Service Description Document for:

SAP Business Network for Procurement

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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 Business Network for Procurement

Description

SAP Business Network makes it straightforward for buyers and suppliers to collaborate on transactions, strengthen their relationships, and discover new business opportunities. Buyers can automate the entire procurement process from source to settle, while controlling spending, finding new sources of savings, and building a healthy, ethical supply chain. Suppliers can help buyers achieve their procurement transformation goals, collaborating in the cloud to boost customer satisfaction, simplify the sales cycle, and improve cash flow.

SAP Business Network solutions include:

- SAP Business Network Commerce Automation - The SAP Business Network Commerce Automation solution enables the use of the SAP Business Network for Procurement to automate the exchange of purchase orders, confirmations, advance shipment notifications, service-entry sheets, and invoice documents between buyers and suppliers. The automation capabilities, along with the buyer membership and the supplier enablement subscription, are offered as one SKU called commerce automation.
- SAP Business Network Commerce Automation, foundation option - The SAP Business Network Commerce Automation, foundation option enables the use of SAP Business Network for Procurement to automate the exchange of 200,000 purchase orders, confirmations, advance shipment notifications, service-entry sheets, and invoice documents annually between a buyer and suppliers. Supplier enablement services are not included with this subscription. Field customisation is limited to five, on purchase orders and / or invoices.
- SAP Business Network Commerce Automation, buyer paid supplier fees option - This program replaces the standard supplier-paid program fees with a buyer-funded program. There will be no fees charged to suppliers for their relationships with the buyer. The program is priced on a per-supplier basis.
- SAP Business Network Supplier Portal for SAP Cloud ERP Private – Allows customers to send and receive POs and Invoices to and from their suppliers over the SAP Business Network.
- SAP Business Network Supplier Portal for SAP Finance Premium - SAP Business Network Supplier Portal is a business-to-business collaboration platform that allows customers to extend their SAP S/4HANA Cloud solution by enabling digital transactions with suppliers. It includes embedded deployment services (to connect to S/4HANA Cloud) and supplier enablement advisory services.
- SAP Business Network Supplier Portal Upgrade Option – An upgrade option for SAP S/4HANA customers with supplier portal entitlements. The upgrade option provides unlimited documents and supplier enablement services.
- SAP Business Network Commerce Automation, secondary account option - Allows customers to be able to deploy SAP Business Network Commerce Automation non-production instances of the solution (testing/development).

Technology Features

SAP Business Network Buyer Portal
The SAP Business Network buyer portal is an online administrative account where customer users manage buyer-side activities for transaction changes on SAP Business Network. The buyer portal includes access to standard SAP Business Network buyer education material and supplier enablement tools, as well as the ability to configure access for additional buyer users.

SAP Business Network Supplier Enablement Tools
SAP Business Network supplier enablement tools are accessible through the SAP Business Network buyer portal and include the following:

- Supplier search: buyers can search the SAP Business Network supplier directory and request trading relationships with suppliers that have already registered with SAP Business Network.

- Supplier invitation: buyers can enter or upload (batch) supplier contact information, triggering emails to suppliers that instruct them to register with SAP Business Network in order to transact with the buyer.
- Quick Enablement (QE): buyers can initiate supplier on-boarding to SAP Business Network using a transactional document (for example, by issuing a purchase order).
- Reporting: buyers can track supplier enablement status online using the supplier enablement features in the SAP Business Network buyer portal and using predefined downloadable reports.
- Supplier Information Portal: in addition to SAP Business Network's standard educational materials, buyers can also upload buyer-specific documents to this site for supplier education.

Purchase Order Processing
This solution requires the use of SAP Business Network to exchange documents with suppliers connected to the network. As part of purchase order processing, the following documents are supported:

- Purchase Order
- Purchase Order Change
- Purchase Order Cancellation
- Order Confirmation
- Order Inquiry
- Advanced Ship Notice
- Goods Receipt Notice

Purchase Order Transmission to Suppliers
Purchase orders are delivered from ERPs to suppliers through SAP Business Network. Suppliers can view the POs online or select a preferred delivery method such as cXML, EDI, email, or fax. Purchase order changes and cancellations can also be delivered to suppliers.

Order Confirmations, Status Updates, and Advance Ship Notices

- Suppliers can create order confirmations and advance ship notices for purchase orders on SAP Business Network or can transmit them through the network using cXML or EDI.
- Suppliers can view order confirmation and advance ship notice status on SAP Business Network.
- Buyers can see the status of the delivery of a transaction to a supplier via status update transactions on SAP Business Network.
- Buyers can receive order confirmations, advance ship notices, and status updates using cXML.
- Inbound documents can be posted directly to buyers or queued for buyers and pulled down at their request using cXML transactions.

Invoice Processing
This solution requires the use of SAP Business Network to exchange documents with suppliers connected to the network. As part of invoice processing, the following documents are supported:

- Invoice
- Invoice Status Update
- CC Invoice
- ERS/Self Billing
- Credit / Debit Memo

Suppliers must register and remain eligible at all times to use SAP Business Network.

Supplier invoice entry
Suppliers can submit PO invoices online through the SAP Business Network user interface. They can flip a purchase order received on the network in order to create a PO invoice. Suppliers can also submit non-PO invoices, credit memos, and debit memos online through the SAP Business Network interface. They can also load invoices using EDI or cXML.

Invoice status updates for suppliers
Suppliers can view invoice status updates on SAP Business Network. Status updates might span invoices that are supplier-entered, buyer-entered, entered through SAP Ariba invoice conversion services, or copied from the buyer's ERP system (CC invoices). Buyers can also process self-billing and send Evaluated Receipt Settlement (ERS) documents to suppliers.

System search for documents

Suppliers can search for invoices on SAP Business Network using filters.

Archival invoice download
Both buyers and suppliers have the option of receiving an archival invoice ZIP file. The archival file is available for download for 3 months. Buyers and suppliers must specify whether they want a new ZIP file generated every two weeks or every month. Once SAP Business Network generates the ZIP file, an administrator can download it from the Archived Invoices page in SAP Business Network or specify a URL where the file can be delivered automatically.

Invoice Administration
Buyers can configure business rules to ensure suppliers submit clean invoices at the following three levels:

- Transaction (default)
- Supplier group
- Country/region

Predefined templates are provided for 34 countries/regions that buyers can use to implement default e-invoice requirements by country/region for domestic, cross-border, and intra-EU trade.

Service Sheet Processing
Service sheet processing provides suppliers with the ability to create service sheets for service purchase orders by providing buyers with the following capabilities:

- Suppliers can create service sheets on SAP Business Network, upload them as CSV files, or can transmit them through the network using cXML or EDI.
- Buyers can see the status of services performed via status update transactions on SAP Business Network.
- Suppliers can flip buyer-approved service sheets into service invoices.

This solution requires the use of SAP Business Network to exchange documents with suppliers connected to the network. As part of service sheet processing, the following documents are supported:

- Service Order
- Service Entry Sheet
- Service Entry Sheet Response

Suppliers can search for service sheets on SAP Business Network using filters and can run standard service sheet reports.

Automated RFQ Processing
Automated RFQ processing, also known as quote automation, provides a direct integration between the buyer’s ERP system, SAP Business Network, and SAP Business Network Discovery to quickly build and publish tactical Request for Quotation (RFQ) events and retrieve bids from suppliers. The buyer has the option to compare and award these quotes in the solution or export all bids to do awarding in the ERP. Automated RFQs are delivered from ERPs to suppliers through SAP Business Network. The following document types are considered as part of the solution:

- Quote Request
- Quote Bid

Quote Document Transmission

- Automated RFQs are delivered from ERPs to suppliers through SAP Business Network.
- Automated RFQ responses are delivered from suppliers to ERPs through SAP Business Network.

Supplier Automated RFQ Response Features
For all events created through automated RFQ, suppliers are invited to and access the events through an SAP Business Network Discovery posting. The posting has event and item information taken from the automated RFQ.
SAP Business Network Discovery notifies suppliers of, invites them to, and gives them access to automated RFQ postings on SAP Business Network Discovery through one of the following three methods:

- Direct supplier invitation: the event data from your ERP system specifies one or more suppliers to invite to the event.
- Vendor match: SAP Business Network Discovery invites suppliers that match the commodity and sales territory data for the event from the buyer's approved vendor database.

- Public supplier invitations: SAP Business Network Discovery invites all suppliers that match the commodity and sales territory data for the event.

SAP Business Network Discovery is a solution that allows buyers to find new suppliers, read profile information about suppliers, feedback on suppliers, and other supplier information. SAP Business Network Discovery is not a part of the solution to which you subscribed, but is a separate solution. In some circumstances, you can access SAP Business Network Discovery from your solution. SAP Business Network Discovery is currently free for buyers. Before you first access SAP Business Network Discovery, you will be asked to accept the online Terms of Use applicable to SAP Business Network Discovery, and those terms will apply if you choose to proceed and use SAP Business Network Discovery.

Buyer Automated RFQ Awarding Features
Buyers create quote requests in an integrated ERP system, and award them either in the ERP system or on SAP Business Network Discovery.
SAP Business Network Discovery is a solution that allows buyers to find new suppliers, read profile information about suppliers, feedback on suppliers, and other supplier information. SAP Business Network Discovery is not a part of the solution to which you subscribed, but is a separate solution. In some circumstances, you can access SAP Business Network Discovery from your solution. SAP Business Network Discovery is currently free for buyers. Before you first access SAP Business Network Discovery, you will be asked to accept the online Terms of Use applicable to SAP Business Network Discovery, and those terms will apply if you choose to proceed and use SAP Business Network Discovery.

Payment Visibility Processing
This solution requires the use of SAP Business Network to exchange documents with suppliers connected to the network. As part of payment visibility processing, the following documents are supported:

- Payment Proposal (if sent for payment visibility)
- Remittance Advice
- Payment Batch

Reporting

- System search for documents
- Pre-built reports that enable quick operational and analytical reporting. Reports can be scheduled and exported as CSV files

SAP Integration Suite, managed gateway for spend management and SAP Business Network
The SAP Integration Suite, managed gateway for spend management and SAP Business Network provides a simple and efficient Integration-as-a-Service (IaaS) Solution, facilitating the integration of buyers' SAP ERP or SAP S/4HANA systems with SAP Business Network.

Flow Extension API
This API set enables you to enrich Purchase Order, Order Confirmation, Advance Ship Notice, Goods Receipt Notice, and Invoice documents on SAP Business Network with information external to SAP Ariba.

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.

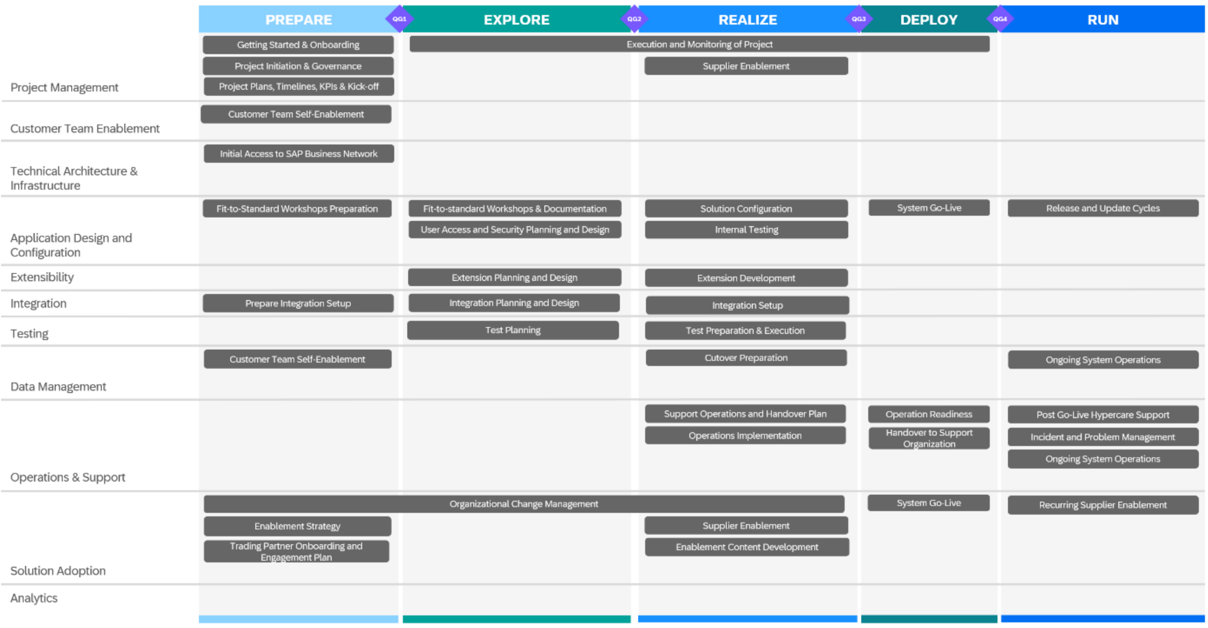
Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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 for SAP Business Network.



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:

The purpose of the Discover phase is to understand the functionality of the SAP Business Network solution in scope and how it can bring benefits to the business. It also provides the opportunity to strategically start working on the change plan that will be made, facilitating the business adaptation. The phase ends with the software contract being signed and the implementation project ready to begin.

Key activities:

- Understand and share information about Organisational Change Management (OCM)

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, the project team is assigned and receives the needed access rights, an enablement strategy for Trading Partners is built, and all the details are set for the project to start optimally.

Key activities:

- Learn about SAP Business Network
- Receive and access the initial systems

- Establish project standards, organisation and governance
- Define roles and responsibilities for the project team
- Define project goals, a high-level scope, and a project plan
- Identify, quantify and validate business value objectives
- Install Best Practices
- Define Communication Plans
- Establish project management, tracking, and reporting mechanisms for value delivery
- Begin self-enablement
- Create Trading Partners enablement strategy
- Kick off the project

Explore Phase Activities:

The purpose of the Explore phase is to conduct a fit/gap analysis to verify the solution functionality within the project scope and to ensure that the business requirements can be met. Any gaps and configuration values that are identified will be added to the backlog to be addressed in the subsequent phase.

Key activities:

- Monitor project activities.
- Communication plan execution.
- User adoption strategy.
- Fit-to-standard workshops.
- Solution integration and extension planning and design.
- Test planning.
- Phase closure.

Realise Phase Activities:

The purpose of the Realise phase is to build and test an integrated business and system environment based on the previously identified and approved business scenarios, process requirements, and backlog items. In this phase, the project team configures, tests, confirms, and documents the end-to-end solution while continuously involving business representatives to ensure the solution aligns with business needs. During this phase, customer data is loaded into the system, adoption activities are planned and executed, and preparation is made for cutover and operational readiness. The project team also prepares and delivers training and supplier enablement activities, ensuring users and Trading Partners are ready for the transition.

- Change impact analysis
- Solution configuration
- Integration and extension set up in Test system
- Test execution
- Enablement content development
- Supplier enablement
- Plan cutover activities
- Phase closure

Deploy Phase Activities:

The purpose of the Deploy phase is to establish the production system, ensure the customer organisation is prepared, and transition business operations to the new system.

- Finalise the solution and business processes for production go-live
- Production cutover
- Resolve all crucial open issues
- Handover to support organisation

- Phase closure

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
- User adoption analysis
- Recurring supplier enablement

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 4 hours. In addition, there are up to 4 major upgrade windows per year (Saturday 19:00 UTC) for 8 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 Procurement and Business Network considers continuity planning to be an iterative process: ongoing review is required in order to assess a variety of risks and appropriate responses. Consistent with good practices, this Disaster Recovery Plan is comprised of five reiterative sections – highlighting the phases in the planning lifecycle:

1. The analysis phase lays the foundation for the DR solution – consisting of business impact analysis (BIA), threat and risk analysis (TRA), and critical recovery requirements. This section also identifies probable scenarios and provides a definition of disaster and the declaration criteria.
2. The solution design phase identifies the most cost-effective recovery solution that meets the main business objectives from the impact analysis stage. For IT purposes, this is commonly expressed as (a) the minimum application and data requirements and (b) the time in which these must be available. This section describes resilience planning and the DR solution specifications.
3. The implementation phase primarily captures the technical requirements that dictate the DR solution provided by SAP Ariba Procurement and Business Network. The solution design incorporates onsite risk mitigation with data center resilience and restoration from backups as a first line of defense. This section clearly describes the active / passive DR model, includes a technical summary with basic diagrams, and details recovery methodology with high-level failover steps. The second part of the phase discloses the six stages of disaster recovery management following a disruption and a typical recovery timeline.
4. The purpose of the testing phase is to achieve organisational acceptance by obtaining stakeholder buy-in. Exercising the plan ensures that the DR solution satisfies recovery requirements. Plans may fail to meet expectations due to insufficient or inaccurate recovery requirements, solution design flaws, or solution implementation errors. Issues found during the testing phase often highlight the need for maintenance and/or must be reintroduced to the analysis phase.
5. The maintenance phase dictates that the DR Plan and related documents – collectively known as the DR manual – are refreshed at least annually with current information (e.g., contact data, runbook changes, test plan updates, communication templates, handbook revisions, etc.). Issues found during the maintenance phase often must be reintroduced to the analysis and/or testing phase.

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.