



Service Description Document for:

SAP LeanIX

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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 LeanIX

Description

SAP LeanIX is a SaaS application that allows you to manage and optimise your enterprise architecture. Enterprise architecture management is the practice of aligning IT infrastructure and systems with business strategy and goals. It involves documenting the organisation's IT landscape, planning, designing, and overseeing the implementation of architectural changes to meet changing business needs.

SAP LeanIX provides a 360° overview of all your applications, business capabilities, and IT components so you can gain control of your expanding IT landscape and create roadmaps for major transformation initiatives. Through collaborative and democratized data collection, out-of-the-box integrations, and fast insights through reports and diagrams, SAP LeanIX enables you to manage enterprise architecture effectively.

With SAP LeanIX, you can:

- Effectively align IT strategies with business goals
- Map all applications to the business capabilities they support and the underlying dependencies
- Design the ideal IT architecture you aim to create
- Identify cost-saving opportunities and optimize IT investments
- Improve integration and interoperability among different systems and applications
- Mitigate security and compliance risks from technical debt and obsolescence
- Make better, faster business decisions and enhance operational efficiency.

SAP LeanIX Application Portfolio Management

SAP LeanIX Application Portfolio Management is the base product (and prerequisite for the other SAP LeanIX solutions) for documenting and managing your application landscape. It provides insights into application lifecycles, dependencies, technical and functional fit, and business impact. Primarily, it drives the use cases of Application Portfolio Assessment and Application Rationalisation by helping to identify redundancies and to optimise technology investments.

In summary, Application Portfolio Management:

- Builds the foundation to help you better understand and manage your organisation's application portfolio.
- Captures the current state of your application portfolio and optimise it for future needs.
- Enables you to collaborate to create a comprehensive inventory of applications, explore their dependencies, and analyse their business and technical fit, while making informed decisions about which applications to retire, replace, or invest in.

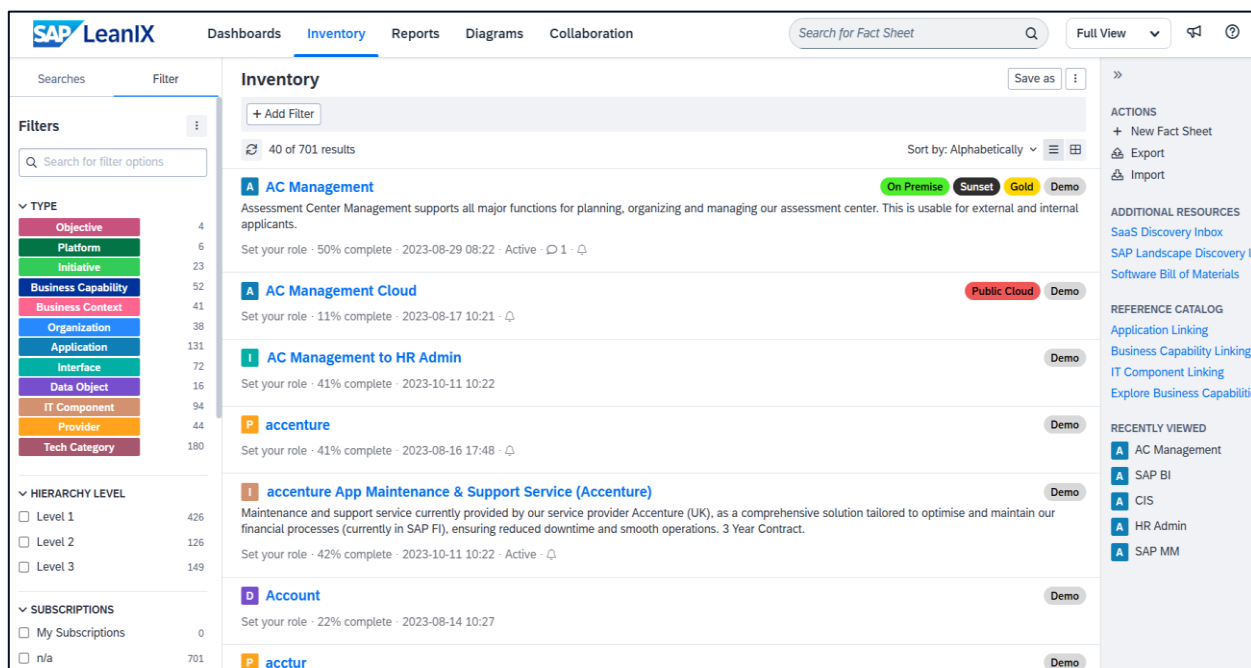


Figure 1 SAP LeanIX - Inventory

SAP LeanIX Architecture and Road Map Planning

The SAP LeanIX Architecture and Road Map Planning complements SAP LeanIX Application Portfolio Management, providing advanced features to assist you in planning and executing transformations within your enterprise architecture. SAP LeanIX Architecture and Road Map Planning is particularly useful for application modernisation and ERP transformation use cases, allowing you to plan your target architecture and monitor initiative progress efficiently.

In summary, the module enables you to:

- Define the future state of your enterprise architecture, understand the impact of your transformations, and create actionable technology road maps to confidently navigate your business transformation.
- Plan, design, and navigate towards the future-state architecture.
- Provide consistent documentation of architectural changes and stakeholder communication.

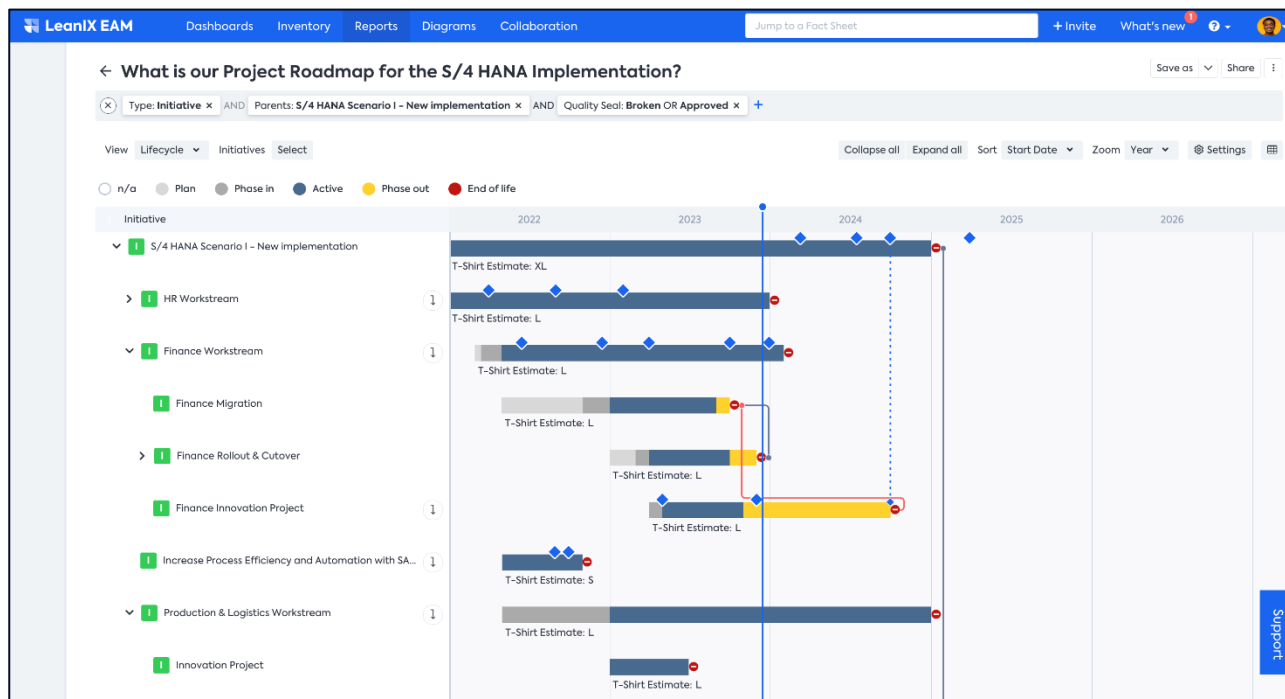


Figure 2 SAP LeanIX Architecture and Roadmap Planning

SAP LeanIX Technology Risk and Compliance

The SAP LeanIX Technology Risk and Compliance product helps manage obsolescence risk and optimise technology usage and governance by providing capabilities to proactively identify, assess, and manage risks associated with the technology infrastructure.

It allows you to easily discover and create an inventory of the infrastructure layer of your IT landscape, including self-built software and IT components supporting your applications. It provides insights into lifecycle states, version details, and support information needed to continuously monitor and manage obsolescence risk.

It offers visibility into your tech stack and its obsolescence risk, allowing you to understand its composition and usage in the business context, quickly identify underlying vulnerabilities, and establish clear governance and adoption of tech standards.

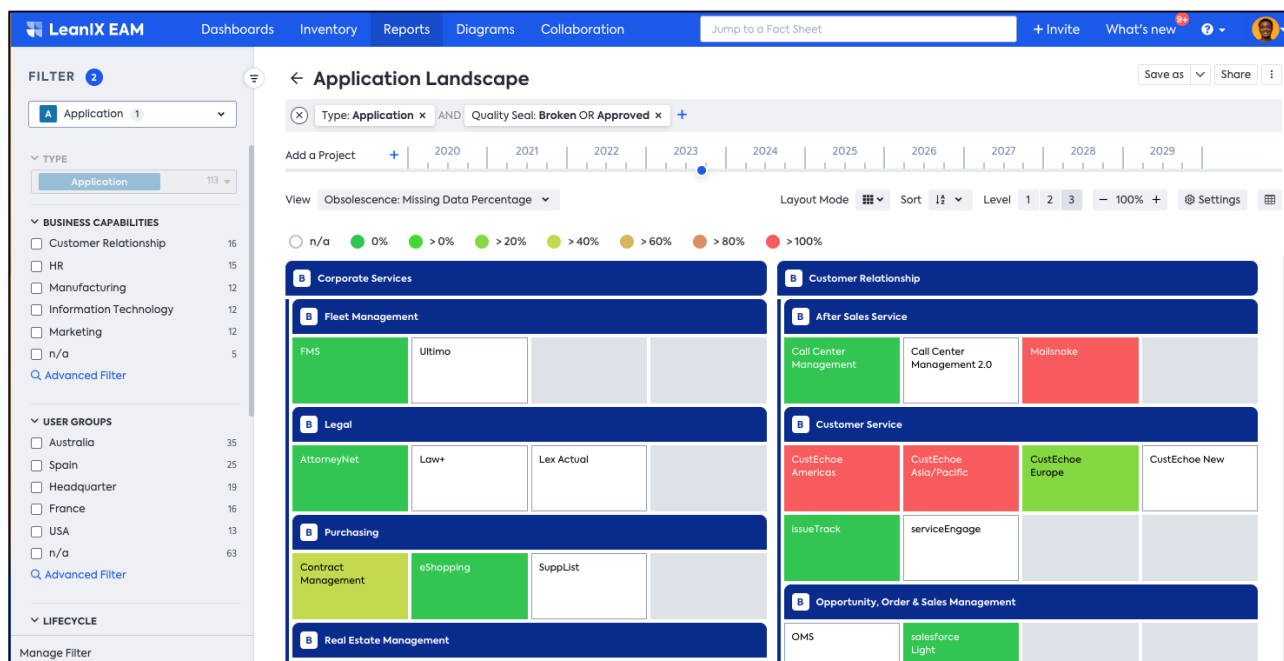


Figure 3 Obsolescence Reporting

SAP LeanIX Meta Model

The above Signavio solutions all make use of the SAP LeanIX Meta Model: that provides a fast time-to-value to start and maintain organisations' enterprise architecture. It includes best practices and knowledge and gives clear guidance on documenting all elements of your organisation's enterprise architecture.

The SAP LeanIX meta model consists of 3 layers relevant to end-to-end business and technology transformations:

- **Business Architecture:** The Business Architecture layer covers Organisations, Business Capabilities and Business Contexts. It is linked to the Strategy and Transformation Layer and the Application and Data Architecture Layer.
- **Application & Data Architecture:** The Application & Data Architecture includes Applications, Data Objects and Interfaces. This layer is linked to the Business Architecture, e.g. Applications supporting certain capabilities, and the Technical Architecture layer, which supports the Applications.
- **Technical Architecture:** The Technical Architecture Layer includes IT Components, Providers and Tech Categories. The IT Components by the Providers support the Applications are of a certain Tech Category.
- The **Strategy & Transformation** layer spans across the entire meta model and all architecture layers. It contains fact sheet types objective, platform, and initiative.

The fundamental building blocks of the SAP LeanIX meta model are called **fact sheet types**. The 12 different fact sheet types in the meta model are detailed below.



Figure 4 SAP LeanIX Meta Model

Features – Base Product: SAP LeanIX Application Portfolio Management

SAP LeanIX Application Portfolio Management is the base product for documenting and managing your application landscape. It provides insights into application lifecycles, dependencies, technical and functional fit, and business impact. Key features include:

One workspace

A workspace (self-contained, customer-specific environment) with the predefined SAP LeanIX meta model for enterprise architecture to be filled with productive customer data.

Single Sign On

SAP LeanIX implements a single sign-on (SSO) using the SAML protocol for secure user authentication and authorization. The SaaS services can be configured to work with three types of authentications: SAP LeanIX internal, LDAP-based, and customer's identity provider. SCIM (System for Cross-Domain Identity Management) is supported in conjunction to SSO.

Inventory

An inventory of fact sheets representing the customer's enterprise architecture data structured according to the SAP LeanIX meta model. Fact sheets include default fields to describe the architecture element and relations to other fact sheets.

Meta Model Configuration

Set of functionalities that enable admin users to create new fact sheet types and configure the data structure of a fact sheet type by creating, updating, and deleting custom fields, sections, and subsections.

Excel Import/Export

Import and export of fact sheet data from a spreadsheet into the inventory and vice versa.

Surveys

A feature that collects information from users to raise the accuracy and improves data quality.

Metrics

With metrics, KPIs and their development over time in the context of the corresponding fact sheets can be displayed.

Virtual Workspace

Virtual workspaces to control users' read and edit permissions for fact sheets and their content in a federated organisation. Requires single sign-on (SSO) to specifying the access control entity (ACE) in the SAML assertion.

Dashboards

Configurable dashboards visualise inventory content as charts, lists, and KPIs together with reports and diagrams to enable tracking, monitoring, and data analysis.

Reports

Pre-configured reports with adjustable filters, views, and settings to create a focused overview of inventory data. Reports can be saved and shared with user to retrieve the specific view later.

Diagrams

User-created, sharable diagrams consisting of shapes that can be linked to fact sheets in the inventory. Diagrams content can be adjusted via filters and views.

Tags

Tags to extend the meta model and use individual aspects for search, filtering, and analysis in reports

Quality Seal

Quality seals with configurable mandatory attributes and different quality states to verify and improve the data quality on fact sheets.

To-do's

To-do's to assign action items to users including due dates and automatic reminder notifications.

Calculations

Automatic calculation of fact sheet values derived from other attributes. Calculations can be configured from pre-defined templates or custom JavaScript code.

Automations

No-code, rule-based, and easy-to-adopt automations with triggers and action items. The maximum limit of automations per month is equal to the then purchased application tier * 100.

Portals

Configurable web-portals enable admin users to make a defined scope of existing data within the workspace available to a broad audience, e.g., to create an application portal enabling business users to request software.

Base AI

Set of capabilities leveraging generative AI across several use cases, such as text generation to accelerate documentation tasks.

APIs

An integration API using a built-in UI and a JSON format to make automated bulk import and export of data easy for developers without knowledge about the SAP LeanIX meta model. Additional RESTAPI, GraphQL API for high-performance queries and event based webhooks.

SaaS Discovery

Automated discovery of SaaS applications used across the organization through integrations with Microsoft Defender for Cloud Apps, Microsoft Entra ID, Netskope, Okta, Walkme Discovery, Zscaler. Discovered SaaS applications can be added or linked to fact sheets in the inventory.

SAP Discovery

Automated discovery of SAP products and services (e.g., applications) gathered through SAP Cloud ALM, SAP Build, and other SAP systems. Discovered products and services can be added or linked to fact sheets in the inventory

Reference Catalogue

Reference catalogue to view and import foundational reference data for application, tech category, IT component and business capability fact sheets. Usage of the data will allow for automatic assignment of catalogue items to enrich fact sheet attributes and relations.

AI Agent Hub

Automated discovery of AI agents across the organization based on A2A protocol and through integrations with AI agent-building systems . Discovered agents can be added and linked to fact sheets in the inventory and count towards the application quota in a 5:1 ratio (5 AI agents as subtype of application count as 1 application).

MCP Server

A standard gateway to connect AI agents to SAP LeanIX for secure and structured access to workspace data, features and APIs.

SAP Signavio Integration (Process Manager)

An integration connecting SAP Signavio's Business Process Manager to link the application portfolio to business processes.

Confluence Integration

An integration connecting Atlassian Confluence Cloud, Data Center or Server to make live and interactive reports or saved searches available in Atlassian's project collaboration.

Apptio Integration

An integration connecting to Apptio's IT Financial Management to enrich IT infrastructure data with financial management data.

Jira Integration

A free Atlassian marketplace app for your Jira cloud instance enabling linking and synchronization between fact sheets and Jira issues (Jira server and data centre offerings not supported).

Lucidchart Integration

An integration connecting Lucidchart to enable state-of-the-art diagramming capabilities to visualize IT landscape data.

oData Integration

A one-way integration sending data from SAP LeanIX to Microsoft PowerBI, Tableau and SAP Cloud Analytics. business intelligence tools based on the Open Data Protocol (OData).

Collibra Integration

An integration connecting Collibra EDC (Enterprise Data Catalog) to enable synchronization of enterprise architecture and data architecture.

Features – Additional Product: SAP LeanIX Architecture and Roadmap Planning

This product provides advanced features for planning your target architecture, allowing you to visualise the impacts of planned transformations and implement and monitor transformation initiatives. Key features include:

Target architecture modelling

Pre-defined and configurable transformations with impacts projected on milestones to model future changes and apply those changes to the current architecture.

Advanced architecture and road map planning and target architecture reporting

Set of report functionalities to visualize the target architecture at certain points in time, the difference between current and target architecture, and to support decisions to accelerate business transformation.

Transformation Explorer

Central overview of all transformations in the workspaces to manage planned and ongoing initiatives and impacted projects.

Architecture Decisions

Centralised area to document, standardize and track all architecture decisions.

SAP Cloud Application Lifecycle Management (ALM) Integration

An integration that synchronizes SAP Cloud ALM projects and their data to SAP LeanIX initiative fact sheets.

Jira Integration

A bi-directional integration with Jira (Cloud) that allows syncing work items from multiple Jira instances with SAP LeanIX initiatives and tracking progress (Jira server and data centre offerings not supported).

Features – Additional Product: SAP LeanIX Technology Risk and Compliance

This product helps you discover the infrastructure layer in your application landscape and manage obsolescence risks and technology standards. This ensures operational stability and relevance for your technology stack. Features include:

Technology Obsolescence Reporting

Set of specific reporting views to quantify the impact of obsolescence risk on applications.

Reference Catalogue

Dedicated service that associates application and IT component fact sheets to reference data for consistent and up-to-date lifecycle and security information of software and hardware.

ServiceNow Integration

An integration that connects the subscription services to the customer's ServiceNow subscription to synchronise infrastructure and software asset information.

Self-Built Software Discovery

Automated discovery of self-built software components (e.g., microservices, tech stacks) gathered through SBOM API, Manifest API, and GitHub Enterprise integration. Discovered components can be added or linked to fact sheets in the inventory.

Features – Additional Product: Sandbox Workspace

A non-production workspace providing features and functionalities comparable to that of the relevant production environment, used for development, testing, and learning purposes only. Access to sandbox is limited to 25 users with active permissions. The applications in the sandbox cannot exceed the application tier purchased by customer.

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 (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

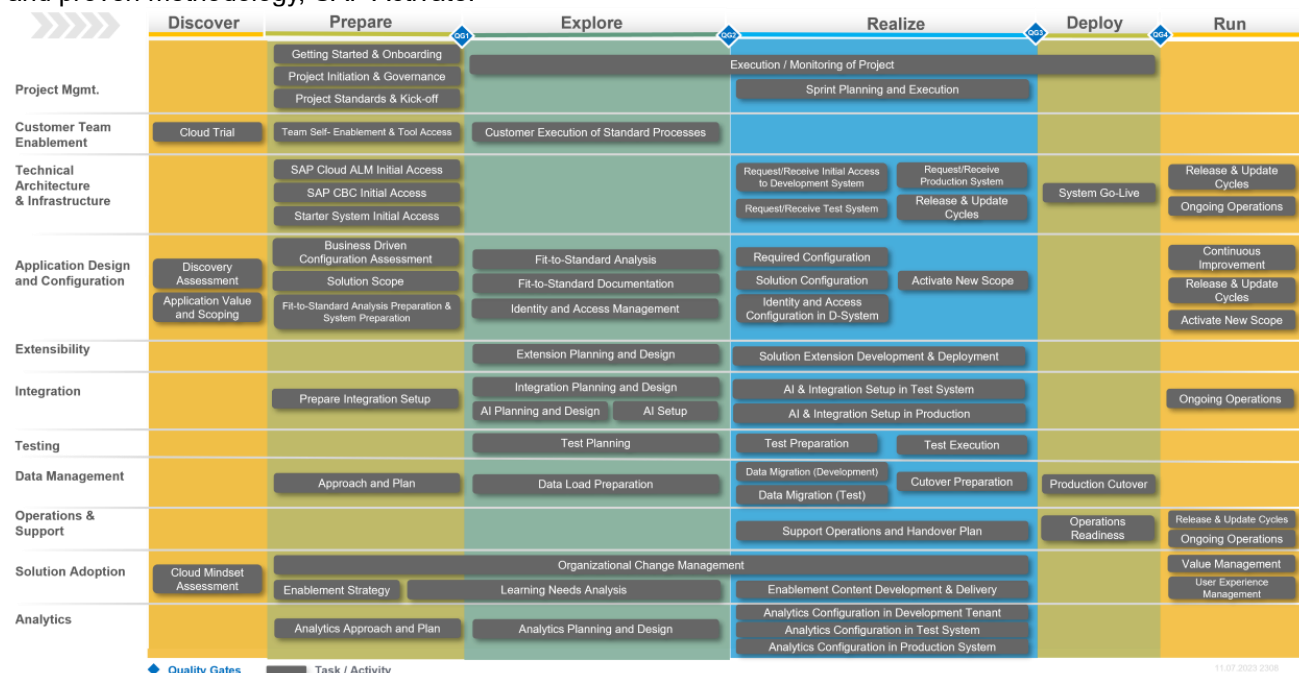
An Onboarding guide is also available for Signavio Process Insights for new customers to gain an understanding of the steps and stages to get things up and running: <https://help.sap.com/docs/signavio-process-insights/administration-guide/onboarding>.

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:

The purpose of the Discover phase is to understand the functionality of the SAP Ariba solutions in scope and how they can bring benefits to the business. The phase ends with the software contract being signed.

- User enablement via the trial system.
- Solution scoping via the SAP digital discovery assessment tool.
- Value discovery.

Prepare Phase Activities:

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

- Project management execution, monitoring and controlling
- Customer project team enablement
- Fit-to-standard analysis
- Configuration definition
- Integration prerequisites confirmation
- Solution extension preparation
- Data load preparation

Realise Phase Activities:

- Establish the solution landscape
- Implement the solution in the quality environment using incremental build in time-boxed iterations (sprints)
- Conduct overall end-to-end testing of the solution
- Set up production environment
- Prepare for data migration and data archiving
- Conduct project team and key user training
- Testing of the solution
- Finalise end user training materials and documentation
- Track and report on value delivery

Deploy Phase Activities:

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

- Conduct system tests
- Proceed with cutover activities including data migration and organisational change management (OCM).
- Track and report on value delivery.
- Develop post-go live support plan.

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 - 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 SAP LeanIX, there is a weekly maintenance window of 1 hour (Weekday 20:00 UTC for Europe). In addition, there are 4 major upgrade windows for the quarterly releases (Saturday 07:00 UTC for Europe) for 10 hours each.

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

For Public Cloud, the production system is backed up daily along with multiple archive logs taken daily. Non-productive systems are backed up weekly along with multiple archive logs taken daily. Backups are stored in a secure offsite location. Backup cycles for production data is 28 days; for non-production data, the cycle is 14 days.

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.