

SAP HANA Cloud

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.

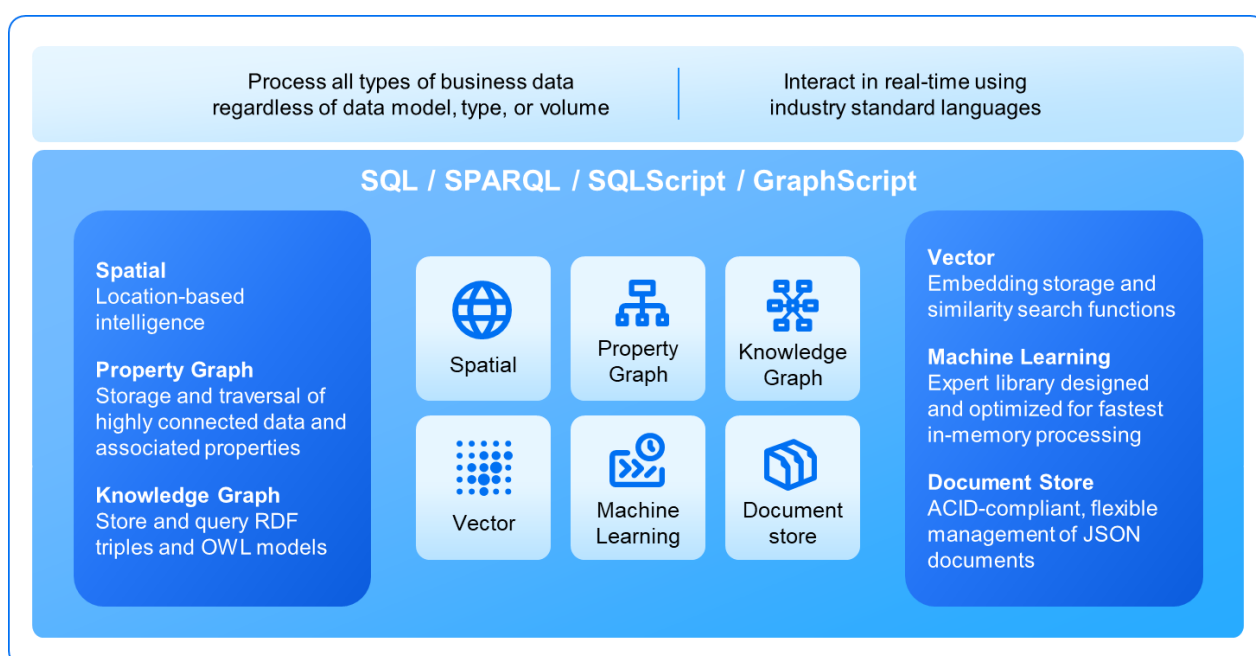
We are proud to be consistently recognised within the SAP ecosystem, having won multiple SAP accolades over the years. We are also delighted to announce our recent achievement of four SAP Pinnacle Awards in the categories of GROW with SAP, SAP Business AI Customer Adoption, Business Transformation Management, 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.

Service Levels and Support

SAP HANA Cloud

SAP HANA Cloud is a powerful, cloud-native platform engineered to streamline and accelerate data management across the enterprise. Designed to provide seamless integration with both SAP and non-SAP systems, it enables organisations to unify their data assets, eliminate silos, and ensure data consistency and reliability throughout their operations. By leveraging advanced in-memory technology, SAP HANA Cloud delivers high-performance analytics and real-time insights, empowering organisations to make faster, data-driven decisions.

The platform features comprehensive data governance capabilities, robust security measures, and flexible scalability, supporting compliance and safeguarding sensitive information while adapting to evolving business requirements. With SAP HANA Cloud, businesses can modernise their data infrastructure, transform data into a strategic resource, and foster innovation. Its agility and extensibility make it the ideal solution for companies aiming to enhance operational efficiency, accelerate digital transformation, and unlock new avenues for growth and competitive advantage.



SAP HANA Cloud presents a compelling opportunity for modernising enterprise data landscapes. The growing complexity of hybrid, multi-cloud environments and the exponential increase in data types and volumes, drive the need for advanced analytics, AI, and optimised total cost of ownership. SAP HANA Cloud is a purpose-built, fully managed, cloud-native database platform that supports a wide range of data models (relational, graph, spatial, vector, document) and offers elastic scalability, integrated data lakes, and robust developer tools. The migration journey is supported by SAP's suite of self-service tools, enabling organisations to fast-track adoption, reduce operational complexity, and establish a "clean core" for innovation and agility.

SAP HANA Cloud empowers businesses to harness the full potential of intelligent applications by leveraging unified, consistent data from both SAP and non-SAP sources. An example of such a use case lies in predictive analytics for supply chain optimisation. By integrating diverse datasets—such as inventory levels, supplier performance, and logistics data—SAP HANA Cloud enables intelligent applications to analyse trends, forecast demand, and identify potential bottlenecks.

Intelligent applications in finance can automate routine tasks such as invoice matching, fraud detection, and cash flow forecasting. By utilising the in-memory processing power and advanced analytics of SAP HANA Cloud, these applications provide actionable intelligence that helps financial analysts respond swiftly to changing market conditions and regulatory requirements.

Overall, SAP HANA Cloud serves as the foundation for intelligent applications that drive innovation, agility, and competitive advantage by transforming operational data into strategic insights across core business functions.

Features and Benefits

- **Fully Managed Platform:** By offloading infrastructure and software management to SAP, IT teams are freed from routine maintenance, patching, and upgrades. This allows them to focus on strategic projects and innovation rather than day-to-day operational tasks
- **Elastic Scalability:** The ability to dynamically scale resources up or down means IT can quickly respond to changing business demands without lengthy procurement or manual reconfiguration, improving agility and reducing bottlenecks
- **Integrated Data Lake:** Centralised, cost-efficient storage for all data types simplifies data management, reduces silos, and streamlines access for analytics and reporting, making IT workflows more efficient
- **Multi-Model Data Support:** Supporting relational, graph, spatial, vector, and document data models in one platform eliminates the need for multiple specialised databases, reducing integration complexity and administrative overhead
- **Advanced Analytics & AI:** Built-in analytics and machine learning capabilities enable IT to deliver real-time insights and support business intelligence initiatives without deploying separate tools or platforms
- **Simplified Migration Tools:** Self-service migration tools and expert support reduce the risk, effort, and time required for migration projects, allowing IT teams to execute migrations with confidence and minimal disruption
- **Optimised TCO:** Lower infrastructure and operational costs mean IT can do more with existing budgets, and flexible consumption models allow for better financial planning and resource allocation
- **Improved Productivity:** Automation, standard APIs, and integration with SAP BTP streamline development, deployment, and management tasks, enabling IT teams to deliver solutions faster and with fewer errors
- **Built-In Resilience & Security:** Features like asynchronous replication and secure connectivity reduce the risk of downtime and data breaches, giving IT peace of mind and reducing the time spent on incident response
- **Business Agility & Clean Core:** A clean, cloud-compliant core makes it easier for IT to support new business initiatives, integrate custom workloads, and adapt to future requirements without technical debt or legacy constraints
- **Business Data Cloud:** Integrate by adding SAP HANA Cloud models as a HDI Container. This can then be used in SAP Datasphere.

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

SAP HANA Cloud is costed entirely on a consumption-based model. This uses the Capacity Units metric to determine consumption by month/year. Capacity units are a combination of storage and compute functions such as data integration, user access to the data, etc.

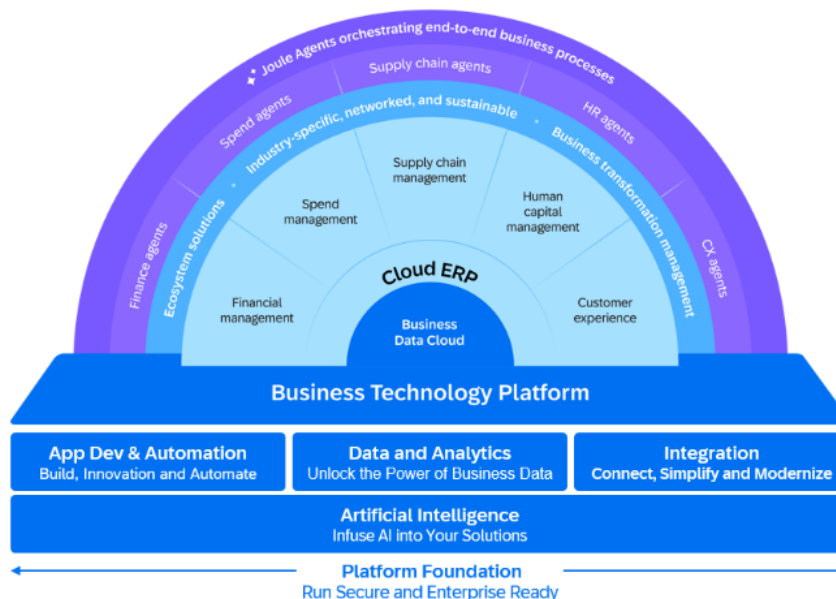
Our Technical Architects can work with you to understand your current and future requirements. This allows us to specify the correct solution architecture, to meet your requirements. This brief engagement also checks compatibility with source systems and advises on technical enablement and best practices.

General Implementation Approach

The **SAP Activate for SAP Business Technology Platform** provides a standardised implementation framework for customers and partners leveraging SAP Business Technology Platform capabilities.

SAP Business Technology Platform is the platform that brings together application development, automation, data management, analytics and planning, integration, and AI capabilities into one unified environment optimised for SAP applications. It is a comprehensive platform allowing organisations to:

- **Integrate and automate** both SAP and non-SAP applications and processes to accelerate business outcomes
- **Extend and personalise** business applications to differentiate their business and create customised, personalised experiences
- **Reduce application development effort**, and accelerate time to value with thousands of pre-built content in the form of integration flows, connectors, APIs, business processes, dashboards, and data models,
- **Build business-relevant apps** and **reliable AI solutions** quickly with data grounded in business context.



1. Discover

Discover Phase Activities:

- Strategic Planning
- Application Value and Scoping
- Identify Applicable Commercial Model

At the end of this phase, the customer and sales team collaborate to establish a mutual understanding of the implementation scope, project timelines, and target solution model.

2. Prepare

The purpose of this phase is to provide 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.

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
- Kick off the project

3. Explore

The purpose of this 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.

Explore Phase Activities:

- Design Workshops for Requirements Specifications
- User Access & Security Planning & Design
- Proof Of Concept
- Test Planning
- Sizing Validation
- Phase Closure

4. Realise

The purpose of this phase is to incrementally build and test an integrated business and system environment that is based on the process requirements identified in the previous phase and captured in the backlog.

Realize Phase Activities:

- Establish the solution landscape
- Conduct overall end-to-end testing of the solution
- Cutover Preparation
- Implement Operations Support Process
- Finalise end user training materials and documentation

5. Deploy

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

Deploy Phase Activities:

- Finalize the solution and business processes for production go-live
- Production Cutover
- Resolve all crucial open issues
- Conduct system tests

- Proceed with cutover activities
- Develop post-go live support plan

6. Run

The purpose of this 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.

Run Phase Activities:

- Ongoing system operations
- Continuous change management
- Continuous learning
- Continuous improvement

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

Major upgrades take place four times per year and the timing of this varies for the individual services and the region that this system is hosted in.

Offboarding, and Access to Data

When offboarding, the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided, including enhanced support from NDBS to support the extraction of the data.

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.