Resulting it

Service Definition Document

S/4 SENSAI

G-Cloud 15



1 About Resulting and our Services 3
1.1 About Us 3
1.2 Why Choose Us? 4
1.3 Why Choose Our Services? 4
2. Service Information 5
2.1 Service Introduction 5
2.2 S4SensAI Overview and Assurance 5
2.3 Managed Service option (Dojo Days) 8
2.4 Security 9
2.5 Backup/Restore and Disaster Recovery Provision 10
2.6 Technical Requirements 10
2.6.1 Browsers 11
3. G-Cloud Alignment Information 12
3.2 User Authorization and Roles 13
3.3 General Support details 13
3.4 Service Constraints 13
3.5 Service Levels 14
3.6 Training 14
3.7 Invoicing Process 15
3.8 Termination Terms 15
3.9 Data Extraction/Removal Criteria 15

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.

Resulting
93% NPS
THE UK'S BEST-LOVED SAP CONSULTANCY

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 ERP 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.

2. Service Information

2.1 Service Introduction

In this section, we describe our S4SensAI service, you will find information about our service functionality. We describe the functionality in a way that should be understood by people familiar with this kind of service.

2.2 S4SensAI Overview and Assurance

S4SensAI is a secure, cloud-based software service that supports organisations delivering SAP S/4HANA change, upgrade, and transformation programmes. It provides a structured, centralised view of SAP system information, technical changes, and business impacts to help organisations plan, govern, and execute change more effectively.

S4SensAI brings together information that is typically fragmented across multiple sources, including SAP application components, business processes, functional scope, technical simplifications, and transformation dependencies. The service uses this information to help users understand how changes to SAP S/4HANA affect business operations, processes, and system landscapes.

Traditionally, organisations manage SAP change and transformation knowledge using disconnected tools such as spreadsheets, presentations, documents, and diagrams. This makes it difficult to maintain consistency, assess impact, and provide assurance to stakeholders. Relationships between systems, processes, data, and change items are often undocumented or held in individual team knowledge.

S4SensAI provides a single, central platform where this information can be captured, analysed, and reviewed in a consistent way. This enables programme teams, architects, functional leads, and delivery partners to work from a shared understanding of SAP change impacts and dependencies, supporting better decision-making and governance.

The service is accessed through a secure web interface and is available to authorised users within the customer organisation.

S4SensAI is delivered as a software-as-a-service (SaaS) offering and is accessed via a secure web browser. Access is restricted to approved users within the customer organisation using role-based permissions.

The service does not require installation on customer devices and does not make changes to customer SAP systems. It is used to analyse, structure, and manage information related to SAP S/4HANA change and transformation activities.

S4SensAI supports public sector assurance needs by:

- Providing a consistent and repeatable way to document SAP change impacts

- Supporting auditability through structured, traceable information
- Enabling transparency across programmes, suppliers, and stakeholders
- Reducing reliance on unmanaged documents and spreadsheets

The service is designed to support compliance with UK public sector governance, risk management, and assurance practices by improving visibility, control, and understanding of complex SAP transformation programmes.

2.2.1 Service Functional Capabilities

S4SensAI provides a set of functional capabilities designed to support SAP S/4HANA analysis, planning, and transformation governance. The service enables organisations to structure, analyse, and visualise complex SAP landscapes and change impacts in a consistent and repeatable way.

2.2.1.1 Information Model and Structure

- Provides a structured data model capable of storing both items and the relationships between them, enabling dependencies and impacts to be represented explicitly.
- Supports hierarchical storage of information, allowing users to organise content such as teams, system components, functional areas, project phases, or programme structures.
- Enables the definition of multiple item types (for example, applications, processes, data objects, or change items) and the relationships between them.
- Allows configurable data fields per item type to capture organisation-specific attributes such as business value, risk, priority, or ownership.
- Supports structured categorisation of items using controlled classifications (for example, deployment model, lifecycle status, or hosting approach).

2.2.1.2 Landscape and Change Modelling

- Supports modelling of current (“as-is”) and future (“to-be”) SAP landscapes.
- Enables representation of transition states, milestones, and how systems and processes evolve over time.
- Supports visual representation of technology roadmaps to show sequencing and dependencies across change initiatives.
- Enables visualisation of infrastructure and hosting models, including cloud-based environments.

2.2.1.3 Business Process and Transformation Support

- Enables creation and maintenance of a hierarchical business process catalogue or framework.
- Supports documentation of process issues such as inefficiencies, workarounds, and pain points.

- Allows processes to be linked to supporting SAP applications and functionality to support impact analysis and transformation planning.

2.2.1.4 Visualisation and Analysis

- Provides interactive visual views showing items and their interdependencies.
- Supports hierarchical visualisations similar to organisational or structural charts.
- Enables replacement of static diagrams with dynamic, data-driven visual representations that remain current as information changes.
- Supports tabular (spreadsheet-style) views of information, with the ability to filter, analyse, and export data in CSV format.

2.2.1.5 Data Ingestion and Integration

- Supports ingestion of structured data, including CSV files, into the service.
- Enables imported data to be linked into the existing information model to support analysis and reporting.

2.2.1.6 SAP-Specific Capabilities

- Includes reference information covering SAP ECC and SAP S/4HANA to support SAP transformation activities.
- Enables users to explore SAP functionality to support planning, analysis, and roadmap development.
- Supports analysis of SAP usage data to help organisations understand current system usage and assess the impact of moving to SAP S/4HANA.

2.2.2 Service Non-Functional Capabilities

- Not applicable

2.2.3 Information Assurance

S4SensAI is delivered as a cloud-based, AI-assisted service and is designed to support information assurance through controlled access, integrity of information, and transparency of use.

S4SensAI does not directly connect to customer SAP systems and does not process live SAP transactional data. It operates on curated reference information and user-provided inputs for analysis and decision support.

Access to S4SensAI is restricted to authorised users within the customer organisation. Role-based access controls are used to manage who can view, create, modify, or approve content, supporting segregation of duties and controlled change.

The service supports logical separation between draft, proposed, and agreed information

through explicit content states and scoped analysis contexts. This allows training, experimentation, and impact analysis to be carried out without affecting agreed or live programme artefacts.

S4SensAI does not autonomously modify information or promote changes. All changes to content state or use in live programme contexts require explicit user action and appropriate permissions, supporting governance and auditability.

AI-assisted capabilities within S4SensAI are used to support interpretation and presentation of information. These capabilities do not make decisions on behalf of the customer and do not operate independently of user control. Customer data is not used to train external AI models.

Security controls, monitoring, and hosting assurance are provided by the underlying cloud platform on which the service is delivered and are managed as part of the overall service wrapper.

2.3 Managed Service option (Dojo Days)

S4SensAI can be delivered as a managed, assisted service where use of the platform is supported by experienced Resulting consultants ("Resultologists") working directly with the customer.

Under this model, S4SensAI is used collaboratively during structured working sessions, typically delivered as time-boxed, on-site or remote engagements. These sessions are focused on helping customer teams apply the service effectively to their specific SAP S/4HANA change, upgrade, or transformation context.

During an assisted service day, Resultologists work alongside customer stakeholders to:

- Facilitate structured use of S4SensAI to analyse SAP S/4HANA scope, changes, and impacts
- Guide users in structuring and interpreting information within the service
- Support development of shared understanding across technical, functional, and business teams
- Help validate assumptions, identify dependencies, and clarify areas of risk or complexity

The service is used in-session as a working tool rather than as a static deliverable. Outputs remain within the customer's S4SensAI environment and can be reused after the engagement.

2.3.1 Role of Resultologists

Resultologists act as facilitators and subject-matter guides rather than decision-makers. They do not operate S4SensAI autonomously and do not make decisions on behalf of the customer.

Their role is to:

- Support correct and consistent use of the service
- Help interpret SAP-related information and relationships
- Assist customers in applying governance and assurance thinking to their analysis
- Enable customer teams to continue using S4SensAI independently

2.3.2 Customer Control and Ownership

Customers retain full ownership of their data, analysis, and outcomes at all times. Resultologists work within the customer's environment and under customer direction.

All outputs produced during assisted sessions remain visible, auditable, and reusable by the customer. No changes are made without customer involvement and agreement.

2.3.3 Service Outcomes

This managed approach supports:

- Accelerated onboarding and effective use of S4SensAI
- Improved shared understanding across delivery teams
- Structured analysis aligned to programme governance needs
- Reduced reliance on unmanaged documents or informal knowledge

The assisted service can be delivered as a one-off engagement or as part of a series of sessions, depending on customer needs.

2.4 Security

- Resulting is a Cyber Essentials Plus certified organisation.
  Cert: 99013d0c-c22a-410f-8ede-ab3c1054abf
- S4SensAI is delivered as a secure, cloud-based service accessed via authenticated user accounts.
- Access to S4SensAI is restricted to named users authorised by the customer organisation.
- S4SensAI does not connect directly to customer SAP systems and does not require access to live SAP transactional data.
- The service operates on curated reference information and user-provided inputs, reducing exposure to sensitive operational data.
- Logical separation of information is supported through controlled content states and scoped analysis contexts, ensuring draft or exploratory work does not affect agreed or live programme artefacts.
- S4SensAI does not autonomously modify data or promote changes. All changes require explicit user action and appropriate permissions.

2.4.1 AI-Assisted Capability Security

- S4SensAI includes an AI-assisted capability implemented using a commercially supported large language model service provided by OpenAI.
- The AI-assisted capability operates under user control and is used solely to support interpretation and analysis of information.
- The AI-assisted capability does not perform autonomous actions, does not make decisions on behalf of the customer, and does not initiate changes to customer data.
- Customer data is not used to train external AI models.
- Interactions with the AI-assisted capability are limited to the context of the user session and are subject to the service's security and data handling controls.
- Infrastructure-level security controls, monitoring, and platform protection are provided by the underlying cloud hosting environment as part of the overall service delivery.

2.4.2 Secure Encrypted Connection from the Client to the Application

All traffic between the client and the S4SensAI application is encrypted in transit using HTTPS with TLS.

2.5 Backup/Restore and Disaster Recovery Provision

S4SensAI is delivered as a cloud-based service and relies on the underlying cloud hosting platform for backup, restore, and disaster recovery capabilities.

- Service data is stored within the secure hosting environment used to deliver S4SensAI.
- Backups of service data are performed as part of standard platform operational controls and are designed to support service recovery in the event of system failure or data loss.
- Backup and restore activities are managed at the service level and are not customer-initiated or customer-managed.
- Disaster recovery capabilities are provided by the hosting platform to support service availability and resilience.

S4SensAI does not provide a dedicated disaster recovery environment or customer-specific hot-standby instance. It is not intended to act as a primary system of record, and it does not connect to or impact customer SAP production systems.

2.6 Technical Requirements

S4SensAI is delivered as a cloud-based service and requires no specialist hardware or software installation on customer devices.

- Access to S4SensAI is provided through a standard, modern web browser.

- An internet connection capable of accessing HTTPS web services is required.
- S4SensAI is browser-based and does not require client-side software installation, plugins, or local agents.
- Users access the service using authenticated accounts provided by the customer organisation.
- No direct connectivity to customer SAP systems is required.
- No changes to customer infrastructure are needed to use the service.

2.6.1 Browsers

S4SensAI is accessed through a modern, standards-compliant web browser. Legacy browsers are not supported for security reasons.

3. G-Cloud Alignment Information

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

3.1.1 On-Boarding

On-boarding to S4SensAI is delivered through a structured, guided process designed to ensure users can apply the service effectively to their SAP S/4HANA context.

On-boarding typically comprises the following steps:

- Provisioning of the S4SensAI service for the customer organisation.
- Creation of named user accounts with appropriate role-based access.
- An initial walkthrough of S4SensAI functionality, focused on how the service is used to explore SAP S/4HANA change, scope, and impact.
- Facilitated working sessions (for example, Dojo Day-style engagements) delivered by Resulting consultants to:
    - Establish the initial analytical scope
    - Align the service to the customer's SAP S/4HANA programme objectives
    - Demonstrate effective use of S4SensAI in a real customer context
- Support in structuring initial information within the service, including:
    - SAP functional scope
    - Areas of change or simplification
    - Programme assumptions and dependencies
- Guidance on incorporating customer-provided information where required.
- A final review session to confirm users are able to use S4SensAI independently and understand how to apply it within their governance and assurance processes.
- On-boarding does not require technical integration with customer SAP systems, installation of software, or changes to customer infrastructure.

3.1.2 Off-Boarding

S4SensAI is designed to be easy to leave, and Resulting's approach is to make service termination (off-boarding or de-provisioning) straightforward and low risk.

If a customer decides that S4SensAI is no longer required, they can notify Resulting in writing. Off-boarding typically comprises the following steps:

- Confirmation of service termination requirements and end date.
- Removal or deactivation of named user access to the service.

- Conclusion of any assisted service activities, where applicable.
- Removal of service access and associated working artefacts created within the S4SensAI service, following provision of any such artefacts to the customer on request and in an appropriate format.

S4SensAI does not act as a system of record and does not store customer operational data or live SAP data. It does not connect to customer SAP systems, and off-boarding does not require data migration, technical decommissioning, or changes to customer infrastructure.

There are no technical barriers or ongoing dependencies that prevent customers from leaving the service.

3.2 User Authorization and Roles

- Not applicable

3.3 General Support details

Support for S4SensAI is provided by Resulting during standard UK business hours (09:00–17:00, UK working days).

Support covers:

- User access and account issues
- General guidance on use of the S4SensAI service
- Clarification of service behaviour and capabilities
- S4SensAI support does not include operational or technical support for customer SAP systems.
- Support requests are raised through agreed communication channels, such as email or scheduled support sessions.
- Where S4SensAI is delivered as part of an assisted service or managed engagement, additional support is provided during facilitated working sessions, focused on effective use of the service rather than incident resolution.
- S4SensAI is not a production operational system and is not subject to formal incident management or guaranteed response and resolution SLAs.

3.4 Service Constraints

S4SensAI is a cloud-based service with no customer-managed maintenance requirements. Availability of AI-assisted features is dependent on the underlying third-party AI service. The service is not intended for time-critical operational use.

3.5 Service Levels

S4SensAI is delivered as a cloud-based, AI-assisted service and does not provide guaranteed availability or uptime service level agreements.

3.5.1 Availability

- S4SensAI relies on the availability of an underlying third-party AI service to deliver its core functionality.
- If the underlying AI service is unavailable, S4SensAI will be temporarily unavailable.
- S4SensAI is not intended for time-critical, operational, or safety-critical use and is not positioned as a production system.
- No formal uptime percentage or availability SLA is offered for the service.

3.5.2 Support Response

- Support for S4SensAI is provided during standard UK business hours (09:00–17:00, UK working days).
- Support requests are responded to within reasonable timeframes appropriate to the nature of the service.
- The service does not provide guaranteed response or resolution times and is not subject to production incident management SLAs.

3.5.3 Service Credits

- No service credits are offered in relation to service availability, performance, or support.
- Where S4SensAI is used in conjunction with a paid third-party AI service, any usage credits, quotas, or commercial terms associated with that third-party service are governed solely by the third-party provider and are outside the control of Resulting.

3.6 Training

Training for S4SensAI is provided by Resulting to support effective and appropriate use of the service.

Training is typically delivered through structured, facilitated sessions and can be provided remotely or on-site, depending on customer requirements.

Training focuses on:

- Understanding the purpose and intended use of S4SensAI
- Applying the service to SAP S/4HANA change, upgrade, and transformation contexts
- Using the service in line with customer governance and assurance processes

Training is commonly delivered as part of assisted working sessions (such as Dojo Day-style engagements), where customer teams use S4SensAI alongside Resulting consultants in a real,

practical context.

- Administrator-level guidance can also be provided to support:
- User access management
- Appropriate use of the service within the organisation
- Training is designed to enable customer teams to continue using S4SensAI independently following the engagement.

3.7 Invoicing Process

A quotation is provided for the annual subscription cost. The first year's subscription invoice must be paid in full before provisioning and onboarding commence.

3.8 Termination Terms

S4SensAI may be terminated by the customer in accordance with the terms agreed at the point of contract.

- Customers can request termination of the S4SensAI service by providing written notice to Resulting.
- Termination requests are coordinated with the customer to confirm scope, timing, and completion of off-boarding activities.
- On termination, access to the service is removed and off-boarding is completed as described in the Off-boarding section.

S4SensAI does not require technical decommissioning of customer systems or infrastructure and does not create technical lock-in. The service does not act as a system of record and does not store customer operational or live SAP data.

Any notice periods, minimum terms, or commercial arrangements are governed by the agreed contract and pricing documentation.

3.9 Data Extraction/Removal Criteria

S4SensAI is designed to minimise storage of customer information and does not act as a system of record.

The service does not store customer operational data, live SAP data, or authoritative business records. Information created within S4SensAI is limited to service-level working artefacts generated during use of the service.

3.9.1 Data Extraction

- Where working artefacts are created during use of S4SensAI, these can be provided to the customer on request prior to service termination.
- Any such artefacts are provided in an appropriate format suitable for reuse outside of

the service.

- S4SensAI does not require ongoing access to extracted artefacts following off-boarding.

3.9.2 Data Removal (Purge and Destroy)

- On termination of the service, or on customer request, access to S4SensAI is removed.
- Any service-level working artefacts associated with the customer are securely removed from the service in line with Resulting's data handling procedures.
- S4SensAI does not retain customer-specific working artefacts following completion of off-boarding activities.

S4SensAI does not connect to customer SAP systems and does not hold customer production data. As a result, data extraction and removal activities relate only to information generated within the service and do not impact customer operational systems.

3.9.3 ICT Greening Policy Compliance

Resulting is committed to minimising the environmental impact of its services and operations, including the delivery of S4SensAI.

S4SensAI is delivered as a cloud-based service and does not require customer-side hardware, on-premise infrastructure, or software installation. This supports reduced energy consumption and avoids the need for dedicated customer infrastructure to operate the service.

The service makes use of shared cloud infrastructure and third-party services, which are designed to operate at scale and optimise resource utilisation. This approach supports efficient use of compute resources compared to locally hosted or bespoke environments.

Resulting aligns its policies and delivery practices with UK Government guidance and principles for environmentally responsible IT and digital services, including consideration of carbon reduction and sustainable service design where applicable.

Resulting is a certified B Corporation, reflecting a formal commitment to high standards of social and environmental responsibility, transparency, and governance.