



Service Definition Document

SAP Licencing and Negotiation Services

G-Cloud 15

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1 About Resulting and our Services

1.1 About Us

Resulting IT is a fiercely independent client-side consultancy, focussing on ERP and predominantly large SAP programmes. We pride ourselves on our independence, which enables us to truly support you with the best outcome. We are not a System Integrator; we don't sell ERP solutions, so we can act in your interest without being distracted



We have been around for 20 years, and have been successful with many clients, who we support with early stages - Phase 0, Business Case development, creation of Centre of Excellence (SAP). If needed, we can be client-side delivery to support your teams.

Our Net Promoter Score (NPS) was provided by an independent voice of the customer survey carried out by Armstrong TS across top our 15 clients in 2023.

We are a carbon-positive company in the process of becoming B-Corp certified, which is very important to us as we want to do good to the planet, the people and our clients.

We are 100% independent, so we have your back and want to achieve the best results with you.



1.2 Why Choose Us?

We are independent, so we always act in the best interest of your business. We are transparent, so our advice is based on your goals, our experience, and our extensive research.

We want your programme to succeed and know what must be right to make this happen. Our 15 Success levers research provides us with a clear direction on what every programme should focus on.

We'll keep you focused, even if it means speaking uncomfortable truths or admitting we don't have all the answers (yet).

We are Empathetic: Complex SAP projects require understanding, coordination, and good listening skills. We value every partner's contribution.

We work well with SIs, vendors and contractors, and we can translate technology issues to businesspeople.

1.3 Why Choose Our Services?

Integrating IT into business change and transformation is what makes us tick. Results are what make our collective hearts pump,

They're what make us jump out of bed in the morning, and Results are why our customers love us.

We are fiercely independent and specialise in SAP advisory services, which are tailored to ensure that every customer achieves the best possible outcomes from their SAP programmes.

2 Service information

2.1 Service introduction

SAP customers are facing a pivotal moment. Support for SAP ECC ends in 2027, or 2030 with extended maintenance. Yet, out of approximately 35,000 global SAP ECC and S/4HANA customers, only around 8,000 are live on S/4HANA – and just 4,000 of those have migrated from ECC.

As organisations navigate this transition, they're also adapting to a shift in how SAP licences are bought and managed. Traditional perpetual models are giving way to subscription-based licensing, especially through SAP's RISE and GROW programs. At the same time, newer SAP technologies – like BTP and Business Data Cloud – are licensed on a consumption basis, offering powerful capabilities but also introducing new commercial considerations.

2.2 SAP licencing and negotiation services

SAP's licensing model has evolved to reflect changing technology delivery and commercial models. But with that evolution comes increased complexity – and where there's complexity, there's potential for misunderstanding, overspending, and misalignment.

Effectively managing and reducing SAP software licensing costs by analysing license use, identifying unused or underutilized licenses, and adjusting license types and allocations accordingly.

2.2.1 SAP current licence position

Understanding the number and types of licenses assigned, how they are being utilised, and if there are any discrepancies or underutilised licenses.

2.2.2 SAP forensic licence position

An independent, evidence-based reconstruction of how SAP licenses have been used over time to uncover non-compliance, indirect usage, or over-licensing issues that may not be visible in standard license audits.

2.2.3 SAP BoM review

Examining and validating a Bill of Materials (BOM) ensuring that it accurately represents the components, quantities, and relationships required to manufacture or assemble a product.

2.2.4 Estimated RISE licence cost (RoM to BoM)

Estimating a move from a rough order of magnitude (ROM) budget to a detailed bill of materials

(BOM).

2.2.5 SAP licence TCO analysis (ECC vs S/4, RISE vs GROW)

Evaluating the Total Cost of Ownership (TCO) of SAP software licenses — essentially, determining the true, long-term cost of running SAP systems beyond just the upfront licensing fees.

2.2.6 SAP licence negotiation preparation

How to analyse actual system usage, aligning license types to business needs, and using TCO insights to identify cost-saving opportunities and strengthen your negotiation position.

2.2.7 SAP licence procurement advisory

Guides companies through what to buy, how much to buy, and how to buy it from SAP (or partners), using data-driven insights and licensing expertise to avoid overpayment or audit risks.

2.2 Managed service option

Not Applicable

2.3 Security

Not Applicable

2.4 Backup / restore and disaster recovery provision

Not Applicable

2.5 Technical requirements

Not Applicable

3 G-Cloud alignment information

Here we provide information for sections that help you comply with the requirements set out by G-Cloud.

3.1 On-boarding

Our advisory projects start with a kick-off meeting in which we confirm practical details such as:

- key resources, roles and responsibilities
- deliverables, including the expected content, acceptance criteria and approvers
- activity plan and key milestones
- governance and reporting

3.2 Off-boarding

At the end of the project we will conduct a close-down meeting to cover

- handover and acceptance of deliverables
- lessons learned and feedback
- recommendations and next steps

3.3 General support details

Not Applicable

3.4 Service constraints

Not Applicable

3.5 Service levels

Not Applicable

3.6 Training

Not Applicable

3.7 Invoicing process

SAP Advisory services are specific to individual customer's requirements, and can be delivered on either T&M, using the day rates provided, or on a fixed price dependent upon detailed scope. Terms and conditions and invoicing details are confirmed when the scope of services has been established.

3.8 Termination terms

To be confirmed when the scope of services has been established.

3.9 Data extraction / removal criteria

Governance, Policies and Processes are followed in secure data extraction and removal.

3.9.1 Purge & destroy

When our customers delete data or decide to leave our Resulting IT services. We follow strict standards for deleting data securely. We execute a complete deletion of data on customer request. As part of the service, all reports are shared with the client to enable appropriate action to be taken on the findings.

3.9.2 ICT greening policy compliance

At Resulting our policies and governance aim to minimise the negative impacts of our IT operations on the environment by implementing and integrating environmentally friendly designs and applications in how we operate and deliver services to our customers.

We follow and adhere to the UK Government's governance, guidance, policies and delivery procedures in environmentally friendly organisations reducing their carbon footprints.