



NTT DATA Business Solutions

SAP Service Description Document for G-Cloud for:

SAP Extended Enterprise Content Management by OpenText, cloud edition

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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 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.

Service

SAP Extended Enterprise Content Management by OpenText, cloud edition

Overview of the Service

The power of OpenText™ Extended ECM Platform for G-Cloud is that it offers organisations a way to transparently integrate the comprehensive content lifecycle management of OpenText Content Suite Platform with their lead applications, allowing for seamless information flow between all systems.

It is available with optional out-of-the-box solutions for many leading business applications like SAP® ERP, Oracle® E-Business Suite, Microsoft® SharePoint™, Microsoft® Office365™, Microsoft® Dynamics 365™ and Salesforce®, but it also comes with the tools, APIs, and templates needed to create custom integrations to other systems.

Extended ECM Platform lets organisations innovate and update ways of doing business to digitally transform their business in order to maintain competitive advantage. It is a revolutionary approach to ECM that can:

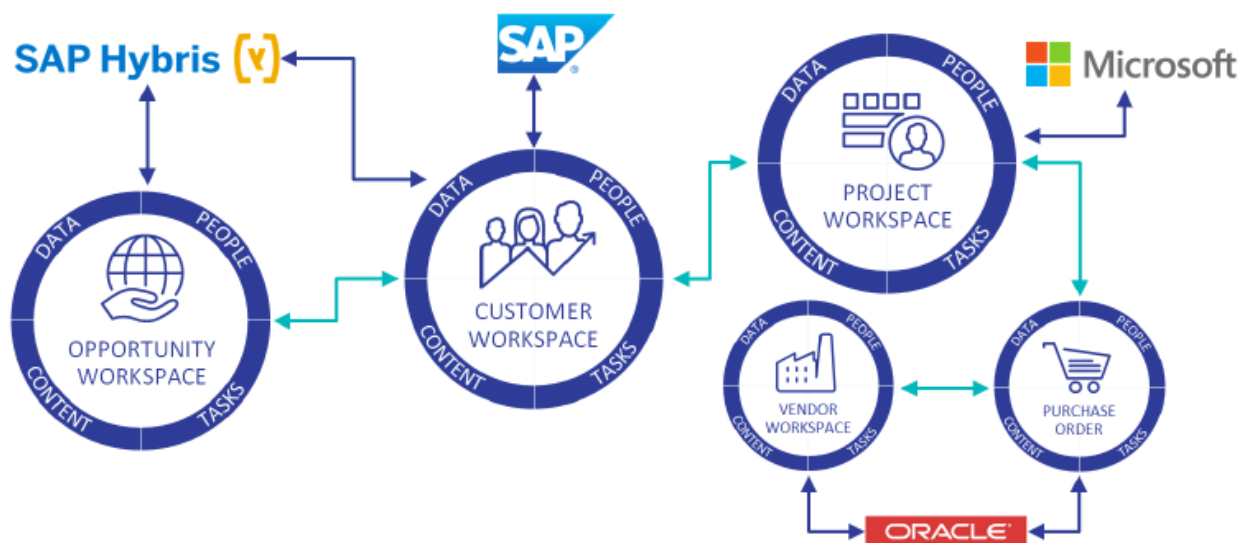
- Provide content in context across departments for information-fuelled business processes.
- Automatically apply and leverage metadata and classification in the background, giving users faster, more reliable results.
- Provide workers with a better user experience, centred in the application they know and prefer, improving user adoption and creating a better way to work.
- Manage content throughout its lifecycle and more easily comply with internal and external governance regulations and policies.
- Achieve a single source of truth.
- Improve transparency and insight to make more informed decisions and facilitate process improvements.
- Turn previously disconnected unstructured documents into searchable, structured data.

Organisations endeavour to transform themselves into digital businesses by providing exceptional customer experiences; however, with brittle, dated and inefficient internal systems and processes, they struggle to make the transformation. Silos of data, complex linear processes and disparate application landscapes are all barriers to transformation.

OpenText™ Extended ECM Platform helps build a foundation for an organisation's digital transformation. It improves process productivity by integrating Enterprise Content Management (ECM) with lead applications to bridge silos and enhance information flows.

Extended ECM provides a digital file, that suits the requirements of a modern, digital administration for public sector organisations. It adds value where digital file management, case management, content lifecycle management and integration capabilities into various environments and leading applications are needed.

Extended ECM Platform Network of Business Workspaces



Extended ECM Platform connects the processes that generate enterprise information, allowing consistent metadata values to be transparently applied behind the scenes and relevant content to be delivered quickly and efficiently wherever it's needed.

Users work in the business application they need, while simultaneously gaining access to all the information they need to get their job done. The business gains a single source of the truth, helping ensure compliance and control across all systems.

The Evolution to Extended ECM

Processes drive a business. From the sales cycle to payroll, purchasing to maintenance, virtually every part of every business is fuelled by processes. As the amount of digital information has grown at a truly overwhelming pace—and only continues to increase—old methods of doing things have just as quickly become obsolete, slowing productivity, impeding decision making, causing workarounds, and increasing risk.

Enterprise Content Management (ECM) was the initial would-be hero of every businesses quest for a solution to the data problem. It was supposed to provide the elusive "single source of truth" and was generally implemented as a standalone repository for content where defensible governance and security policies could finally be applied to large segments of the ever-increasing volumes of unstructured information flowing through organisations.

But what it offered in promise of improved information governance and compliance, it lacked in improving the increasingly complex processes that are the lifeblood of the organisation. Other systems like Enterprise Resource Planning (ERP), customer resource management (CRM), and human resource management (HRM) evolved to handle specific processes that can't be addressed by ECM, but this caused new problems. Should emails and contracts be stored where the user wants them—in the CRM system—or where the records management team requires—in the ECM system? The sprawl and silos began, with different versions of the same contract in different systems, making finding the right one challenging and time-consuming.

Improving Process Productivity

The promise of ECM is still as valid and important as ever, but a focus on process improvement—better process productivity—is the key to achieving it. To realise that promised potential, organisations must find a

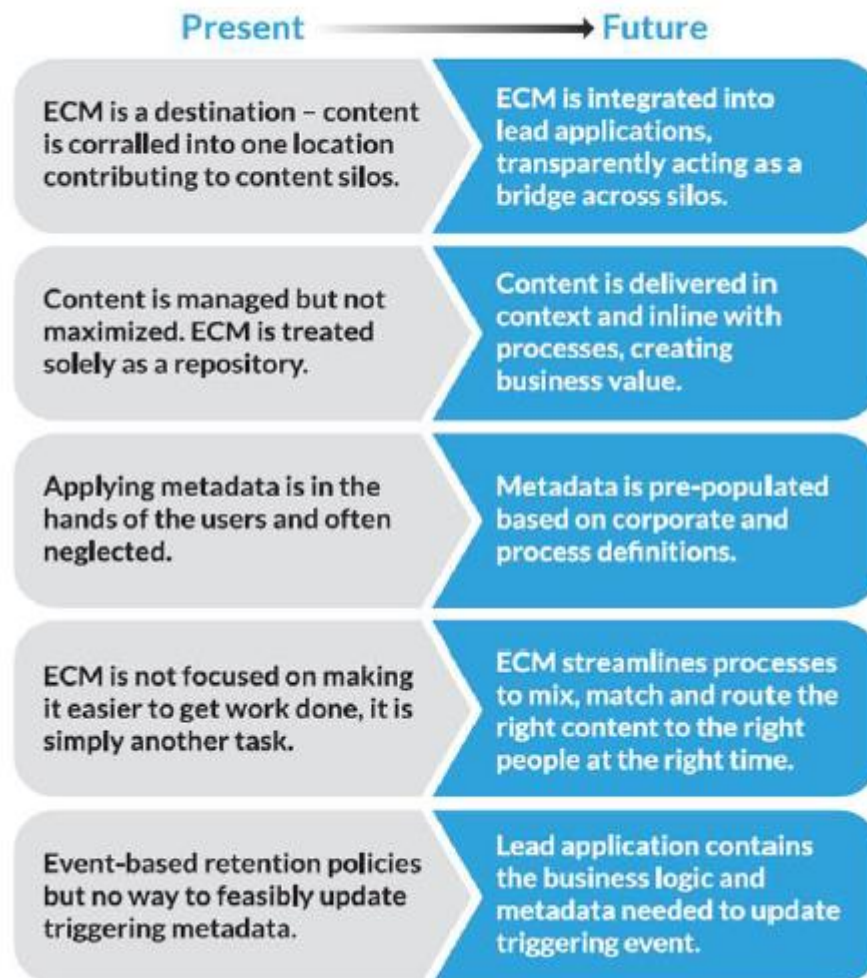
way to bridge the gap between the silos of information and the lead applications, where work actually takes place. As organisations undergo digital transformation, ECM can no longer be a one-way, siloed destination where content is relegated for long-term storage.

By integrating ECM into lead applications, organisations create a best-of-both-worlds scenario. Users get to work in the application they know and prefer, while gaining effortless access to the right unstructured information when they need it. They get their content in context—e.g., contracts stored in the ECM system are available in the account view of the CRM system.

And where ECM system implementations were massive projects with stakeholders across the organisation and requiring complex taxonomies and hierarchies, months to years of planning, and long rollouts with extensive user training, extending ECM can be done one process at a time and it can leverage work already done for the business process. The data that is standardised in structured systems can be used as metadata that is automatically applied on documents.

This automatic application of metadata turns unstructured information into structured information - data that can be sorted, queried, and referenced. ECM becomes the backbone supporting any number of integrations to lead applications while ensuring that retention and information governance policies are followed. Users no longer have to switch between different applications or search for needed files, and they have access to what can finally be a single source of the truth.

The Evolution to Extended ECM



Onboarding

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

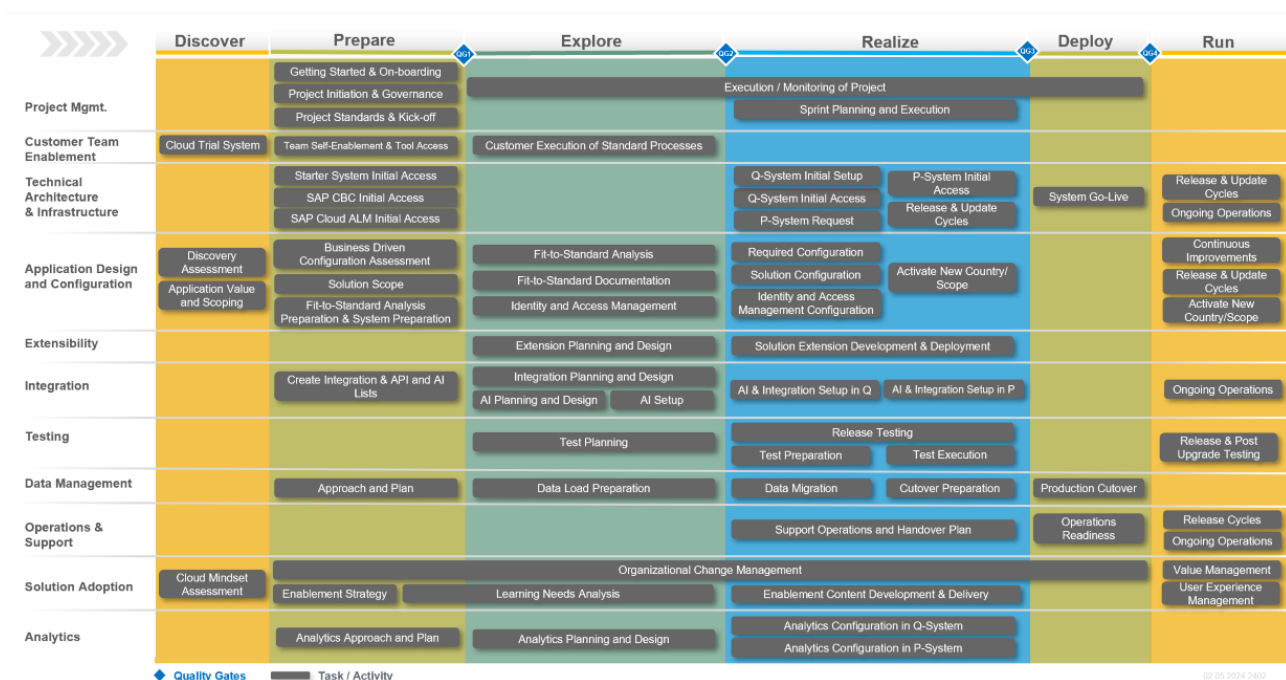
Full use of the service is enabled through an implementation project. NTT Data Business Solutions are able to deliver the implementation project through our listing for SAP Cloud Support Services (Implementation), also on G-Cloud.

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

Our application availability base level is 99.5% or 99.9% as high availability option (at an agreed additional cost).

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

If necessary, OpenText may take the web application offline for maintenance during business off-hours such as on weekends or during the week late in the evening.

The maintenance time schedules will be provided, with plenty of notice to customers.

Offboarding, and Access to Data

When offboarding, at the end of the contract, should data need to be returned in a specific format, OpenText services can provide 2 days of services to cater for this. Should additional days be required to provide this data transformation, this will need to be agreed and charged for accordingly.

Business Continuity

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.

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.