



Service Description Document for:

SAP Ariba Strategic Procurement

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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.

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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 Ariba Strategic Procurement

Module Description

SAP Ariba Strategic Procurement combines SAP Ariba Sourcing, SAP Ariba Contracts, and SAP Ariba Supplier Lifecycle and Performance into one solution. Specifically for customers that manage primarily indirect material spend, this suite manages the entire source-to-contract process through sourcing, contract management, and supplier lifecycle and performance management. It is designed to simplify and shorten the commercial transaction when all three solutions are needed.

Technology Features

Dashboard

The dashboard surfaces significant, actionable, and relevant user content to role-based user dashboards. Users can personalise content by dragging and dropping that content on their active dashboards.

Dashboards can include:

- A personal calendar for each user
- Data such as watched sourcing projects, event status, announcements, to do lists, and document folders that users can add to their dashboards.
- Company news content that display important information to users. This content can show data from RSS feeds. Customers can configure this news content for their sites.

Users can create multiple dashboards that cover different strategic areas.

Digital Assistance

This solution supports the integration with a copilot (for example, Joule) to allow users to get their work done more efficiently. When a copilot is integrated, it can support natural language interaction for selected use cases, for example, to allow users to view, create or update business data.

Reporting

Reporting capabilities include:

- Prepackaged reports
- Custom analytical reporting, including reporting across multiple fact tables

Third-Party Integration

This solution provides a way for customers to integrate with third-party systems either through web services or file-over-HTTPS transfers so that event owners can quickly create and update events based on item masters and send or report results back to third-party systems. Third-party integration can:

- Automatically update department, commodity, user, exchange rate, and other master data
- Provide single sign-on to the solution and third-party systems
- Update third-party systems with solution data
- Copy documents to and from third-party document systems

In addition to document copy, URL documents can point to objects in third-party systems, and users can create hyperlinks ("webjumpers") to documents and projects in the solution from third-party systems.

This solution also includes standard integration with SAP ERP systems.

Customers can set up and configure their own third-party integrations; SAP Ariba also offers optional third-party integration services.

APIs

- Analytical Reporting API for Strategic Procurement and Operational Procurement - The analytical reporting API enables you to create a client application that extracts reportable data from reporting facts and dimensions such as you would select in the user interface when creating an analytical report. For example, you could use this API to extract and report on the analytical data that you need to import to a customer's warehouse or create dashboards for trend assessment

- External Approval API for Sourcing and Supplier Management - The External Approval API for Sourcing and Supplier Management allows you to process SAP Ariba sourcing, contract, and supplier management project approval tasks in external systems.
- Operational Reporting API for Strategic Sourcing - The Operational Reporting API for Strategic Sourcing enables you to extract and report on the transactional sourcing data that you need to make operational decisions, such as events scheduled to close in the next day, tasks due to be completed, documents awaiting approval, and so on.
- Supplier Data API with Pagination - The Supplier Data API with Pagination allows you to extract supplier data from your site, including registration, qualification, and preferred supplier levels and project and questionnaire details, and to get and set responses to supplier management questionnaires. Results are paginated, and query filters allow you to retrieve incremental updates. Qualification and preferred levels are only available in SAP Ariba Supplier Lifecycle and Performance.

SAP Ariba Sourcing Features

Basic Event Management

- A wizard with templates for creating standard events of various types, including RFI, RFP, and reverse and forward auctions.
- A Sourcing Library that stores documents and customer-created standard event content such as questionnaires, lots, line items, and past event content.
- Event content upload in Microsoft Excel files.
- HTML text formatting in event content, including bold, italics, underlining, bulleted lists, and active URLs allows users to clearly convey event information to suppliers.
- Flexible, competitive event rules and features such as starting gates, forced bid decrements, bid buffers, ceiling, floor, and initial prices, and tie bid control.
- Multi-stage event process.
- Event monitoring interface.
- Events can be published to SAP Business Network Discovery to find new suppliers.

Advanced Event Management

- Custom event templates with custom formulas, item definitions, event rules, and item rules.
- Advanced event types such as Dutch auctions, which allow buyers to specify a lot initial price and then incrementally raise it until the supplier accepts.
- Matrix pricing for more advanced pricing negotiations.
- Serial and parallel lot timing rules.
- Post-event decision support with constraint-based optimisation scenarios.

Guided Sourcing Capability

The guided sourcing capability provides a streamlined and intuitive user experience for creating and managing sourcing projects and events. Key features include:

- For You dashboard
- Sourcing requests, full projects, RFIs, and RFPs
- Reverse and forward auctions
- Line items, lots, sections, service items, and service hierarchies
- Questions, prerequisites, requirements, and attachments
- Intelligent supplier and content recommendations
- Line item and section import using simplified or smart Excel imports
- Tasks and phases
- Event monitoring table with bid ranks
- Bid analysis
- Preconfigured and manual award scenarios
- Event message board
- Analytical reporting
- Email bidding, envelope bidding, multi-round bidding, alternative bidding, and supplier-added items
- Grading and scoring

Project Management and Workflow

- Sourcing process management using projects with tasks and phases, project teams, documents, milestones, dependencies, review and approval flows, sub-projects, and predecessor and follow-on projects.
- Custom project templates to capture and enforce best practices.
- Automatic project configuration based on project attributes and conditional question responses.
- Detailed tasks with descriptions at each step of a process support consistency, learning, self-sufficiency, and enforce company policies; review and approval workflows provide visual status indicators.

Sourcing projects can have one or more related events. Examples of events include RFIs, RFPs, RFQs, online auctions, sealed bids, e-negotiations, quick surveys, and quick projects. Projects are counted towards this solution's usage metrics in the month or year (as applicable) in which the project's start date occurs.

Document management

- Repository for all documents related to projects or category knowledge areas.
- Both individual projects and the Sourcing Library enable easy document collaboration, sharing, and management with version control, commenting, and an audit trail.

Knowledge and Resource Management

- Both the Sourcing Library and project templates capture organisational and category knowledge for reuse.
- Projects and project reporting show user priorities and staff availability and provide team management tools for deploying users across projects.

Procurement Operations Desk for Sourcing Solutions

Procurement operations desk for sourcing helps operations sourcing users manage tasks associated with sourcing projects and sourcing requests in a single dashboard view. With this capability, the tasks associated with sourcing projects and sourcing requests, are routed to the procurement operations desk and automatically assigned to the appropriate users.

Combined with SAP Ariba Sourcing, the procurement operations desk offers the following features:

- Role-based dashboard views for operational sourcing users (procurement operations desk agents) and their managers (procurement operations desk managers) to perform the actions that they are permitted to perform by their organisation's policies.
- Automatic allocation of tasks to the appropriate users based on their areas of expertise to ensure completion of tasks within predefined turnaround times.
- Display of alerts and warnings for users to prioritise their tasks to comply with defined service level agreements.
- Ability to track the progress of tasks to focus on issues that require attention.

Communications

- Event messages: the Message tab in the event monitoring interface stores all event messages. Suppliers and buyers can communicate using event messages; buyers can provide event-related information and suppliers can ask questions and receive answers.
- Private messages: users can send messages to all suppliers or to other buyers on the event team.
- Project messages: project message boards facilitate communication between project team members.
- Notifications: customer sites generate a number of automatic notifications related to invitations, changes to events, event closings, awards, and so forth.

SAP Ariba Contracts Features

Contract Repository

- Stores contracts in a single repository along with complete history, service terms, delivery, and all associated documents.
- Allows authorised users to search, view, edit, renew, or cancel contracts as needed.
- Provides full audit trails of contract changes and amendments.
- Notifies contract owners of pending expirations or when usage-based thresholds are crossed automatically.
- Allows authorised users to search, view, and print contracts, including contract details, attachments, and all other supporting documents.

Contract Creation

- Users can create Procurement, Sales, or Internal contracts and Procurement and Sales contract requests. All contract types are enabled as part of the deployment process; one contract type is included with the solution, and additional contract types can be purchased as add-ons.
- Contract team members view and complete specific activities involved in contract completion and lifecycle management, including tasks involving negotiations, reviews and approvals.
- Detailed task descriptions and common documents.
- Online collaboration with internal stakeholders such as legal or finance, as well as suppliers or other third parties (for example, during negotiations and reviews).
- HTML text formatting in content, including bold, italics, underlining, bulleted lists, and active URLs allows users to clearly convey contract information to stakeholders.

Contract Process Management

- Provides a framework for the team and supplier activities involved in contract creation, negotiation, and management.
- Custom templates can define unique contract processes and provide guidance on usage based on specific contract information such as region, department, or commodity involved.
- Enables team members to view and complete specific activities, tasks, reviews, and approvals involved with contract completion and lifecycle management, including the generation of personal email and task reminders on user dashboards based on due dates.
- Detailed task description and use of common documents.
- Provides online communication and collaboration with internal stakeholders such as sales, procurement, legal, or finance departments as well as suppliers, customers, or other third parties.
- Uses a permissions model to enable all users to have appropriate access to workspaces and documents.

Contract Authoring

- Full version control of all contract documents throughout the contract lifecycle, including main agreements and any required attachments or addenda.
- Assembles supplier-ready contracts based on conditionally assigned contract processes and approved contract language.
- Includes a Clause Library of approved clauses, with instructions for clause usage, fallback and alternate clauses, and structured approval flows for clause usage or changes.
- Enforces required approvals for use of non-standard language, allowing for management by exception rather than requiring deep legal team involvement.
- Includes full free text search of clauses used in contracts, allowing managers to quickly identify agreements that contain a particular clause.
- Allows the modeling of master agreements with sub-agreements and amendment management.
- Creates a synchronized work environment using Microsoft Word, allowing users to edit documents and track revisions using a well-known editing tool rather than having to learn a specialised web-based editing method.
- Detects contract changes made by stakeholders and suppliers automatically, identifying them by clause and providing easy version comparison across any version of the agreement.

Linking Between Engagement Risk Assessment Projects and Contract Workspaces

In solutions that include both SAP Ariba Supplier Risk and SAP Ariba Contracts, users creating contract workspaces can select a supplier engagement risk assessment project to associate with the contract workspace, linking the two projects. Contract workspace include the status and risk exposures of the supplier engagement risk assessment projects to which they are linked.

Communication

- Project messages: project message boards facilitate communication between project team members.

- Notifications: customer sites generate a number of automatic notifications related to tasks and other activities.

Electronic Signature

Electronic signature is an optional feature that allows users to legally sign contract documents in a variety of formats (including PDF, DOCX, and XLS) as well as entire folders in contract workspace projects, or to upload a scan of a "wet" signature (a signature in ink on a physical document) to provide proof of signature. Tasks prompt users to electronically sign documents and track when signatures are completed.

Active Contract Compliance

Active contract compliance allows users to actively control compliance on spend generated in SAP Ariba solutions. Options include the active contract compliance feature deployed and used with:

- SAP Ariba Buying and Invoicing, SAP Ariba Invoice Management, SAP Ariba Contract Invoicing, or SAP Ariba Catalog.

Contract compliance is not sold separately; it is available with the solutions listed above.

SAP Ariba Supplier Lifecycle and Performance Features

Supplier Management Dashboard

The Supplier Management dashboard provides a single location for all supplier management, including:

- Search for all suppliers using name, ID, and contact information, with filters based on category, region, status, and other criteria.
- A 360° view of each supplier, with questionnaire data, any available ERP data, certificates, and public profile information in one location.
- Centralised management of all supplier management projects in the supplier's 360° view.

Request and Registration Workflow

- New suppliers are created via approved supplier requests submitted by sourcing agents, functional buyers, and other users in the site, as well as by category or supplier managers.
- Supplier requests can be routed to the appropriate category or supplier managers based on commodity, region, and (optionally) department.
- Registration profile building comes only after supplier request is approved.
- Internal registration surveys can supplement the supplier profile.
- Request and registration content can include sections, questions, requirements, and attachments. Questions can be mapped to specific fields in the supplier database.
- Administrators can issue mass registration invitations to large lists of suppliers for fast onboarding.
- Synchronization of new suppliers with an integrated ERP system is configurable based on status at various points of the request and registration workflow.

Qualifications and Disqualifications Using Supplier Qualification and Disqualification Projects

You can manage supplier qualifications using either supplier qualification and disqualification projects or modular process projects. In supplier qualification and disqualification projects:

- Qualifications and disqualifications are always based on a commodity and region. They can also be based on business unit (department) if your site has that feature enabled. Multiple qualifications and disqualifications for different commodity/region/department combinations are supported.
- Qualification questionnaire content can be targeted to specific commodities, regions, and departments.
- Questionnaire content can include sections, questions, requirements, and attachments. Questions can be mapped to specific fields in the supplier database.
- Supplier qualifications and disqualifications can be routed to the appropriate category or supplier managers based on commodity, region, and departments.
- The disqualification process supports either immediate disqualification or date-based phase-out with restricted phase before disqualification.
- Requalification workflow is supported.

Qualification and Miscellaneous Supplier Lifecycle Processes

You can manage supplier qualifications using either supplier qualification and disqualification projects or modular process projects. Modular process projects provide a flexible framework for defining custom qualification and other supplier lifecycle processes. In qualification and miscellaneous process projects:

- Processes are always based on commodity, region, and department. A separate process (and associated qualification or other process status) is supported for each unique combination.
- Qualification and miscellaneous processes use modular questionnaires to collect data. The process's commodities, regions, and departments determine the applicable modular questionnaires. Each modular questionnaire is a separate project with its own settings and approval flow. Modular questionnaires can be reused in multiple processes to streamline data collection, or they can be single-use. They can be required or optional, and process workflows include options for requesting updates.
- Questionnaire content can include sections, questions, requirements, and attachments. Questions can be mapped to specific fields in the supplier database.
- Processes support both internal and external modular questionnaires, enabling data collection from both suppliers and internal users and allowing the creation of entirely internal qualification and other processes if desired.
- Qualification and miscellaneous processes and their questionnaires can be routed to the appropriate category or supplier managers and approvers based on commodity, region, and departments.
- Final qualification or other process statuses can be set flexibly. Designated process decision-makers can manually set qualification and other process statuses and can update those statuses based on changing circumstances, including denying previously approved qualification processes to remove qualified statuses if necessary. Processes also support automatic status assignment based on the status of the process's questionnaires.
- Process cancellation is supported.
- Renewal (requalification) workflow is supported.

Preferred Supplier Management

- Up to five preferred supplier levels are supported.
- Preferred supplier designations are always based on a commodity and region. They can also be based on business unit (department) if your site has that feature enabled. Multiple designations for different commodity/region/department combinations are supported.
- Preferred supplier designations are automatically tied to qualification and disqualification: suppliers must be qualified in a commodity/region/department combination before they can be preferred, and when preferred suppliers are disqualified in a commodity/region/department combination, the preferred designation for that commodity/region/department combination is automatically removed.
- Preferred supplier requests can be routed to the appropriate category or supplier managers based on commodity and region.
- Preferred supplier request content can include sections, questions, requirements, and attachments. Questions can be mapped to specific fields in the supplier database.

Certificate Management

Category and supplier managers can collect certificate information from suppliers in modular questionnaires that can be updated at any time. In addition to individual certificates, the questionnaires themselves can be configured with an expiration schedule. Notifications let suppliers and internal stakeholders know when certificates or questionnaires near expiration and when they have expired.

Supplier Performance

This solution includes optional access to classic Supplier Performance Management (SPM) projects. SPM projects use the classic project interface, with tabs for Overview, Documents, Tasks, and so forth. They are visible as individual projects on the Home dashboard and through project search. They do not display on the Supplier Management dashboard and they are not linked in any way to supplier request, registration, qualification, disqualification, preferred supplier management, or modular supplier management questionnaire projects.

Supplier Performance Scorecards and KPIs

Users can:

- Create scorecards by supplier and category
- Create KPI sections and specific KPIs on scorecard templates
- Store KPIs and sections in a library for easy reuse

- Pull in either survey data or transaction data to populate KPIs
- Map legacy transaction data into KPI grades
- Identify out-of-range scores for each KPI to trigger alerts

Supplier Performance Stakeholder Surveys

Users can:

- Create robust surveys for stakeholders who interact with suppliers
- Map survey sections or questions to specific KPIs on a scorecard
- Automatically pull survey results into a scorecard
- Automatically average all stakeholder feedback for each supplier or scorecard
- Schedule surveys as recurring tasks on a regular basis
- Allow additional comments by stakeholders to add color to supplier assessments

Content Management

- HTML text formatting in questionnaire and survey content, including bold, italics, underlining, bulleted lists, and active URLs, which allows users to clearly convey information to suppliers and stakeholders
- The Sourcing Library, which can store standardized content for use in forms and questionnaires across projects.

Project Management and Workflow

- Standardised, repeatable supplier management in dedicated supplier request, registration, qualification, preferred supplier management, disqualification, modular supplier management questionnaire, and SPM projects.
- Automatic workflow from request to registration to qualification to preferred supplier management or disqualification.
- Ability to define and standardise processes by category, region, and other criteria using custom project templates.
- Forms, questionnaires, tasks, team members, and approval flows for projects.
- Buyer category assignment data to route request, qualification, disqualification, preferred supplier management, and modular supplier management questionnaire projects to specific users based on the supplier's commodities, regions, and (optionally) departments.
- Template upgrade to upgrade existing supplier registration and modular supplier management questionnaires to the latest version of the project template.
- Specify activities, tasks, documents, analysis, and team members for SPM.
- Schedule recurring tasks and phases to ensure timely completion of activities in SPM projects.
- Collaborate with suppliers and stakeholders on SPM action items and scorecards (review and approve scorecards).

Communications

- SPM project messages: SPM project message boards facilitate communication between project team members.
- The supplier 360° shows the most recent request and registration activities.
- Notifications: customer sites generate a number of automatic notifications related to supplier management activities.

ERP Integration for Supplier Data

- Supplier data model based on SAP Business Partner data model, with many standard and extension fields available. Since the data model is based on the SAP Business Partner data model, bidirectional integration with non-SAP ERP systems isn't available.
- Bidirectional integration with SAP ERP 6.0 EHP6 and higher with or without Master Data Governance for Suppliers (MDG-S) using Cloud Integration version 8.0 or higher allows replication of supplier data between the solution and SAP ERP.
- Bidirectional integration with SAP ERP and SAP S/4HANA, on premise edition, with or without Master Data Governance for Suppliers (MDG-S) using SAP Integration Suite, managed gateway for spend management and SAP Business Network.
- Configurable synchronisation of new suppliers to SAP ERP or SAP S/4HANA, on premise edition, with or without Master Data Governance for Suppliers (MDG-S), based on request or registration status.

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.

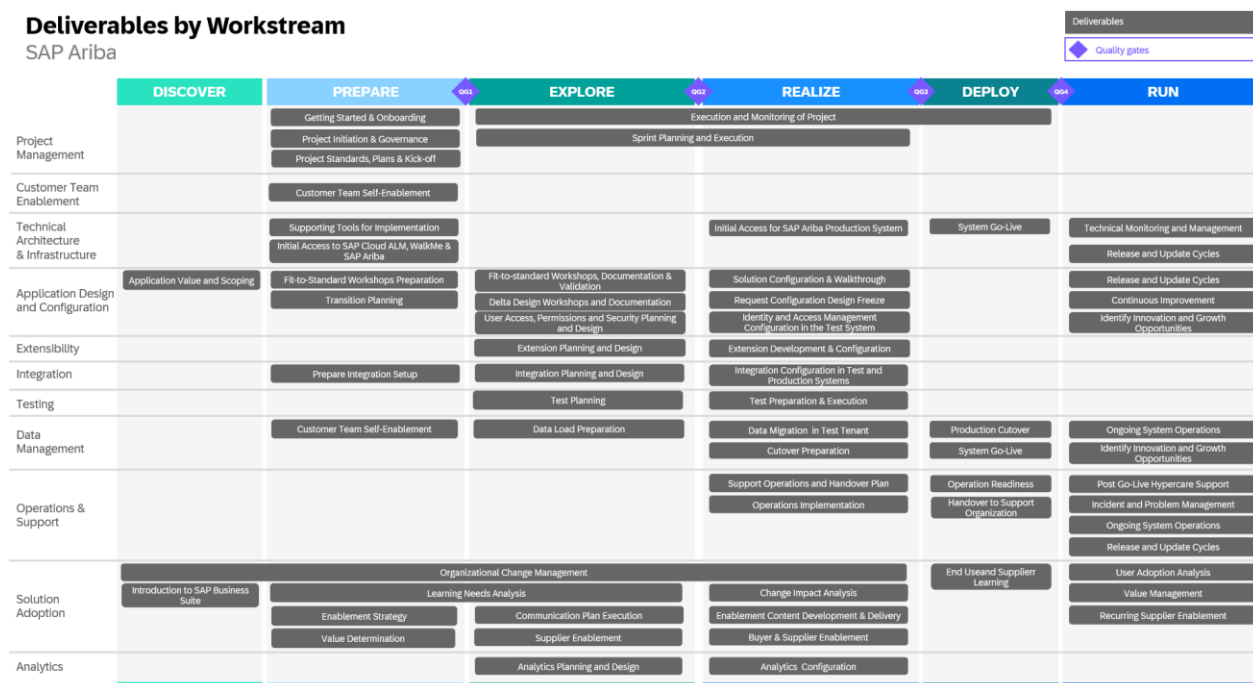
Full use of the service is enabled through an implementation project. NTT DATA Business Solutions (NDBS) are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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 Ariba.



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:

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.
- Best practices installation
- 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.

- Fit-to-standard workshop.
- Configuration definition.
- Integration prerequisites confirmation.
- Solution extension preparation.
- Data load preparation.
- Finalise and prioritise the project backlog and release/sprint planning.
- Collect organisation and supplier information, analyse learning needs, and develop a learning deployment strategy.
- Phase closure.

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.

- Plan and execute on sprint plan
- Implement the solution in the test environment 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.
- Finalise organisational and supplier training materials and documentation
- Conduct project team and key user training.
- Finalise end user training materials and documentation.
- Track and report on value delivery.

Deploy Phase Activities:

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

- 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:

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 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 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.