



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Master Data Governance Cloud

28 January 2026| Document Version 1.00

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.

SAP Master Data Governance Cloud

SAP S/4HANA Cloud for master data governance Cloud supports you in maintaining a high level of master data quality, offering capabilities to manage core attributes of business partners and to evaluate their quality.

It provides a unified, trusted view of your business data and enables you to work more efficiently and make better decisions. The SAP Master Data Governance application helps you pull together master data and manage it centrally using a master data management layer based on SAP Business Technology Platform.

Consistent master data fuels operational excellence. Clean master data helps ensure that client applications collect and deliver complete, accurate transactional data to construct a 360-degree view of each domain. Trusted master data fuels cross-functional analytics that drive performance management and business decision making. Integration of master data, with high-volume unstructured data and machine data, is critical to understanding real-world performance and opportunity. Audit trails of financial data across functional boundaries support compliance with government and industry regulations. Data control and management

The SAP Master Data Governance application provides ready-to-run, domain-specific, master data governance, so you can locally own and consolidate or centrally create, change, and distribute master data across your enterprise system landscape. Tight integration with other SAP solutions in a suite-based approach supports the reuse of data models, business logic, and validation frameworks. And the application makes possible open integration to third-party products and services in your diverse technology stack, while offering a cloud edition for hybrid and cloud systems. Market leaders are moving to digital business to capture emerging opportunities in real time. Intelligent enterprises use their data assets effectively to achieve the desired outcomes faster—and with less risk. To regulate the lifeblood of a new IT landscape, organisations need a rigorous system of master data governance for seamless integration and quality control. And they must be able to move to the cloud incrementally, at their own speed, while maintaining consistent master data



Manage Business Partner Master Data

With Central Governance, you can create and maintain business partners incl. contact persons and relationships in a workflow-driven process, process multiple BPs simultaneously, and use reference data from external data providers.

Consolidate Master Data

With master data consolidation, you can create a single view for accurate analytics and operational insight continuously or on request. You can load BPs from files or receive them via APIs. Duplicates can be detected and merged into a best record.

Evaluate Data Quality

Data Quality Management enables you to define, enforce, monitor, and improve the quality of your business partner master data. Validation rules can be managed collaboratively and used in data quality evaluations, consolidation, and central governance.

Features

SAP S/4HANA Cloud for master data governance Cloud provides the following features:

Central Governance For Business Partner	● Create or change one or multiple business partners including business partner relationships (for example, contact persons) using single processing ● Change of many business partners using mass processing ● Create business partners using reference data from external data provider
Consolidation for Business Partner	● Import business partners for consolidation ● Create and manage consolidation processes including match and merge capabilities for business partners and business partner relationships ● Use mass creation of business partner relationships
Data Quality Management for Business Partner	● Create or change validation rules ● Use validation rules in central governance processes and consolidation processes ● Define validation rules for evaluation ● Analyse results of data quality evaluation and remediate data quality issues
Replication for Business Partner	● Replicate business partner data created or changed in SAP S/4HANA Cloud for master data governance Cloud to other applications (for example, SAP S/4HANA and SAP S/4HANA Cloud) ● Initial load of business partner data from SAP S/4HANA and SAP S/4HANA Cloud to SAP S/4HANA Cloud for master data governance Cloud ● Maintain business partner data de-centrally in any application and replicate it to SAP S/4HANA Cloud for master data governance Cloud, where potential duplicates are detected. Business partner data can be improved in SAP S/4HANA Cloud for master data governance Cloud and then replicated to the other applications.
Extensibility for Business Partner	● Add custom-specific fields to the general business partner data
General	● Support for all master data domains and implementation styles ● Prebuilt data models, business rules, workflows, and user interfaces ● Enablement of SAP and third-party systems on a hybrid landscape

Additional Data Domains will be added, with Product Master Data being on the current roadmap.

Master data consolidation and central governance

SAP Master Data Governance supports master data consolidation and central governance scenarios in a single application (see Figure 1).

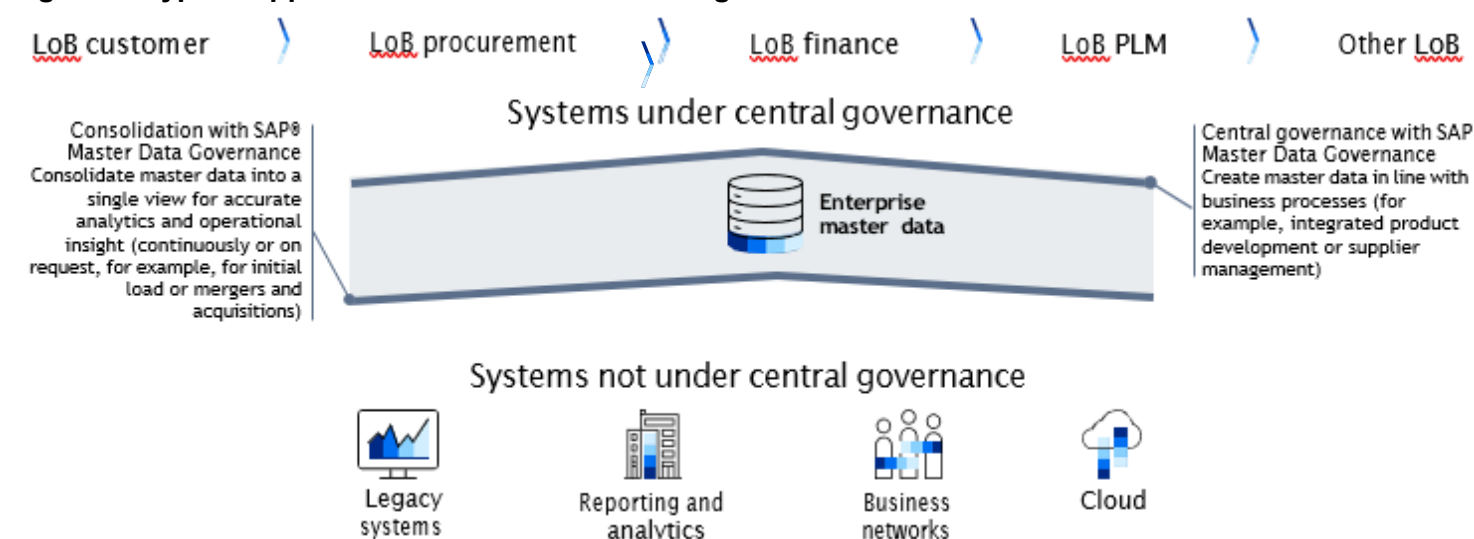
You can eliminate data silos by consolidating master data stored and maintained in SAP software and third-party sources. You can process master data from cloud and on-premise sources, standardise it, detect duplicates, and put them in match groups. For each match group, the application builds a best record using fields from multiple source records based on survivorship rules. You then can replicate the validated best records back into the transactional applications or to a data warehouse to help improve business process efficiency and business analysis.

The application supports centralised creation and maintenance of master data. This helps automate governance by controlling data quality at the point of authorship. By integrating data governance into business processes, you can help ensure that duplicate checks and field validations are performed before a new record is created.

Data oversight and access

Standardised and automated workflow routing and notifications help ensure participation from the right people at the right time, and they increase overall productivity. Version control and an audit history improve transparency and help ensure policy and regulatory compliance. In addition, role-based data access helps enforce security policies, even on mobile devices.

Figure 1: Typical approaches to master data management

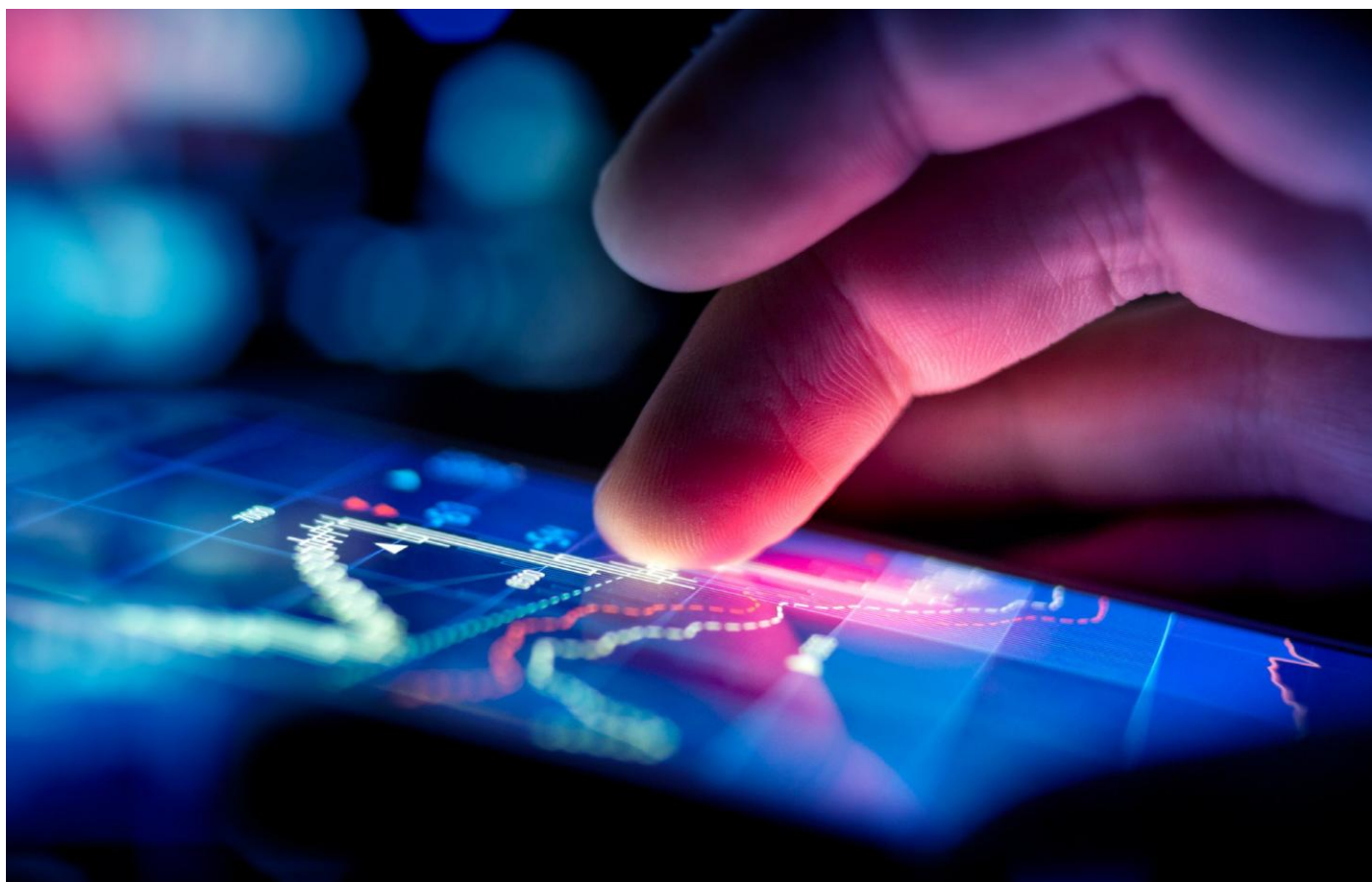


Replication and syndication

Once you have validated and approved master data, the application can distribute it to an SAP or third-party software system, so you no longer need to perform manual maintenance multiple times in different systems. A wide array of movement mechanisms is supported, including Web services, application link enabling, remote function calls, file transfers, and orchestration, which are independent of the mechanism used. The application keeps track of what data needs to be distributed where and what has been distributed successfully, or not, at the level of the master data object. Target systems can subscribe to the distribution of master data based on filter criteria and delta tracking, which enables tailored selection of master data for specific applications.

SAP Master Data Governance also uses key and value mapping to support scenarios where the same master data object is used in different systems with different identifiers.

You use key mapping when the primary key for a supplier is different in various systems. Key mapping helps ensure that you know which primary keys represent the same thing in different systems. You use value mapping when codes in master data attributes are different among systems. Value mapping helps ensure proper translating when you are distributing master data between systems.

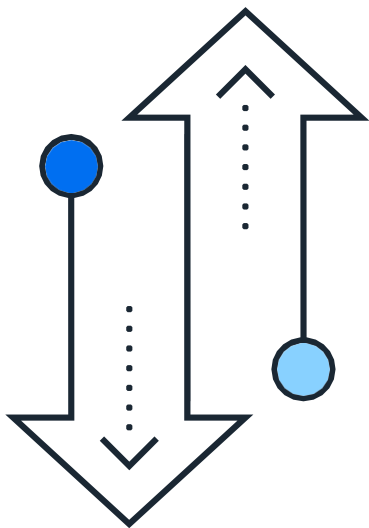


Data and process quality management

SAP Master Data Governance enables robust quality management that lets you define, validate, and monitor domain- and process-based business rules.

Machine learning accelerates the development of data quality rules. In collaboration with stake holders across your enterprise, you define the scope of master data to consider, and the engine automatically discovers appropriate new rules quickly and efficiently, including some you might not spot on your own.

You can check quality proactively on entry—automatically validating supplier addresses or enriching vendor tax codes, for example—to minimise the downstream costs of bad data. You can assess data quality with dashboards that help you monitor such elements as key process indicators, trends over time, or the distribution of errors along various domains or dimensions. And you can prioritise quality initiatives by impact and business value.



Improved monitoring and analysis

You can define service-level agreement metrics for monitoring master data processes and activities and for issuing notifications when thresholds are crossed. You can perform root cause analysis by drilling down from aggregated metrics to individual objects, change requests, workflow steps, and roles. You can compare processes across organizational units, master data domains, change-request types, and time frames. These types of analyses help identify inefficiencies that cause backlogs, so you can improve business outcomes.

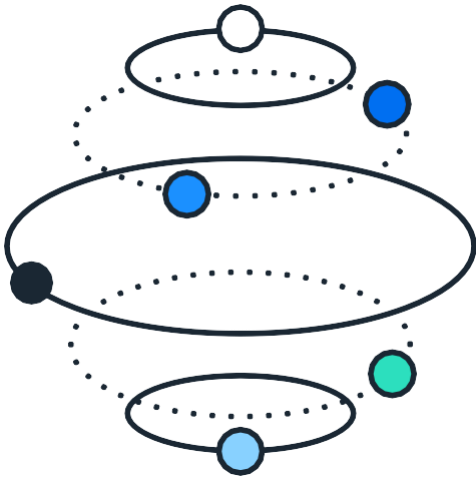
Multidomain, multi-vector master data management

SAP Master Data Governance supports a variety of master data domains, business processes, and implementation styles, as shown in [Figure 2](#). It reduces the total cost of owning data by serving as a single application for your diverse master data management needs. For example, you can reuse components across processes and manage cross-domain intersections with integrated data models. Ultimately, a single solution helps speed implementation, reduce administrative costs, and facilitate knowledge sharing across projects.

Now, you quickly can deploy tasks such as financial consolidation, customer service, and supplier onboarding. You can tailor the pre-packaged content or create completely new content to address specific needs. In addition, SAP offers a broad range of professional services designed to speed implementation, maximise ROI, and help ensure your success with SAP Master Data Governance. These include strategy, architecture, scoping workshops, implementation services, and user training—all based on the experience and best practices that come with serving more than a thousand production customers.

1.1. Prebuilt data models, streamlined services

SAP Master Data Governance accelerates time to value with the use of prebuilt data models, business rules, workflows, and user interfaces and roles



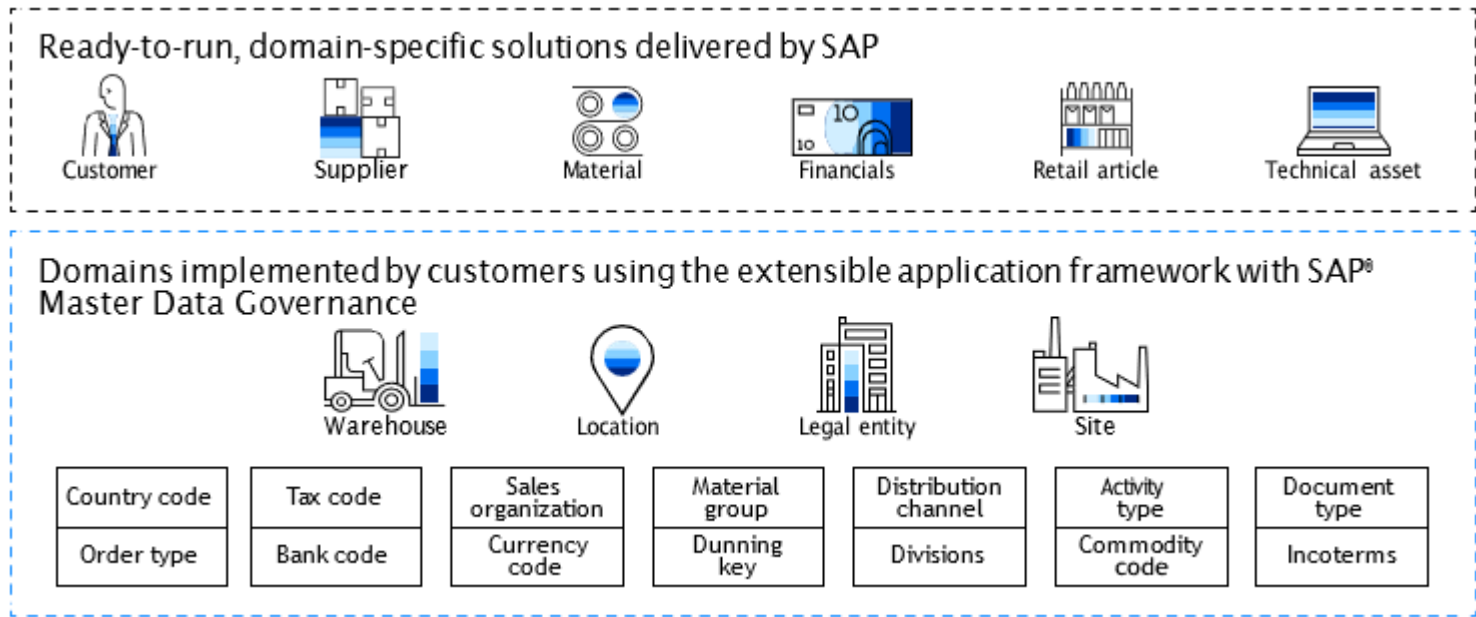
In tune with an internal push toward producing suite-based software in a one-domain paradigm, SAP has a deep understanding of the use of master data in the context of business-led integration scenarios. SAP Master Data Governance provides interfaces based on a process choreography for integration in a heterogeneous system landscape.

There are ready-to-run integration capabilities for SAP applications and open interfaces for other solutions within your technology stack.

The application also synchronises master data across on-premise and on-demand solutions, thereby supporting your organisation’s transition to the cloud.

Achieve high-performance data processing on a highly scalable platform that supports cloud and on-premise master data replication.

Figure 2: Support for master data domains, business processes, and implementations
****Business Partner, Customer and Vendors are managed in Public cloud**



Federated master data governance

In a federated network of master data governance systems, each member has stewardship of a different set of attributes. The central system manages core attributes and then syndicates them to local systems. Receiving systems manage the application-specific attributes, so companies can harmonise master data enterprise-wide while also managing local details exactly where they're best understood—without introducing awkward point-to-point connections. Master data management then meets central corporate needs while also helping local units run their assigned businesses optimally.

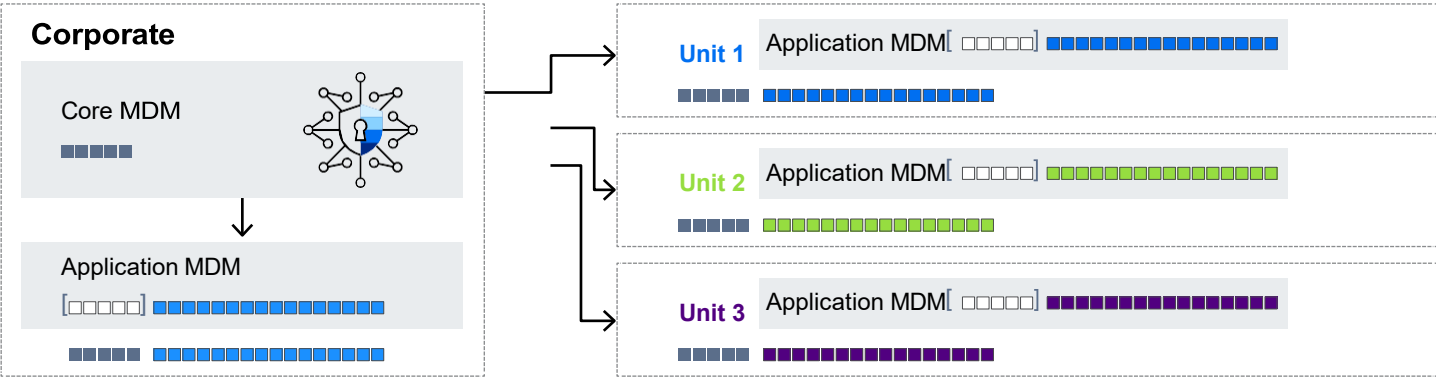
Advantages of a federated landscape

The federated landscape also can lower costs by accelerating time-to-value. For example, in landscapes with heterogeneous SAP S/4HANA instances for various lines of business, a federated landscape sidesteps difficult up-front harmonisation by applying governance within local contexts. Local master data management

systems can manage their own governance needs and reuse existing applications in their landscapes. SAP envisions deployment variants for such a hub-and-spoke federation according to customer requirements. In a greenfield approach, customers can start with SAP S/4HANA Cloud for master data governance Cloud — an easy-to-deploy SaaS solution to govern core attributes in the business partner domain, and subsequently build a federated network. When a central SAP Master Data Governance on SAP S/4HANA instance is already in place, this can become the core data owner in a federated master data governance landscape.

If you are just beginning your journey in master data management, SAP S/4HANA Cloud for master data governance Cloud, can act as an accelerant. You can work incrementally toward enterprise-wide federation that harnesses master data in the service of real-time adaptation to market change, tighter operations, better customer service, and shorter innovation cycles. Figure 3 illustrates the federated model for master data governance.

Figure 3: Balancing core and application attributes in a federated model



Realising the benefits

With SAP Master Data Governance, you gain a single trusted view of your data while addressing digital, analytical, and operational challenges head-on.

SAP Master Data Governance enables you to:

- Drive data consistency enterprise-wide by consolidating and managing master data across the business, whether information is exchanged and accessed in SAP or third-party solutions.
- Improve the speed and accuracy of business processes and analytics by automating the task of maintaining and distributing master data, integrating data more tightly, and increasing data quality and consistency.

- Decrease risk and simplify compliance with regulations, such as International Financial Reporting Standards and Generally Accepted Accounting Principles, through a governed master data process with auditable data, data changes, and audit trails.
- Reduce the total cost of owning data when you can support your master data domains in one application and implement it in an on-premise, cloud, or hybrid environment.

Support both consolidation and central governance to help your organization simplify management and gain a **single trusted view of your data.**



Summary

Gain a single trusted view of your data and address digital, analytical, and operational challenges head-on. The SAP Master Data Governance application helps simplify enterprise data management, increase data accuracy,

and reduce your total cost of ownership with a single solution that facilitates consolidation and central governance.

Objectives

- Help ensure consistency of master data across your organisation
- Improve data analysis and insight
- Simplify and streamline business processes
- Automate and centralise master data maintenance in on-premise, hybrid, and cloud systems

Solution

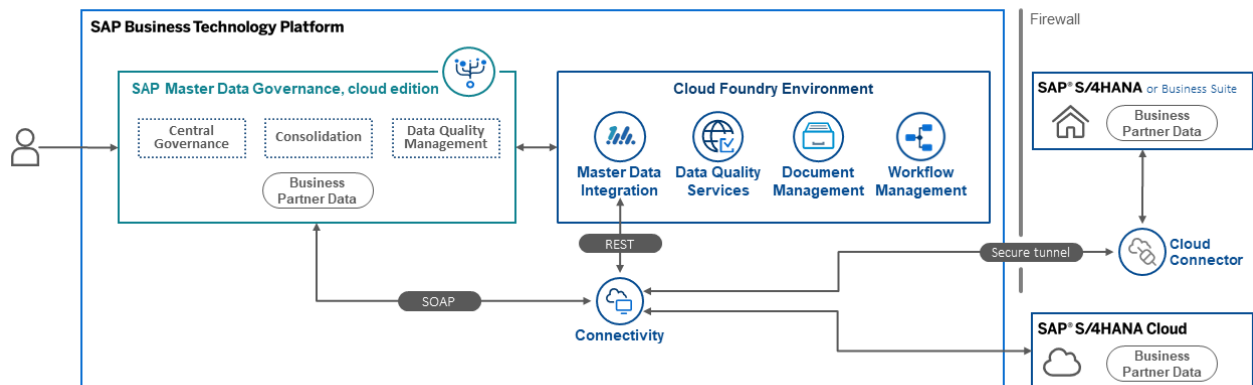
- Consolidation and central governance of master data
- Automation of the replication and syndication of master data throughout the system landscape
- Measure, monitor, and improve master data quality and processes
- One application for enterprise master data management

Benefits

- Increase data consistency across the enterprise
- Improve speed and accuracy of business processes and analytics
- Reduce risk and simplify compliance
- Lower the total cost of owning data

SAP S/4HANA Cloud for master data governance Cloud – Architecture

SAP S/4HANA Cloud for master data governance Cloud is part of the SAP Business Technology Platform (BTP)



SAP S/4HANA Cloud for master data governance Cloud – In Use

Request

- Enter description
- Create new request for BP or add to existing request

Validations

- Validation: standard checks and validation rules
- Duplicate check
- Address validation (optional)

Actions

- Share view by email or as tile
- Draft saved automatically
- Save data
- Save data and submit request
- Cancel creation

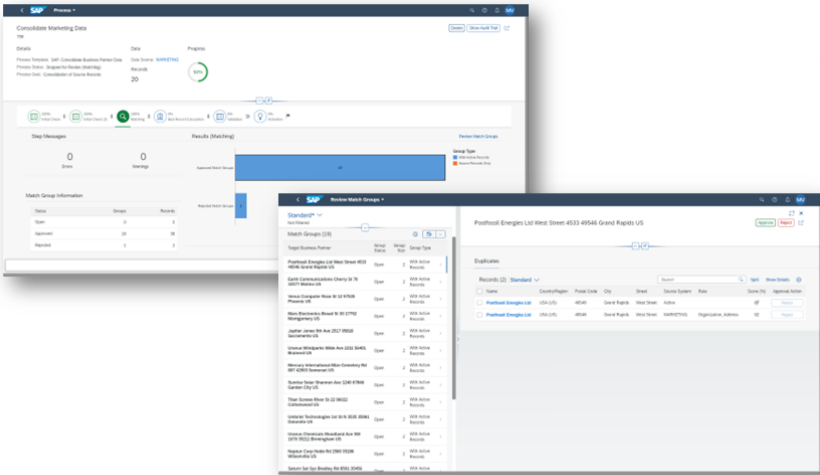
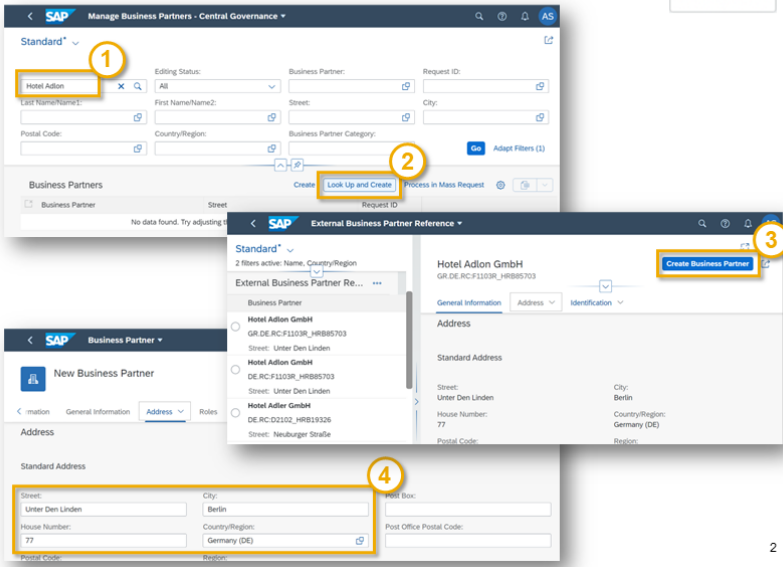
Public

1

1. Search in the *Manage Business Partners* app reveals that a needed business partner is not available in MDG
2. With *Look Up and Create* you can search for reference data from CDQ *
3. Having chosen the matching reference record, *Create Business Partner* transfers information to the *Manage Business Partners* app
4. Reference data is available for creating the business partner **without the need of manual data entry**

*Requires a contract with [CDQ AG](#), see [SAP Store](#).

Public



Matching step to identify potential duplicates

- UI to show the result of the matching step
- Review UI to approve or reject open match groups
- Predefined matching rules for business partner name, address, identification numbers, and tax numbers

Public

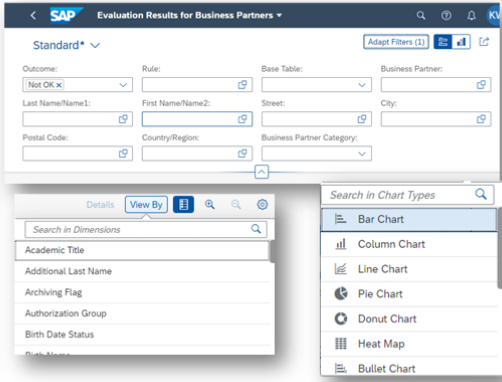
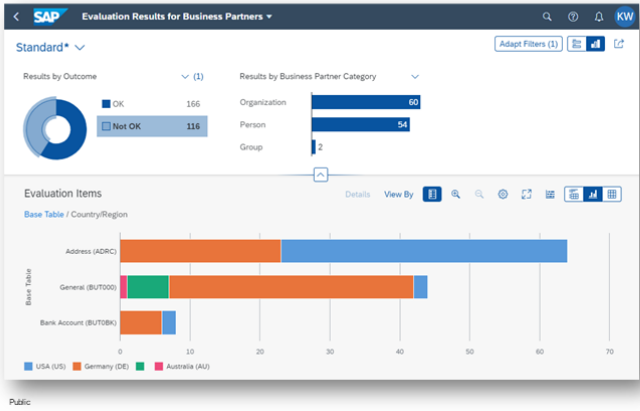
3

Evaluation Results
Business Partners

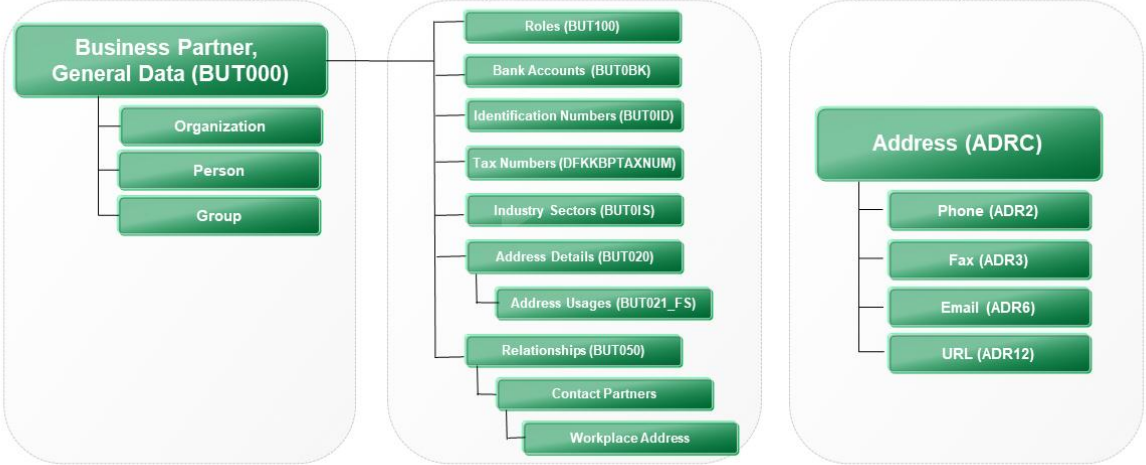
747



- Analyze by using various chart types and filters
- Possible drilldown by 78 business partner attributes and 3 business rule attributes



The data model is consistent with the SAP One Domain Model for Business Partner that is used by SAP Master Data Integration. All business partner roles are supported except for employees.



Onboarding

The SAP software is made available to the customer from the point of contract signature as a Software-as-a-Service.

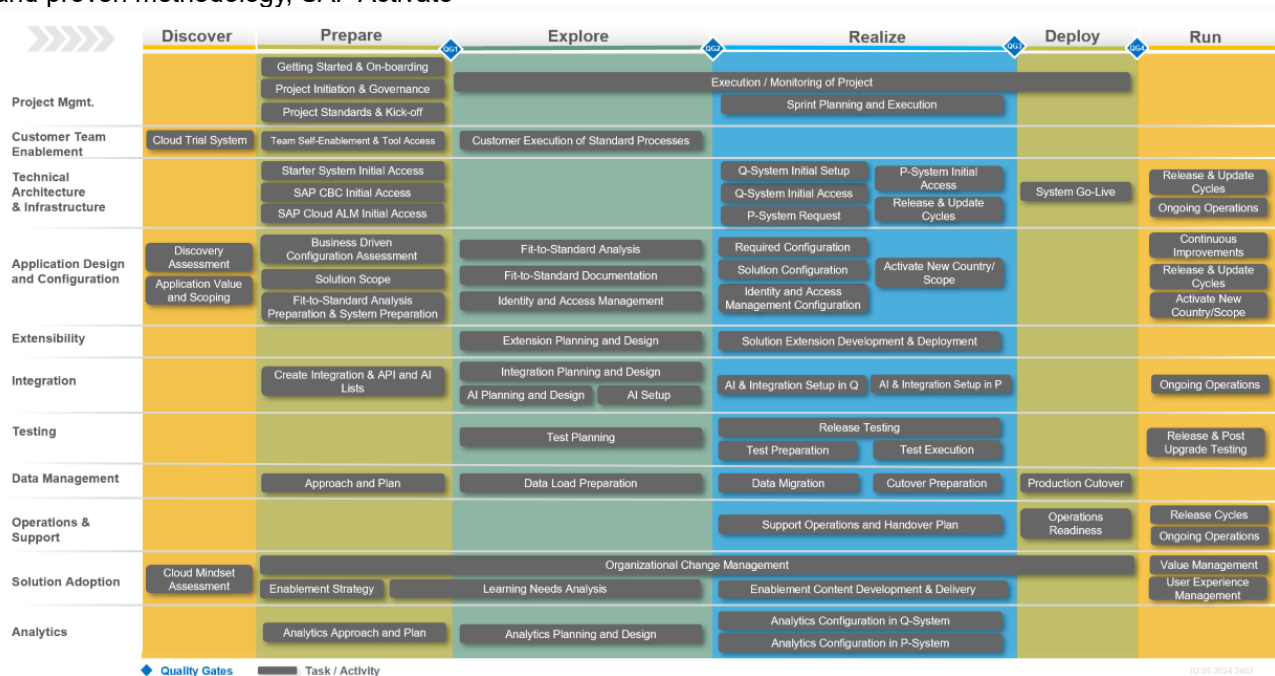
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

General Implementation Approach

NTT Data Business Solutions 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:

- 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

- Proceed with cutover activities including data migration
- Execute transition and cutover plans including organisational change management (OCM) plans
- Complete all scheduled end user training
- 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 & 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%.

Additional cost options are available to increase the availability to higher levels for the Private Cloud option for productive systems.

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 04:00 UTC) for 24 hours. There are 2 upgrade releases that must be taken.

For Private Cloud – there is a major release every 2 years, with interim Feature Packs every 6 months. Upgrades are optional in Private Cloud, but the customer must be on a maintained release (hence must upgrade at least every 7 years). Subscription includes costs for the upgrade every 2 years.

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.

For the Private Cloud solution the customer is responsible for extracting relevant data prior to contract termination. Additional cost options can be provided enhanced support from NDBS to support the extraction of the data.

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.

For Private Cloud, the backup retention policy is agrees with the customer.

Enhanced Business Continuity coverage is available as an additional cost service.

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.