



Service Description Document for:

SAP Maintenance, Support & Renewals

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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 Technology Solutions into Value

We understand our clients' businesses and know what it takes to prepare them for the future. At NTT DATA Business Solutions, we drive innovation across the full lifecycle, from advisory and implementation to managed services and beyond. We continuously improve technologies and digital solutions to ensure they deliver real value for organisations and for the people who rely on them.

Looking to transform, grow, and achieve greater success? We offer more than deep technical expertise. As a passionate and trusted partner, we connect your business opportunities with the latest technologies and provide a proven, pragmatic approach to delivering results smoothly and effectively. Our strong partnerships across the technology ecosystem give you access to innovative solutions and ongoing advancements. As part of the global NTT DATA Group, we are equipped to manage projects of any size, scale, or complexity.

With operations in more than 30 countries, we have helped thousands of organisations become more efficient and effective over the past three decades. Our global team of more than 14,000 experts supports clients on their journey towards becoming truly intelligent, data-driven enterprises, starting wherever they are today. We specialise in making complex technology solutions work in practice, delivering measurable outcomes for businesses and meaningful impact for their people. We transform technology solutions into value.

We are proud to be consistently recognised across the global technology and consulting ecosystem for our performance and innovation. These honours reflect our commitment to excellence in areas such as business transformation, intelligent technologies, and cross-portfolio delivery. Just as important as these achievements is our greatest differentiator, our people. In 2025, the NTT DATA Group was named a Global Top Employer in 33 countries by the Top Employers Institute. This recognition underscores our commitment to fostering a supportive, inclusive, and high-performing workplace, and reinforces our reputation as an employer of choice for technology professionals worldwide.

Services

This listing is only applicable to SAP on-premise customers requiring to renew their maintenance contracts and/or move to one of SAP's end of mainstream maintenance support models whilst undertaking their cloud journey.

SAP Mainstream Maintenance

To make it more convenient for customers on lower release tiers to upgrade to the 2023 version of SAP S/4HANA, SAP is offering an optional extended maintenance option for legacy versions of SAP S/4HANA that will be reaching the end of their five-year mainstream maintenance soon. The option will be available for the time of 2023 to 2025 and can be renewed quarterly within this specific time frame.

Customers on versions 1709, 1809, and 1909 of SAP S/4HANA, on-premise and subscription models, will be able to benefit from extended maintenance in one of two ways:

Customers having subscribed to RISE with SAP or legacy subscription models, for example, subscription for SAP HANA Enterprise Cloud, take advantage of the option where extended maintenance is included at no additional fee. It is also the recommended transition for SAP S/4HANA customers from on premise to RISE with SAP. This will then require only a change in infrastructure and allows customers the same flexibility they are used to with their on-premise version.

For customers running one of those SAP S/4HANA legacy versions in an on-premise environment and that wish to remain there, extended maintenance is an option and will require an additional fee of four percent of their respective core SAP S/4HANA maintenance base.

SAP respects and understands that there are important factors to consider when customers choose to become an intelligent and sustainable enterprise. SAP embraces and recognizes these factors by offering a solution that adapts to any organization's unique needs.

SAP Extended Maintenance

The scope of support for the extended maintenance period is similar to the scope of support provided during mainstream maintenance. Extended maintenance is available for SAP Business Suite 7, SAP S/4HANA 1709, SAP S/4HANA 1809, and SAP S/4HANA 1909.

For Business Suite 7

Extended maintenance is offered as an option for SAP Business Suite 7 core applications and SAP Business Suite 7 related add-on products from January 1, 2028 to December 31, 2030. This three-year extended maintenance phase comes at an additional fee on top of the respective maintenance fee. Details are documented in SAP Note 2881788. Extended maintenance is an optional offering and requires a separate, additional contract in addition to your support agreement. Customers can request a quotation for extended maintenance through the respective SAP Account Executive or respective partner contact.

Extended maintenance is also offered for certain products included in private cloud services. Please see details about the availability of extended maintenance in the context of RISE with SAP S/4HANA Cloud, private edition in SAP Note 3016524 and SAP ERP, private cloud edition in SAP Note 3016445.

For SAP S/4HANA 1709, SAP S/4HANA 1809, and SAP S/4HANA 1909

Extended maintenance is available for SAP S/4HANA 1709, SAP S/4HANA 1809, and SAP S/4HANA 1909 core applications and SAP S/4HANA related add-on products from January 1, 2023 until December 31, 2025.

Extended maintenance for SAP S/4HANA on-premise is available as an option and requires an additional payment and specific maintenance addendum based on a valid maintenance contract. Customers can request a quotation for extended maintenance through the respective SAP account executive, SAP contact person or partner contact.

Extended maintenance is covered by the regular annual subscription fee and does not require a specific maintenance addendum for customers with a subscription to any of the below offerings or their predecessors:

- SAP S/4HANA Cloud, private edition
- SAP S/4HANA Cloud, private edition, tailored option
- SAP S/4HANA Cloud, extended edition
- HEC Subscription for SAP S/4HANA