



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP BW/4HANA, Private Cloud Edition

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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.

SAP BW/4HANA, Private Cloud Edition

SAP® BW/4HANA® is SAP's packaged data warehousing solution for on-premises and the private cloud now delivered under SAP Business Data Cloud (BDC), continuing to play a key role for organisations requiring a dedicated data warehouse with mature modelling and aggregation capabilities. BW/4HANA integrates with SAP Business Data Cloud and SAP Analytics Cloud to provide a complete, modern data stack that supports analytics, AI-driven insights, and enterprise reporting.

It simplifies every aspect of SAP Business Warehouse. It allows customers to capitalize on all business applications and modern data sources, SAP, and non-SAP, with a unified data platform to drive innovation in business processes and enable the Intelligent Enterprise.

Organisations can benefit from Data Product Generator within SAP Business Data Cloud, allowing organisations to package and release governed BW data as reusable data products. This enables BW customers to unlock innovative analytics, AI and planning use cases across Business Data Cloud without needing to migrate to a new data warehouse platform.

Features and Benefits

One place for all your data – BDC brings SAP and non-SAP data together so **everyone** works from the same version of the truth.

With the SAP BW Data Product Generator in SAP Business Data Cloud, BW models can be published as governed data products, allowing secure reuse across analytics, planning, AI and intelligent applications as well as unlocking innovative use cases without the need for migrating from BW/HANA to another data warehouse.

SAP's established packaged data warehouse solution, SAP BW/4HANA.

- Fully packaged solution, including data integration, data modelling, data storage and analytics engine
- Added value for SAP business applications customers through extensive business content provided pre-built and pre-configured data models, data flows and queries.
- Scalable to large enterprise requirements supporting large data sets, intensive processing, and thousands of users.
- BDC includes native access to SAP Analytics Cloud and AI tools like Joule to automate insights and improve planning

Private cloud solution, fully hosted and managed by SAP and NTT DATA Business Solutions

Commented [FS1]: Reference to data product generator - can be used to release data from bw to other capabilities of bdc allowing you to unlock innovative use cases without migrating from bw to some new data wh. (second point)

Onboarding

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

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

SAP BW/4HANA, private cloud edition is provided as a base package which includes data storage, processing and all the software required to build your data warehouse. Customers can purchase additional upgrades to increase storage or processing capacity.

General 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 – 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® which manages the initial implementation of the solution and the delivery of corporate content. Once the platform is established, developers can continue to use the same methodology to further enhance or enrich the solution.



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:

- User enablement via the trial system
- Strategic planning

Prepare Phase Activities:

- Prototyping
- Project team enablement
- Transition planning
- System provisioning
- Kick off the project.

Explore Phase Activities:

- Project management execution, monitoring and controlling.
- Organisational change management
- Self-learning or coached enablement
- Analytics design
- Fit-to-Standard analysis for SAP data sources and design for extensions and non-SAP data sources.
- User access & security design
- Data load preparation
- Integration planning and design
- Test planning

- Sizing
- Connect the test landscape

Realise Phase Activities:

- Project management execution, monitoring and controlling.
- Organisational change management
- Learning on product enhancements
- Analytics configuration
- Administration settings
- Scenario optimization
- Security implementation
- Data modelling
- Product enhancements
- Integration implementation
- Test preparation and execution
- Connect the production landscape
- Technical operations and handover plan
- Cutover preparation

Deploy Phase Activities:

- Project management execution, monitoring and controlling.
- Organisational change management
- Learning on product enhancements
- Production integration implementation
- Production cutover
- Hyper care

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement
- Release cycles

Our approach embeds the following principles:

- START with BEST PRACTICES for SAP data sources - with the solution delivered through proven, re-useable Knowledge Assets and pre-built content, including pre-configuration 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.

Service Levels and Support

For productive system the service level for availability is 99.5%. For non-productive systems (development, test) the service level for availability is 95.0%.

Software Support is provided by SAP Enterprise Support. Additional cost options are available for enhanced support from SAP and details are available on request.

NTT DATA 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

There is generally a major release every year, with interim patches if required. There are weekly maintenance windows on the cloud platform which are scheduled and communicated via support.sap.com. Major upgrade windows are managed through the same process.

Offboarding, and Access to Data

When offboarding, the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

Business Continuity

A full backup of the production database and log file is taken daily, replicated to an alternative location and retained for 30 days. For non-production databases, the backup is taken weekly, replicated to an alternative location, and retained for 14 days.

A full backup of production and non-production file systems is taken monthly with daily incremental backups. Backups are replicated to an alternative location and retained for two months.

Customers may request long term backups for an additional cost.

After Sales Support

SAP provides Enterprise Support for the duration of the subscription (software support). NTT DATA 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, NTT DATA can provide specific detail on application.