



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Build

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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 Overview

SAP Build is a cloud-based low-code and pro-code development and automation suite delivered on SAP Business Technology Platform. Under the updated commercial and packaging model, this service definition consolidates all SAP Build capabilities into a single, cohesive service covering application development, process automation, and AI-assisted development through Joule Studio.

The service enables public-sector organisations to design, build, deploy, and operate:

- Full-stack, frontend, backend, and mobile applications
- Automated workflows, approvals, and integrations
- AI-assisted agents and skills to support business users and developers

The service is suitable for organisations seeking to accelerate digital delivery, modernise processes, and extend SAP and non-SAP systems while maintaining enterprise-grade security, governance, and compliance.

Service Description

The SAP Build service provides a unified, fully managed SaaS capability comprising:

- Application development (web, mobile, frontend, backend, and full-stack)
- Process and workflow automation
- AI-assisted development and operational intelligence via Joule Studio
- Runtime environments for applications and automations
- Secure connectivity to SAP and third-party systems
- Identity, access management, and governance services
- Lifecycle management, monitoring, and auditability

The platform supports collaboration between citizen developers, business technologists, and professional developers, enabling controlled innovation aligned to public-sector governance standards.

Applications and automations can be used internally by the buying organisation or externally by authorised users, subject to buyer configuration and security controls.

Key Features and Functionality

Application Development

Application development within SAP Build is delivered across four clearly defined areas: Frontend Applications, Backend Applications, Full-Stack Applications, and Mobile Applications. These areas reflect SAP-supported development entry points and tooling within SAP Build and SAP Business Technology Platform.

The four areas may be used independently or combined, subject to buyer design decisions, architectural standards, and entitlements.

Front End Applications

Frontend Applications focus on user experience, presentation, and interaction. They consume buyer-provided backend services (SAP or non-SAP) using secure API connectivity and do not include backend business logic.

SAP Fiori Application

SAP Fiori Applications deliver role-based, browser-based user interfaces aligned to SAP UX standards. They are used to present and interact with business data exposed by backend services in a consistent and governed manner, it allows the user to:

- Build user interfaces for existing backend services
- Development using SAP Fiori elements and/or freestyle SAPUI5
- Role-based user experiences aligned with SAP UX standards
- Consumption of OData and REST APIs exposed by backend services

Web & Mobile Application

Web Applications provide low-code development of browser-based user experiences outside of standard SAP Fiori patterns. They are suitable for forms, portals, and bespoke user journeys while still integrating securely with enterprise systems. It allows development of:

- Visual low-code web and mobile user interfaces
- UI composition, forms, pages, and navigation flows
- Connectivity to SAP and third-party data sources via configured connectors
- Authentication and authorisation via platform identity services

SAP Fiori Card

SAP Fiori Cards provide lightweight UI components that surface key business information and actions. They are typically used within launchpads or portal-style experiences to provide quick insights and navigation.

SAP Fiori cards allow:

- Development of SAP Fiori card components
- Presentation of business-relevant information
- Navigation into applications, workflows, or analytical views
- Use within portal and launchpad-style experiences, subject to buyer configuration

Backend Applications

Backend Applications provide server-side services, business logic, and data models that can be consumed by frontend applications, mobile apps, automations, or external systems.

Application Backend Services

Application Backend Services implement deterministic business logic and orchestration outside of the user interface. They are designed for reuse, governance, and secure integration across multiple applications and processes. This service allows for:

- Development of backend services using supported SAP BTP programming models
- Definition of business logic, validation rules, and orchestration
- Exposure of APIs using OData and REST protocols
- Secure authentication and authorisation using platform identity services
- Reusable service design supporting modular architectures

SAP HANA Cloud Intelligent Applications

SAP HANA Cloud intelligent applications execute data-intensive logic directly within SAP HANA Cloud. This approach enables performant and scalable processing by executing calculations, analytics, and validations close to the data. The application allows:

- Use of SAP HANA Cloud as the persistence and execution layer
- Data models, calculations, and logic executed close to the data
- Support for transactional and analytical workloads
- Integration with applications, automations, and AI-assisted scenarios
- Tenant-level security and access controls

Full-Stack Applications

Full-Stack Applications combine frontend user interfaces and backend services into a single, deployable application unit. They are suitable where end-to-end ownership of user experience, business logic, and data access is required within one application lifecycle.

Full-Stack Node.js Applications

Full-stack Node.js applications use SAP-standard programming models to deliver combined frontend and backend functionality using JavaScript-based services. This application allows for:

- Backend services developed using the SAP Cloud Application Programming Model (CAP) for Node.js
- Frontend development using SAP Fiori and Mobile Development Kit (MDK)
- End-to-end application packaging and lifecycle management
- Secure integration with SAP and non-SAP systems

Full-Stack Java Applications

Full-stack Java applications provide enterprise-grade application structures using Java-based services combined with SAP-standard user interfaces. This application allows for:

- Backend services developed using the SAP Cloud Application Programming Model (CAP) for Java
- SAP Fiori-based frontend user interfaces
- Support for enterprise-grade application structures
- Integration with platform identity, security, and transport services

Full-Stack ABAP Applications (ABAP Development Tools)

Full-stack ABAP applications use the ABAP Cloud development model to deliver tightly governed extensions aligned with clean-core principles. Allows for:

- Full-stack applications developed using the ABAP Cloud development model
- Backend business logic and services implemented in ABAP
- UI and service exposure aligned with SAP cloud development standards
- Support for clean core and extensibility principles

Full-Stack ABAP Applications (SAP Business Application Studio)

This option provides an integrated development environment for delivering ABAP-based full-stack applications within SAP BTP.

- Full-stack ABAP development using SAP Business Application Studio
- Modelling of business objects and services using ABAP Cloud
- Integrated development experience across frontend and backend artefacts
- Deployment and lifecycle management within SAP BTP

SAP Build Process Automation

Automated Processes enable buyers to digitise, orchestrate, and monitor business workflows across SAP and non-SAP systems. These capabilities support both system-driven and human-centric processes.

Workflow and Process Automation

Workflow and process automation capabilities allow buyers to model and execute structured business processes with clear governance and traceability. Process Automation allows:

- Visual workflow modelling
- Rule-based and event-driven process execution
- Human tasks, approvals, and exception handling
- End-to-end process orchestration across systems

Automation Integration

Automation integration enables applications and systems to trigger and participate in automated processes using standard interfaces. Automation integration allows:

- Invocation of automations from applications
- Integration with SAP Integration Suite
- API-triggered and event-based automations
- Process monitoring and execution tracking

Governance and Control

Governance features ensure automated processes operate within defined controls and compliance requirements. This feature allows:

- Versioning and transport of automation artefacts
- Role-based access to process design and execution
- Audit logging of workflow execution and decisions

Joule Studio (AI Agents and Skills)

Joule Studio provides AI-assisted capabilities embedded within SAP Build to support developers and business users. These capabilities operate within buyer-defined governance boundaries and do not function as autonomous systems.

Joule Agents

Joule Agents analyse business data and process states to provide context-aware insights and recommendations and allows for:

- AI-driven analysis of transactional and operational data
- Context-aware insights within authorised data scope
- Guided recommendations and next-step suggestions
- Secure execution within buyer-approved boundaries

Joule Skills

Joule Skills provide discrete, reusable AI-assisted functions that can be invoked by applications or automated processes and allows for:

- Natural language interaction with business processes
- Data summarisation, classification, and validation
- Invocation from applications or workflows
- Integration with SAP and non-SAP data sources

Service Scope

Included as Standard

The following capabilities are included as part of the SAP Build Software as a Service offering and are available to buyers once the service is provisioned and enabled. These capabilities are delivered as standard platform services and do not require bespoke development by the supplier.

- Access to SAP Build SaaS platform
- Application development tooling (frontend, backend, full-stack, and mobile)
- Process and workflow automation tooling
- Joule Studio (agents and skills), subject to buyer entitlement
- Application and automation runtime hosting
- Platform maintenance, upgrades, and patches
- Identity, access management, and governance services
- Monitoring, logging, and audit capabilities
- Connectivity to SAP and supported third-party systems

Not Included

The following activities and services are not included within the standard SAP Build SaaS offering. Where required, these may be procured separately through appropriate implementation or professional services arrangements.

- Bespoke application or automation development by the supplier
- Business process discovery, redesign, or optimisation services
- Data migration, data cleansing, or master data remediation
- Custom integrations beyond supported frameworks and connectors
- End-user or developer training unless agreed separately
- Third-party licences or external infrastructure costs

Professional services to design, build, or implement buyer-specific solutions are available separately under G-Cloud Lot 3 listings.

Commercial Model

The SAP Build service is provided under a consumption-based commercial model aligned to SAP Business Technology Platform. This model allows buyers to scale usage in line with demand and ensures costs are directly linked to actual consumption rather than fixed capacity commitments.

- Buyers enable only the SAP BTP services required for their applications, automations, and AI-assisted capabilities
- Charges are based on measurable usage metrics defined by SAP
- Costs scale with application volume, automation execution, and AI usage
- Detailed pricing metrics and charging units are provided separately within the G-Cloud pricing document

Service Delivery Model

This service is delivered as a fully managed Software as a Service offering. SAP is responsible for the underlying platform infrastructure and core service operation, while buyers retain control over the design, configuration, and use of applications and automations built on the platform.

- Service type: Software as a Service (SaaS)
- Hosting: SAP-managed cloud infrastructure
- Access: Secure web-based tooling and APIs
- Deployment: Buyer-managed applications and automations deployed to runtime tenants

Buyer Responsibilities

Buyers are responsible for defining how the SAP Build platform is used within their organisation and for ensuring that usage aligns with internal governance, security, and compliance requirements.

- Define application, automation, and AI-assisted use cases
- Design and configure applications, processes, and AI capabilities
- Manage users, roles, and access controls
- Approve governance and compliance policies
- Manage API credentials and connectivity configurations

Onboarding

Onboarding provides buyers with access to the SAP Build platform and enables initial configuration so that development and delivery activities can commence. The onboarding approach is designed to be lightweight and scalable.

Typical onboarding activities include:

- Provisioning of SAP Build tenant
- Configuration of user access and roles
- Service orientation and initial enablement
- Activation of required SAP Build services
- Optional pilot application or automation setup

Typical timescale:

- Initial access: 1–2 weeks
- First application live: dependent on complexity

Security and Compliance

Security and compliance controls are embedded into the SAP Build platform and are delivered as part of the standard SaaS service. These controls support public-sector security expectations and regulatory requirements.

The platform provides:

- Encryption of data in transit and at rest
- Identity and access management
- Role-based authorisations
- Audit and activity logging
- Tenant-level data isolation
- Alignment with GDPR and UK data protection requirements

Data Handling and Ownership

This section describes how buyer data is handled within the SAP Build platform and clarifies ownership and control responsibilities.

- All data stored on the platform remains the property of the buyer
- Data is used solely to deliver buyer-configured applications and automations
- No data is reused or shared across tenants
- Buyers may export their data at any time
- Secure data deletion is supported at service termination
- Backups are retained in line with SAP platform standards

Service Management and Service Levels

Support Model

Support is provided through the supplier as the primary interface for buyers, with escalation to SAP where required.

- Supplier provides first-line platform support
- Single point of contact for buyers
- UK business hours coverage
- Incident escalation managed by the supplier
- SAP enterprise support underpins escalations

Availability Targets

- Productive tenants: 99.7%
- Non-productive tenants: 99.5%

Measured monthly and excluding planned maintenance.

Maintenance Windows

Regular maintenance is required to ensure platform security, stability, and feature updates.

- Scheduled SAP maintenance windows
- Planned upgrade cycles
- Buyers are required to adopt platform updates

Exit Management

Exit management ensures buyers can disengage from the service in a controlled and secure manner at the end of the contract.

At contract end:

- Buyer-supported data export is available
- Application and automation configurations can be extracted
- Secure tenant decommissioning is performed
- Data deletion is completed following termination
- Reasonable exit support is available

Buyers are responsible for ensuring that required data is downloaded prior to contract termination.

Business Continuity

Business continuity controls are provided as part of the SAP-managed platform to support service resilience and recovery.

- Platform backups and recovery procedures
- Secure offsite storage
- Standard continuity controls

Enhanced continuity arrangements or managed services may be provided separately where required.

Dependencies and Constraints

The SAP Build service has the following dependencies and constraints that buyers should consider during planning and design.

- Internet connectivity is required
- Supported modern web browsers must be used
- API availability is required for integrated systems
- Platform functionality is subject to buyer entitlements
- The service is not designed for real-time or safety-critical systems

Service Suitability

This section outlines the types of use cases for which the SAP Build service is appropriate.

Suitable for:

- Rapid application development
- Departmental and enterprise portals
- Forms, workflows, and approval processes
- Process digitisation and automation
- Extensions to SAP core systems
- Public-sector digital transformation initiatives

Not Suitable for:

- Classified workloads
- Real-time or safety-critical systems