Service Description Document for:

SAP Spend Control Tower

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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.

SAP Spend Control Tower

Module Description

SAP Spend Control Tower is an analytical application built on SAP Business Technology Platform (BTP). It provides an enterprise-wide view of total spend to help uncover cost saving opportunities and discover process improvements.

It includes:

- Configurable, intuitive spend dashboards for executives and business users with visibility into suppliers, spend categories, and business units
- Ability to identify savings, compliance, and efficiency opportunities through detailed analysis dashboards
- Predelivered, automated connectors for SAP S/4HANA and SAP ECC applications
- Ability to upload data from other 3rd party applications
- Machine learning-based spend classification and supplier matching engine
- Preconfigured multi-currency and multi-language support
- Ability to select either UNSPSC taxonomy or a custom taxonomy to classify all spend across the company.

Technology Features

View Dashboards

SAP Spend Control Tower includes pre-delivered dashboards that enable users to analyse their enterprise spend that is enriched and aggregated to a single category taxonomy and identify savings and compliance opportunities. The users can filter the data by multiple dimensions like Source System, Supplier, Category, Regions, Company Site. The dashboard surfaces significant, actionable, and relevant user content based upon user roles and data access policies assigned to the user. The dashboards support multi-currency and multi-language based upon the user profile settings in the dashboard tool.

Spend Overview Dashboards give an executive-level overview of spend across the entire organisation. Spend Assessment dashboards help pinpoint savings opportunities and mitigate risk.

Dashboards include the following:

- Spend Overview Summary
- Spend Overview Compliance
- Spend Analysis Benchmarks – Company vs Industry Performance
- Spend Assessment – Supplier Fragmentation
- Spend Assessment – Tail Spend
- Spend Assessment – Single Source Risk
- Spend Assessment – Payment Terms
- Sustainability – Scope 3 Emissions
- Diversity Overview
- External Workforce – Summary
- Travel and Expense – Summary
- Data Quality Dashboards

Manage direct connection to SAP S/4HANA and ECC systems

For SAP Spend Control Tower, data can be loaded from SAP S/4HANA (Private Cloud, On-Premise and Public Cloud) and ECC 6.0 system using automated connectors. The connectors leverage standard iflows that need to be deployed in SAP Integration Suite or CPI. Depending on the complexity the integration might require additional (optional) services. The following integration points are supported for SAP ECC 6.0 or higher or SAP S/4HANA:

- Transaction Data
  - Invoice
  - Purchase orders
- Master data

- Account (General Ledger) and Account Text
- Company Site (Office/Plant Address)
- Contract
- ERP Commodity (Material Group)
- Part (Item/Product Master)
- Supplier
- Purchasing Org
- Purchasing Group
- Cost Center
- Internal Order
- Sales Order
- Asset
- WBS Element (Project)
- Account Assignment
- Currency Conversion Table (TCURR)
- Profit Center
- User

The recommended timeframe for the accounts payable data from any system is two years, although customers can load more records as needed. The refresh cycle for the loads can be daily, weekly, monthly or even quarterly. SAP Spend Control Tower data file upload includes automatic data validation designed to identify formatting errors in the files. Validation includes an error report with details of issues encountered during upload.

Manage File Loads
SAP Spend Control Tower provides the ability to load data from 3rd party systems like Oracle and Microsoft using csv files. The recommended timeframe for the accounts payable data from any system is two years, although customers can load more records as needed. The refresh cycle for the loads can be daily, weekly, monthly or even quarterly. SAP Spend Control Tower data file upload includes automatic data validation designed to identify formatting errors in the files. Validation includes an error report with details of issues encountered during upload.

Data Enrichment
SAP Spend Control Tower provides the following enrichment services to help aggregate data across multiple source systems for display in dashboards and reports. Note SAP Spend Control Tower data enrichment services are available only in production systems, not in test systems, to ensure that machine learning models use only production-quality data. • Spend Categorisation to UNSPSC or Custom Taxonomy • Spend Classification of invoice line items (or General Ledger posting) to UNSPSC or a custom taxonomy, as selected by customers. • Supplier Matching to Dun & Bradstreet (D&B) • System utilizes strategic rule-based supplier matching evaluations to predict the D&B global and site level supplier hierarchy from information uploaded about the supplier such as name, location, and industry. • Customer Feedback Tool • System provides an interactive tool that allows customers to review their lower confidence predictions, then determine the proper UNSPSC and D&B supplier hierarchies that they would prefer their data to aggregate against for dashboards and reports. These values will then be utilised to retrain customer specific models based on their unique purchasing patterns.

Custom Taxonomy Hierarchy
SAP Spend Control Tower provides the ability to upload a custom taxonomy hierarchy, along with UNSPSC mappings to classify all spend transactions for the global marketplace.

APIs
- Operational Data Reporting API - This API enables the retrieval of source system data loaded into SAP Spend Control Tower. The retrieved data can be used with external reporting tools for comprehensive data analysis.
- Data Load API - The Data Load API enables you to load spend data files into SAP Spend Control Tower. This API can be helpful if you need to load spend data from non-SAP systems, as well as older SAP ECC and SAP S/4HANA systems.

Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

The SAP Onboarding Resource Center provides a one-stop-shop for onboarding information, with step-by-step guides, assets and webcast sessions to ensure a smooth and seamless onboarding experience.

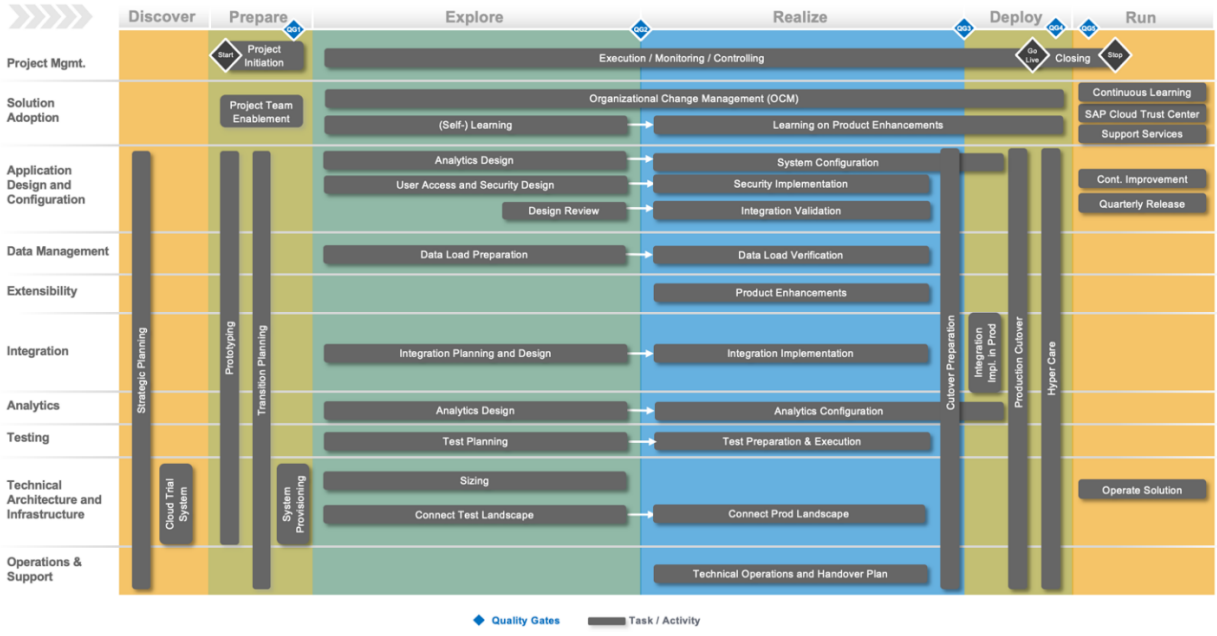
Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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:

In the Discover phase, customers become familiar with the benefits of SAP Spend Control Tower, and the benefits it can bring to customers' business.

- Define the analytics strategy
- Value discovery.

Prepare Phase Activities:

The purpose of the Prepare phase is to perform the initial planning and preparation for the project. In this phase, the project is started, plans are finalised, project team is assigned, and work is under way to start the project optimally.

- Define project goals, a high-level scope, and a project plan.
- Identify and quantify business value objectives.
- 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:

The purpose of the Explore phase is to perform a fit-to-standard analysis to validate the solution functionality included in the project scope and to confirm that the business requirements can be satisfied. Identified delta configuration values are added to the backlog for use in the next phase.

- Organisational change management
- (Self-)Learning
- Analytics design
- User access and security design
- Design review
- Data load preparation.
- Integration planning and design
- Test planning
- Sizing
- Connect test landscape

Realise Phase Activities:

The purpose of the Realise phase is to use a series of iterations to incrementally build and test an integrated business and system environment that is based on the business scenarios and process requirements identified in the previous phase. During this phase, data is loaded, adoption activities occur, and operations are planned.

- Learning on product enhancements
- System configuration
- Security implementation
- Integration validation
- Data load verification
- Product enhancements
- Integration implementation
- Analytics configuration
- Test preparation and execution
- Connect production landscape
- Technical operations and handover plan

Deploy Phase Activities:

The purpose of the Deploy phase is to set up the production system(s), conduct cutover, confirm customer organisation readiness, and to switch business operations to the new system(s).

- Integration implementation in production
- Production cutover
- Resolve all crucial open issues
- Track and report on value delivery.
- Develop post-go live support plan.

Run Phase Activities:

The purpose of the Run phase is to further optimise and automate the operability of the solution. Operability is the ability to maintain IT systems in a functioning and operating condition, guaranteeing system availability and required performance levels to support the execution of the enterprise's business operations.

- 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.

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 Public Cloud, 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.

Major upgrades happen quarterly — in February, May, August and November.

Between the quarterly major upgrades, SAP delivers monthly service packs.

Offboarding, and Access to Data

When offboarding, for the Public Cloud solution SAP provides tools 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

SAP Ariba implements a comprehensive backup strategy for data recovery. Regular automated backups of customer data are scheduled, with log files backed up every 15 minutes. Data is stored in an encrypted format and retained for 14 days. In the event of data loss, recovery is possible using the most recent backup, ensuring a maximum data loss of 15 minutes. Additionally, production backups are made to disk, with a multi-tiered backup process that includes full, differential, and incremental backups. Backups are monitored for failures, and annual restoration validations are conducted to ensure usability.

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.