



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Safekeeper

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 SafeKeeper

Service Overview

SAP SafeKeeper is a premium support and maintenance service specifically for organisations running **SAP S/4HANA Cloud Private Edition**. It acts as a critical technical and commercial bridge for customers who cannot complete their functional upgrade before their current release enters "Customer-Specific Maintenance."

Without SafeKeeper, systems in Customer-Specific Maintenance lose the standard application-level **Service Level Agreement (SLA)** from SAP Enterprise Cloud Services. SafeKeeper restores this protection, providing the security patches and infrastructure required to maintain business continuity for up to two additional years while an upgrade project is executed.

Service Description

The service is delivered as a managed add-on to the **RISE with SAP** subscription. It combines three core pillars:

1. **Extended Maintenance:** Provision of SAP Notes and critical security corrections generally aligning with the scope of Extended Maintenance.
2. **Transition Services:** Bundled **SAP Cloud Application Services (CAS)** to physically execute the upgrade or manage the risk through regression testing.
3. **Optimised Infrastructure:** A dedicated sandbox environment to de-risk the transition.

Platform Capabilities

SAP SafeKeeper includes the following core functional areas:

- **Maintenance Extension & Correction** Protects the legacy environment with patches for security, legal compliance, and reported software issues for the duration of the contract.
- **Transition Service Options (Single Sales SKU)** Buyers choose one of two hands-on-keyboard service packages:
 - **CAS for Release Version Upgrade:** Focused on In-Place upgrades for customers moving their existing landscape to a modern release.
 - **CAS for Regression Testing:** Targeted at customers performing a **Greenfield/Selective Data Transition** or those on versions **1503/1605** where a full system conversion is required.
- **Non-Productive Sandbox Tier** Provision of an additional sandbox matching the T-shirt size of the existing production system (up to 6TiB).
 - *Greenfield Path:* The sandbox is delivered as an empty system on the target release.
 - *In-Place Path:* The sandbox is delivered as a copy of the existing production environment.
- **SLA Restoration** Re-establishes the 99.7% or 99.9% (if purchased) application-level SLA that is otherwise voided upon entering Customer-Specific Maintenance.

Sizing

Service is designed to **mirror** the customer's existing Production landscape. Because SafeKeeper is an add-on for **SAP Cloud ERP Private Edition (RISE)**, it uses the standard HANA "T-shirt" sizing tiers for the bundled sandbox infrastructure.

The specific tiers available for the SafeKeeper sandbox are:

Tier	Production DB RAM (HANA)	Max Full User Equivalents (FUE)
XXS	Up to 256 GB	135
XS	Up to 256 GB	550
S	Up to 512 GB	1,000
M	Up to 1,024 GB	2,000
L	Up to 2,048 GB	4,000
XL	Up to 3,072 GB	6,000
XXL	Up to 6,144 GB	6,001+

Critical Sizing Rules for SafeKeeper:

- **The "Mirror" Rule:** SAP provisions the SafeKeeper sandbox to match the *current* Production DB RAM tier of the customer's RISE landscape, capped at **6 TiB (XXL)**.
- **Storage Limitations:** While the RAM is tiered, the disk storage and additional application servers are typically based on the standard entitlement for that T-shirt size in the *Service Description Guide (SDG)*.
- **Tailored Option:** If a customer is on the **Tailored Option** (non-standard T-shirt), SafeKeeper infrastructure is sized specifically to match the RAM of their productive environment rather than fitting into a fixed XXS-XXL bucket.

Commercial Model

- **Subscription-Based:** Fixed-term add-on applied to the full RISE landscape (DEV, QA, PROD). Customer needs to subscribe one Safekeeper package per productive system (system number, size, and CAS service will be defined in the order form). Infrastructure price is calculated for the 24 month term (including setup costs).
- **Lead Time Constraint:** The quote must be accepted at least **90 days** before the SafeKeeper start date to allow for infrastructure provisioning.
- **Minimum/Maximum Terms:** * Minimum: 12 months.
 - Maximum: 27 months (standard) or 48 months (for versions 1503 and 1605).
- **Exit Clause:** Once the upgrade is complete, customers can cancel the SafeKeeper subscription after the first year on a quarterly basis.

Service Scope

1. Included as Standard

- Legal and security patching for the legacy S/4HANA release.
- One matching sandbox environment.

Error! No text of specified style in document.



- CAS package for either Upgrade or Regression Testing.
- 24/7 Mission-Critical Support (P1/P2).
- Partner add-on support for listed certified vendors.

2. Not Included

- **Functional Innovation:** No access to new features or ML/AI scenarios available in modern releases.
- **Temporary Parallel Landscapes:** SafeKeeper provides *one* sandbox. Additional temporary DEV/QA systems for "double maintenance" during a project must be procured separately.
- **SAP ERP (ECC) Coverage:** This service is strictly for S/4HANA Cloud Private Edition releases.

Service Delivery Model

- **Service Type:** Cloud Managed Support.
- **Hosting:** SAP-managed (RISE infrastructure).
- **Support Levels:** Standard Enterprise Support included; SAP Preferred Success available as an additional listing.
- **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