



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Product Compliance

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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.

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SAP Product Compliance

Service Overview

SAP S/4HANA Cloud for Product Compliance is a robust regulatory and safety solution embedded within **SAP Cloud ERP** (Public and Private editions). It is designed to help global and UK-based organisations navigate the complex landscape of international regulations, including **REACH** (Registration, Evaluation, Authorisation, and Restriction of Chemicals), the **RoHS** Directive, the **US Toxic Substances Control Act (TSCA)**, and the **Globally Harmonized System (GHS)**.

The solution enables companies to proactively identify, manage, and track compliance information, chemical properties, and registrations. By centralising this data, the service ensures the continuous marketability of products while automating the creation and distribution of critical compliance documents, such as **Safety Data Sheets (SDS)**. Beyond documentation, it provides a secure framework for the labelling, storage, handling, and shipping of hazardous materials, ensuring that accurate safety information is available across the entire supply chain in real-time.

Service Description

Delivered as a modular SaaS offering, this service replaces fragmented spreadsheets with a single "Clean Core" compliant source of truth for substance data. By embedding checks directly into core ERP processes—such as Sales and Outbound Delivery—it prevents non-compliant shipments. The platform is designed for global scale, supporting multilingual safety data sheets (SDS) and country-specific regulatory formats to ensure seamless market access.

Platform Capabilities

- **Product Marketability & Chemical Compliance:** Automated assessment against regional regulations and real-time legal threshold monitoring for substance volumes.
- **Safety Data Sheet (SDS) Management:** Automated generation and distribution of multilingual SDS in country-specific formats.
- **Dangerous Goods Management:** Integrated classification for logistics and warehousing, with automated shipping checks to prevent legal and safety breaches.
- **Regulatory Content Updates:** Continuous delivery of updated regulatory rules directly from SAP, ensuring the business stays compliant without manual intervention.

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- **Substance Volume Tracking:** Real-time global monitoring of production and import volumes to ensure adherence to legal limits.

Commercial Model

A critical characteristic of SAP Integration Suite in G-Cloud 15 is that it is provided on a true consumption-based pricing model.

- **Supplier Type:** NTT DATA Business Solutions acting as a Reseller providing extra features and managed support.
- **Pricing:** Subscription-based, monitored via **SAP for Me** real-time dashboards.
- **Education Discount:** Not available.
- **Trial Version:** Not available.
- Pricing is based on the total number of documents, and all documents are counted, independent of whether they contain a compliance relevant product or not.
- For this Cloud Service, Documents are sales orders, outbound deliveries, purchase orders, production orders, transportation orders, and compliance document output request items and are counted at the line-item level.

All consumption metrics (for example service units, messages, API calls, or runtime) are clearly detailed in the separate G-Cloud pricing document.

Service Scope

1. Included as Standard

- Standard APIs for inbound/outbound integration.
- Secure web interface (Fiori) with role-based access.
- **Security:** Data encryption via TLS 1.2/1.3 (In Transit) and AES-256 (At Rest).
- **Audit:** Real-time application logs available to users based on roles.
- **Support:** 24/7 Mission-Critical Support for P1/P2 incidents.

2. Not Included

- Bespoke custom coding (extensions should follow Clean Core principles).
- Initial data cleansing of legacy substance records.
- Implementation services (available via separate Lot 3 engagement).

Service Delivery Model

- **Deployment:** Public Cloud (SaaS) or Private Cloud (RISE).
- **Access:** Modern HTML5 browsers and **SAP Mobile Start** app for native mobile capabilities (barcode scanning, notifications).
- **Updates:** Mandatory bi-annual upgrades for Public Cloud; Customer-scheduled for Private Cloud.

Security and Compliance

- **Authentication:** Supports User ID/Password and SSO (SAML 2.0/OpenID Connect) with mandatory MFA for administrative tasks via SAP Cloud Identity Services.
- **Personnel Security:** Staff screening is performed; clearance up to **Developed Vetting (DV)** is available if required.
- **Governance:** Conforms to ISO 27001, ISO 9001, and ISO 22301. Vulnerability scanning is conducted weekly using CVSS severity scoring.
- **Auditability:** Public Cloud logs are kept for a minimum of 201 days (with SIEM integration via API). Private Cloud logs are retainable for any period defined by the customer.
- **Quantum Readiness:** While not yet Post-Quantum Secure, SAP is a founding member of the **European Quantum Industry Consortium** to develop future-proof standards.

Service Management and Support

- **System Availability SLA:** 99.7% as standard.
- **Response Times:**
 - **P1 (Very High):** 1 Hour (24/7).
 - **P2 (High):** 4 Hours (24/7).
 - **P3 (Medium):** 1 Business Day.
 - **P4 (Low):** 2 Business Days.
- **Managed Services:** NTT DATA provides a UK-based Service Delivery Manager and ISO-certified application management.