



Service Description Document for:

SAP Signature Management by DocuSign for Spend Management

8 January 2026 | Document Version 0.01

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 Signature Management by DocuSign for Spend Management

Module Description

SAP Signature Management by DocuSign for Spend Management is designed to keep documents 100% digital and send them for signature from within the SAP Ariba Spend Management and SAP Fieldglass contingent worker solutions. This solution eliminates the need for printing, faxing, scanning, and overnighting contracts, streamlining the electronic contracting process.

Technology Features

Electronic Signature Integration with SAP Ariba Contracts

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.

Electronic Signature Integration with SAP Fieldglass

Get vendor agreements signed and returned within minutes, eliminating manual tasks with smooth digital and mobile workflows.

- Enhance security and compliance with trusted, built-in protection
- Accelerate onboarding and streamline external workforce management
- Enable electronic signatures for onboarding and offboarding paperwork, NDAs, and statements of work within SAP Fieldglass solutions
- Save costs with each document

Benefits

The solution provides the following benefits:

Improved Contract Execution

Get all contracts routed, signed and returned online seamlessly between departments, customers, partners, suppliers, and employees in minutes, not days.

Reduce Costs

The spend management edition for SAP Signature Management eliminates printing, faxing, scanning, overnighting, and time chasing down contracts to get information and signatures.

Reduce Risk and Increase Compliance

Obtain secure, legally binding audit trails to comply with internal policies, signing-level authority requirements, and retention policies.

Save Time and Go Ink and Paper Free

Simplify the signature process across a wide range of contracts such as nondisclosure agreements, procurement contracts, master service agreements and internal contracts.

Supports international and Regional Digital Signatures

The EU eIDAS regulation defines three types of eSignatures: Standard, Advanced and Qualified eSignature. Different types of transactions require different types of signatures, as determined by each EU member state. SAP Supports all three eIDAS-compliant eSignatures as well as Brazil qualified signatures.

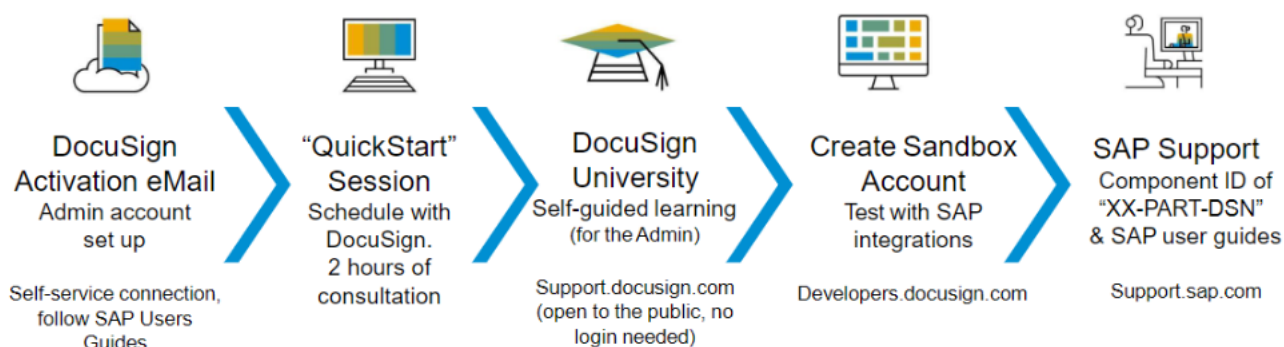
Onboarding

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.

This service is only applicable for use with the SAP Ariba Spend Management and SAP Fieldglass contingent worker solutions and is an add-on service.

The following is provided as part of the subscription:

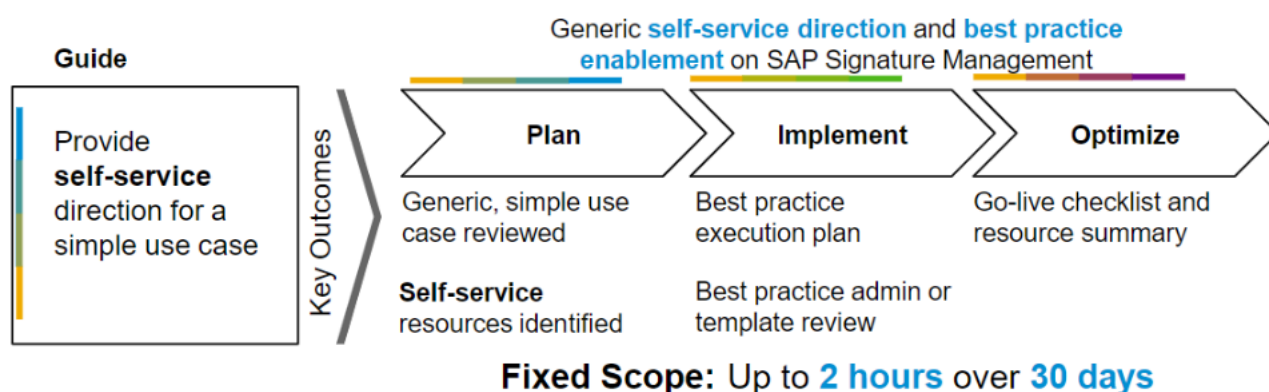


General Implementation Approach

QuickStart overview

Customers are entitled to receive up to 2-hours of consultation with a DocuSign engagement representative to explain account set up, permissions and administrator details (excludes add-ons).

DocuSign reaches out to new customers to schedule this QuickStart session. Customers have 180 days from contract start date to schedule the session. If you have not been contacted to initiate the QuickStart services within 30 days of your contract start date, please reach out to Quickstart@docusign.com to request a consultation. Note: You MUST have completed the Activation and Integration to SAP prior to this session. This session is not for implementation.



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

DocuSign eSignature has monthly releases:

- **Production:** scheduled to start release the first Friday of each month, barring holidays. Rollout to production takes an estimated four days to reach all regional sites.
- **Demo:** scheduled to release approximately two weeks in advance of production.

Weekly updates deployed after a monthly release include general fixes and app integrations that are low impact.

Offboarding, and Access to Data

No Customer Data is entered into the Cloud Service except to the extent included on a document uploaded to the Cloud Service or as required to include signatories of a document in Customer-established workflows. Documents are encrypted in the Cloud Service and neither SAP nor its third-party vendors have access to the content of such documents.

Upon termination, the customer may request assistance in retrieving completed eDocuments still remaining in the DocuSign Services.

Business Continuity

DocuSign maintains written business continuity and disaster recovery plans that ensure the continuing availability of DocuSign eSignature. The continuity plan includes crisis management, business recovery, and infrastructure elements. DocuSign tests both plans on an annual basis in accordance with ISO 27001 controls.

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.