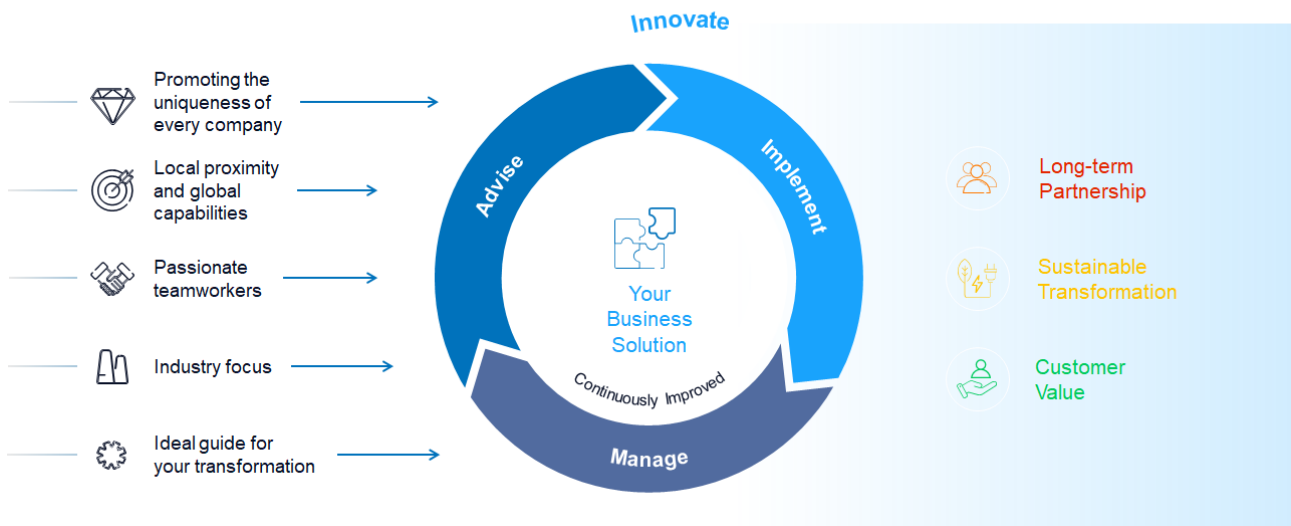
*NTT DATA; **NTT DATA Business Solutions and selected NTTD group companies; ***NTT DATA Business Solutions

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Continuous Customer engagement via Engage.

Our goal is to build long term partnerships with our customers. We do this by delivering continuous customer value and by enabling sustainable transformation.

Tailor-Made for your journey



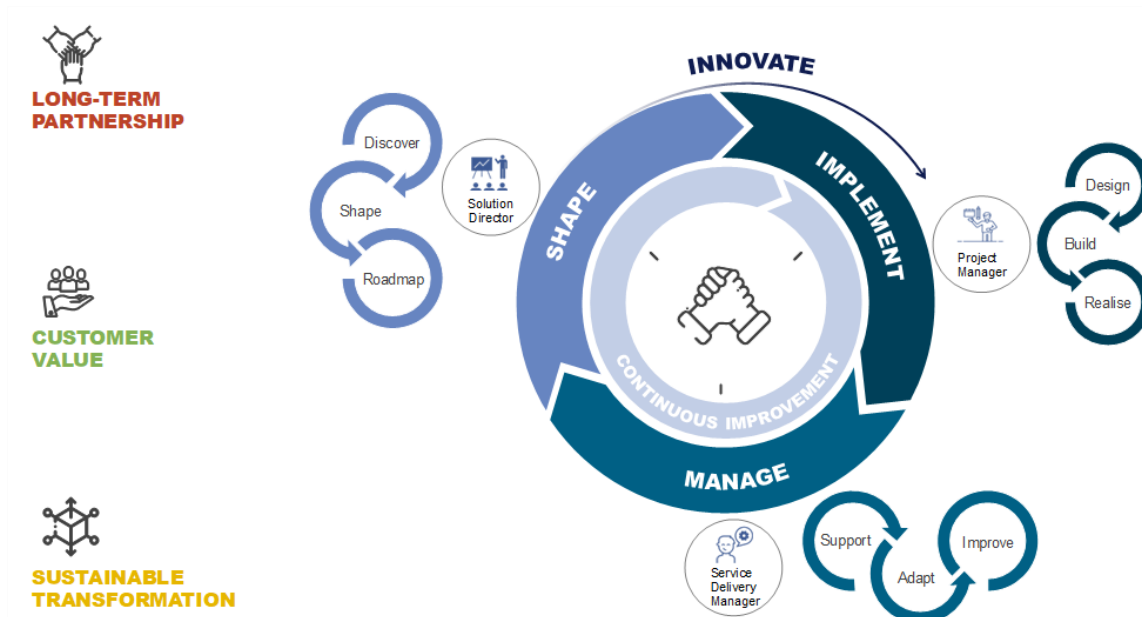
We believe that support of business as usual (BAU) does not happen in isolation but is connected and synchronised with the wider activities of shaping of future direction, projects and initiatives and their implementation. NTT DATA employ our customer engagement framework **Engage** to ensure this happens in a connected, proactive, and continuous way.

Engage comprises a set of roles, enablers, activities, and governance which ensures that all activities within a customer's account are connected, continuous and proactive and is founded on the close working partnership of three key areas of engagement by NTT DATA:

SHAPE: An assigned Solution Director acts as your trusted advisor for Solution Strategy and adoption of new technology and innovation. This Director owns and oversees all 'Shape' activities and collaborates with you to create and maintain your Living roadmap.

IMPLEMENT: Each project will have a Project Manager assigned who is responsible for Project Performance and oversees all 'implement' activities.

MANAGE: Your assigned Service Delivery Manager is responsible for Service Performance and oversees all activities related to BAU Support



Whilst the framework is a constant principle of managing customer expectations and delivery performance, Engage is designed to provide a high level of flexibility. The emphasis on the different areas SHAPE, IMPLEMENT and MANAGE will vary as initiatives and projects flow from SHAPE through IMPLEMENT in to steady state MANAGE.

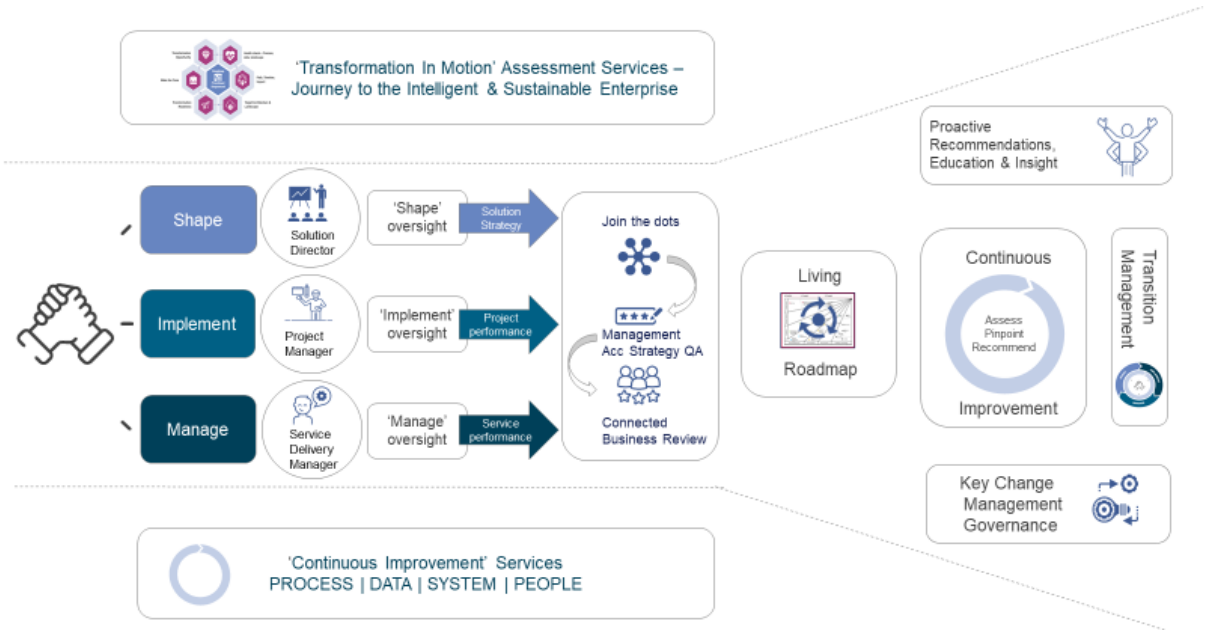
Your Engage team

The roles of Service Delivery Manager, Solution Director, and Project Manager work in unison across the relationship orchestrated by your Account Manager ensuring your Executive Sponsors have the confidence of a high-quality NTT DATA team and governance model to deliver value on a day-to-day basis and act as ambassadors for sponsoring the overall success of the partnership, building key relationship at the executive level and acting as points of escalation if the need arises.

Importantly the elements of the software lifecycle are not managed or executed in isolation but in a joined-up management of our partnership via a clearly defined and joined up governance model with clearly defined roles, responsibilities and cadence.

Three elements of Engage; SHAPE, IMPLEMENT and MANAGE are combined internally in regular sessions run by the Account Manager attended by the SDM, Solution Director, and Project Manager (where applicable). Each of the key roles update on the key activities in their part of the lifecycle – Service Performance, Solution Strategy Reviews and Project Program Reviews. This forum is multi-faceted in serving to keep all aspects of the partnership aligned and up to date as well as collectively managing the overall strategy. It also includes managing issues and initiatives that span more than one area (or potentially all of them). Key change requests from MANAGE (continuous improvement led) for example are reviewed with the Solution Director to ensure that they align with the Living Roadmap. The Team also uses outside in and inside insight to collectively agree proactive recommendations to optimise and improve.

The internal 'Join the Dots' sessions form the foundation for the regular Connected Business Reviews held with you to holistically review the partnership from a SHAPE, IMPLEMENT and MANAGE delivery perspective.

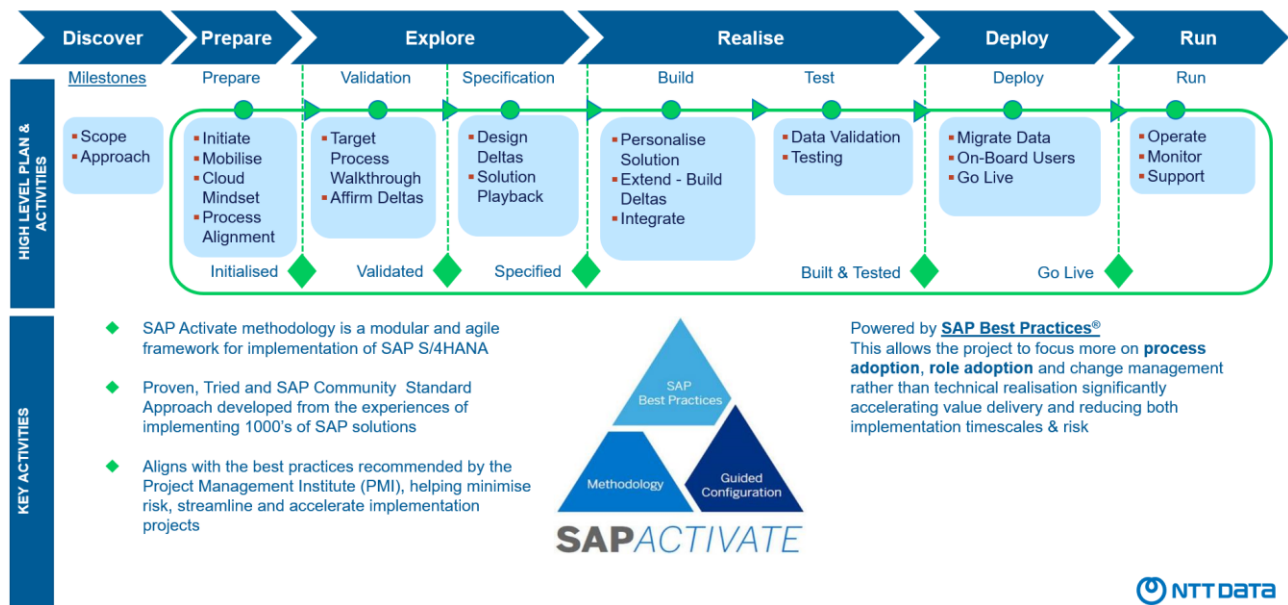


NTT DATA Implementation Approach

NTT DATA Business Solutions offer implementation and advisory consulting services for the implementation and onboarding of the SAP software, available through our Lot 3 listing – NTT DATA 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

Implementation Methodology – SAP Activate®



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 each phase of the implementation include:

Discover Phase Activities:

- User enablement via the trial system
- Solution scoping via the SAP Digital Discovery Assessment tool
- Value discovery

DISCOVER

You have a problem... and we have a solution! During the Discover phase, you'll research different software to satisfy your business pain points.

During this time, we want to get to know you and your business. Then we'll share our extensive SAP knowledge and the many benefits it can bring to your organisation.

To conclude this phase, you will decide if working with NTT Data Business Solutions is the right fit for you.

NTT DATA

Prepare Phase Activities:

During Prepare, the client team are introduced to the NTT DATA project team. This phase is all about planning and preparing for the start of the project.

PREPARE

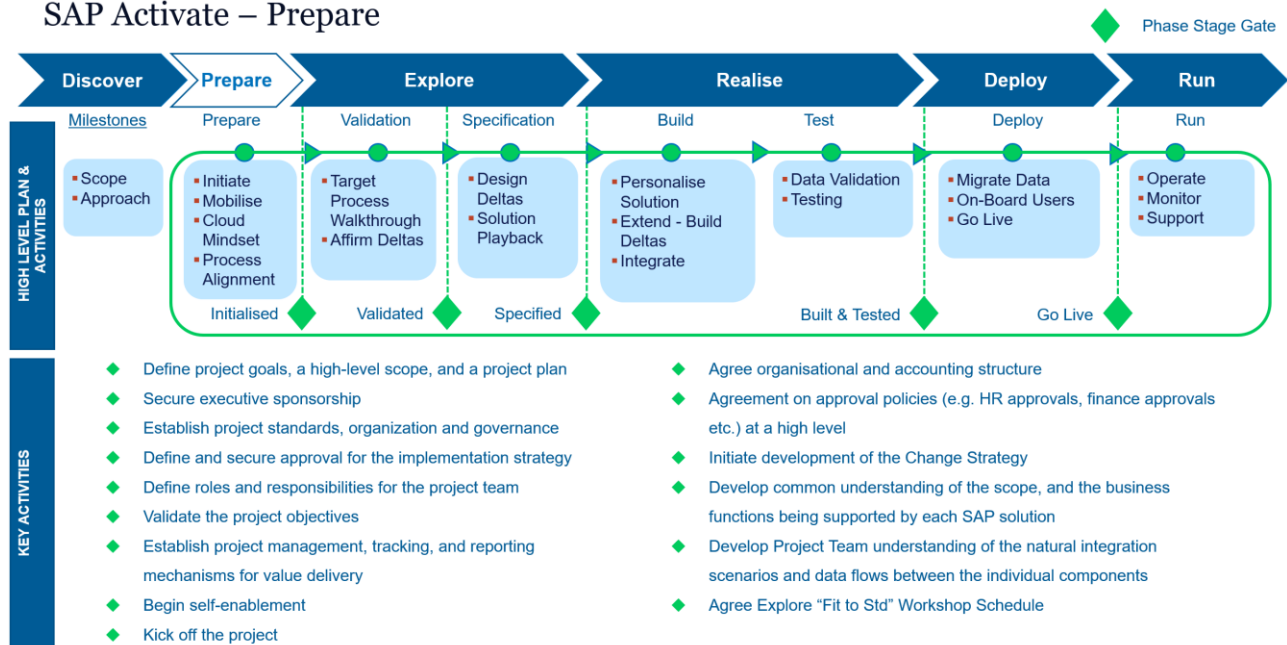
As the name suggests, in this phase we will prepare for our journey ahead.

Together we will coordinate the logistics of the project: roles, processes, budgets, tools, etc. Next, our teams will get to know one another and we will prepare to enter the next phase. In parallel with these activities, we will initiate the system build and activation.

To conclude, we make preparations to enter the next phase.

Teamwork makes the dream work, right?

SAP Activate – Prepare



Explore Phase Activities:

The Explore phase of a project bridges activities primarily related to preparation with those related to solution build, development, and implementation. Explore is the structured assessment of a businesses' ability to adopt a solution based on pre-defined best practice processes, with the aim of cost efficiency and speed of implementation.

EXPLORE

We'd argue that the Explore phase is the most crucial part of our journey.

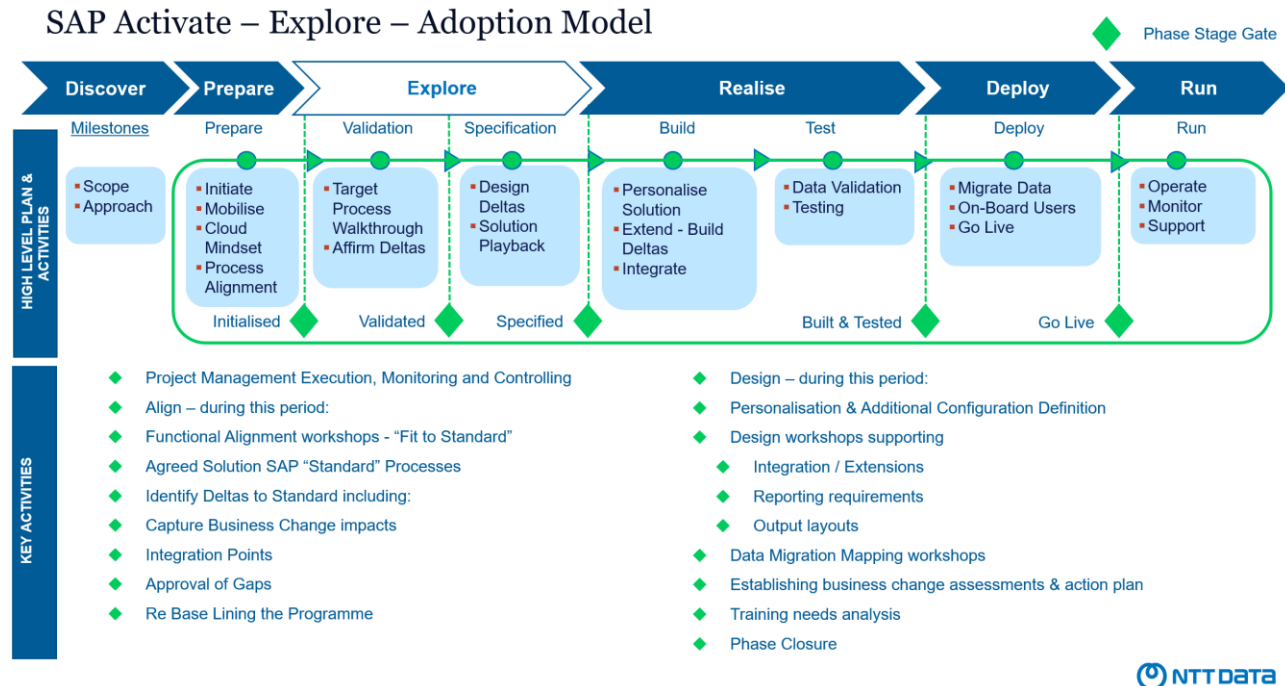
Here, we'll demonstrate SAP's many predefined processes that will cover the vast majority of your needs. Where the standard solution does not meet your business requirements, we will explore options to customize a solution for you.

After applying our findings, the initial system build will be refined.

In parallel to these activities, the project schedule may be adjusted for the Realize phase.

NTT DATA

SAP Activate – Explore – Adoption Model



Explore – Solution Validation

The initial period at the start of Explore is entitled Solution Validation. The purpose of Solution Validation is to agree the processes based primarily on our NTT DATA templates or SAP Best Practices®. The SAP Best Practices® represent pre-configured business processes aligned to for example the SAP Chart of Accounts, Enterprise structure and supporting country tax, legal and statutory requirements.

An example of such content can be seen with SAP S/4HANA product. SAP provide a wealth of pre-configured business processes through the availability of SAP Best Practices®. These processes provide not just pre configuration of the solution but also supporting documentation including:

- Process Swim lanes diagrams
- Process definition
- Set up instructions
- Process test scripts
- Demonstration data
- SAP EnableNow or SAP WalkMe Training content

SAP Best Practices® – Solution Accelerators

DETAILS

Process flow
A representation of the business process to show how the software works as standard.

Set-up instructions
A guide to the steps you need to carry out to set up this scope item.

Test script
A procedure for testing the activated system according to the defined business process.

Test script (SAP Cloud ALM)
Template for manually uploading the test script as test case in SAP Cloud ALM.

Process flow (BPMN2)
A representation of the business process to show how the software works as standard, for displaying and editing in process modeling applications.

Task tutorials
Recorded tutorials demonstrating the process

Explore – Solution Specification

The “Explore – Solution Specification” sub phase builds on “Explore – Solution Validation” to capture details to support the solution design. This is achieved by:

- Capturing Localisation settings for the entities within the scope for deployment in this proposal (Companies, countries, sites)
- Capturing personalisation details needed to build the solution.
- Undertaking detailed design workshops for the agreed deltas.

Realise Phase Activities:

During the “Realise” phase, the project prepares the solution based on the configuration options available within the Solutions for the organisation.

REALISE

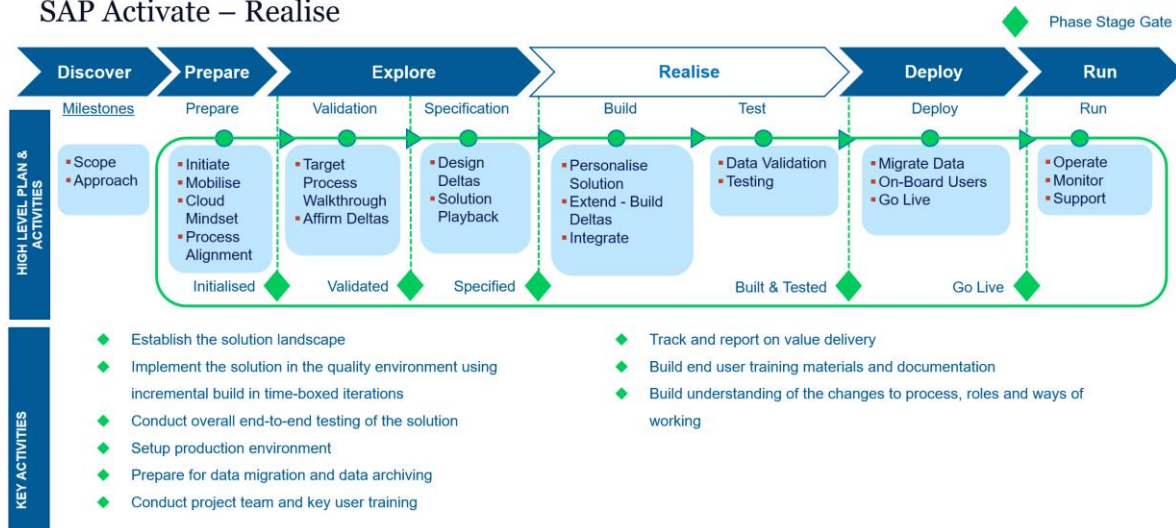
In the Realise phase, we will implement the developed business plans that were approved in the Explore phase.

Once configured and developed, we will begin to migrate your data to SAP. A series of testing cycles will determine if your design solution is working properly. In parallel we continuously refine security and authorisations.

Training plans are created for your employees and prepare to cutover from your legacy system to SAP.

NTT DATA

SAP Activate – Realise



Deploy Phase Activities:

Deploy is where the project team prepare to take the designed, built, and tested solution live for the countries, Companies and Locations.



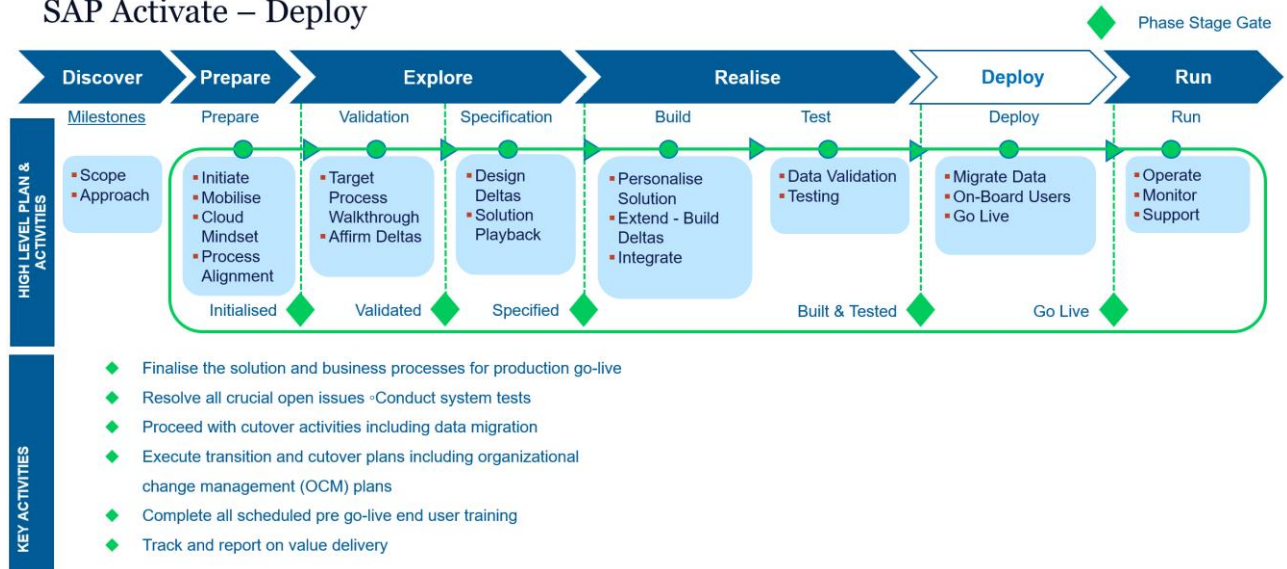
DEPLOY

In Deploy, all the pieces of the puzzle start to come together as we near the end of our journey.

We will cutover into your new SAP system (possibly causing some sleepless nights on our end to ensure a seamless transition on your end), train the end-users on SAP functionalities, and review the go-live checklist.

We will make the decision together to go forward with go-live.

SAP Activate – Deploy



Run Phase Activities:

The Run phase will represent “business as usual” for those companies within the Deployment. It encompasses the activities that are undertaken on an on-going basis to keep the solution running satisfactorily and to support continuous business improvement.



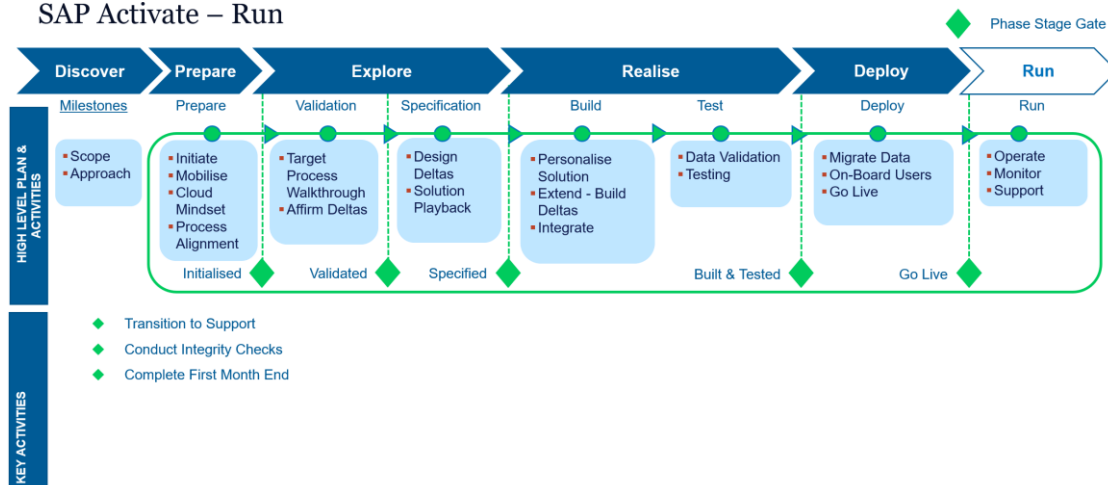
RUN

The Run phase is simple: we go live!

The project team from NTT Data Business Solutions will provide an elevated level of support to ensure the success of your new SAP solution.

After completing a great project together, we'll get you properly supported with our Application Management Services team. They will provide further stabilization, take on optimization projects, and any additional support needed once our time as a project team ends.

SAP Activate – Run



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 & 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.

Thank you.

We are Here to Help

This document provides an overview of our service with context about how our services can support you and how we work.

However, every organisation faces unique challenges, and our specialists are available to answer your questions and discuss how our services can be tailored to your needs.

Philip Newman

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