



# Zensar's Service Definition Document for SAP Implementation, Upgrade and Support Services Service

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## 1 Introduction

Zensar provides comprehensive SAP services that help public sector and enterprise clients modernise, streamline and secure their business operations. With more than two decades of SAP experience and hundreds of successful global implementations, Zensar delivers transformation across SAP S/4HANA, ECC, SAP BTP, SuccessFactors, Ariba, Concur and data and analytics platforms including AI and SAP's AI copilot, Joule. Our teams combine deep industry expertise with automation, AIOps and clean-core development to accelerate migration, improve service quality and unlock measurable value.

Our approach focuses on predictable delivery, stable operations and measurable improvements in user experience and business performance. Zensar's proven track record includes large-scale upgrades, complex integrations, cloud adoption and stable, SLA-driven managed services for mission-critical SAP environments.

## 2 SAP Services Portfolio

Zensar provides proven SAP delivery backed by more than 22 years of experience and over 250 successful SAP implementations across 30 countries. Our SAP Certified Partner Centre of Expertise status and strong partnerships with SAP, hyper-scalers and leading technology providers ensure high-quality, modern and secure delivery.

We use more than 15 reusable SAP accelerators to reduce cost and speed up deployment. Our services cover consulting, implementation, upgrades, cloud migration, managed services, security, automation and infrastructure management.

Zensar delivers end-to-end project planning, system design, configuration, data migration, custom development and integration, supported by rigorous testing, comprehensive training and ongoing AMS support. Continuous optimisation ensures systems evolve with organisational needs, enabling a smooth transition to SAP with minimal disruption while improving efficiency, productivity and long-term value.

### 2.1 End-to-end SAP services enabled by modern platforms

Zensar provides full lifecycle SAP services covering advisory, transformation, migration, integration, analytics and managed operations across SAP S/4HANA, ECC, SuccessFactors, Ariba, Concur, BW, Datasphere, SAP BTP, SAP BDC and SAP BTM (Business transformation management which has SAP LeanIX, SAP Walkme and SAP Signavio). This aligns with SAP's strategy to unify applications, data and AI through SAP Business Technology Platform, which serves as the integration and automation core across the enterprise.

#### SAP Implementation Services

Zensar's SAP implementation services are designed to streamline your business processes, enhance efficiency and maximise the value of your SAP investment. We understand that each organisation has unique requirements and our team of SAP experts will work closely with you to tailor a solution that meets your specific needs.

#### S4 Hana Conversion Service

Zensar's S4 Hana conversion services are designed to guide you through the migration process seamlessly, ensuring minimal disruption to your business operations while maximising the benefits of SAP S/4HANA. As businesses evolve in the digital age, SAP S/4HANA offers a next-generation

ERP suite that empowers organisations to streamline operations, unlock insights and drive innovation.

#### SAP Application Management Services (AMS)

Zensar's AMS offerings provide ongoing support, maintenance and optimisation for your SAP landscape, allowing you to focus on your core business activities while we handle the day-to-day management of your SAP environment. We maximise the value of your SAP investment and ensure the smooth operation of your SAP systems with our comprehensive Application Management Services (AMS).

#### 2.2 AI-powered business operations leveraging SAP Business AI and Joule

Zensar provides intelligent, automated processes by adopting SAP's latest AI capabilities, including SAP Business AI, AI agents and the Joule assistant copilot. SAP recently expanded Joule across core applications such as S/4HANA, Ariba, SuccessFactors and Concur, enabling natural language queries, decision support and workflow automation within business processes.

SAP's new SAP-RPT-1 model for predictive analytics improves forecasting accuracy and efficiency, while sovereignty-ready EU AI Cloud options allow secure adoption for public sector environments. Zensar integrates these advancements into transformation and AMS engagements.

#### 2.3 Modern AMS built on AIOps, predictive intelligence and automation.

Zensar provides a next-generation AMS model that integrates AIOps capabilities aligned with SAP's expanding embedded AI use cases. SAP identified 400 embedded AI use cases, reinforcing automation in finance, supply chain, HR, compliance and IT operations. Zensar extends this with proactive monitoring, anomaly detection, self-healing, predictive issue prevention and automated request fulfilment.

#### 2.4 Enhanced transformation and migration services aligned with SAP's 2026 roadmap

Zensar provides S/4HANA transformations aligned with SAP's shift toward clean core, modular cloud extensions and composable ERP. SAP's roadmap emphasises BTP-centric innovation, embedded AI copilots and continuous industry-aligned updates, which Zensar incorporates into design, build and rollout services.

Zensar also supports RISE and GROW with SAP adoption, leveraging SAP's expanding AI-enabled workflows and its stronger automation capabilities across cloud editions.

#### 2.5 Strong SAP BTP and generative AI engineering capability

Zensar provides SAP BTP services including integration, extension development, process automation, workflow orchestration and innovation on SAP's Generative AI Hub. SAP's latest BTP advancements now allow customers to integrate multiple frontier AI models (Mistral, OpenAI, Gemini, Anthropic), deploy them through AI Core and manage them via AI Launchpad.

Zensar incorporates these capabilities into real-world applications such as document intelligence, agentic workflows and custom AI agents built using Joule Studio and SAP's agent builder.

#### 2.6 Data and analytics services powered by SAP Business Data Cloud

Zensar provides advanced analytics using BW, Datasphere, SAP Analytics Cloud and SAP Business Data Cloud. SAP recently launched SAP Snowflake integration and Google BigQuery for zero-copy sharing of SAP and non-SAP data, enabling richer cross-domain insights with full semantic context.

Zensar applies these capabilities to deliver real-time analytics, planning optimisation and improved decision support.

**2.7 Industry-specific expertise supported by SAP's intelligent suite**

Zensar provides industry-aligned SAP solutions across finance, supply chain, HR, utilities and retail. SAP's next-generation Ariba solutions, supply chain orchestration and embedded AI workflows strengthen end-to-end processes and Zensar integrates these developments into transformation programmes.

**2.8 Composable, clean-core extensions through SAP Build and low-code tools**

Zensar provides clean-core compliant extensions using SAP Build, RAP, CAP and event-driven architecture. With SAP's expanded low-code and AI-assisted development (including predictive code completion and automated test generation through Joule), Zensar accelerates innovation while maintaining upgrade-safe architecture.

**2.9 Secure and sovereign cloud-aligned services**

Zensar provides services that align with SAP's EU AI Cloud and sovereign cloud frameworks. This is particularly relevant for UK public sector organisations that require data protection, controlled access, regulatory alignment and verifiable AI governance.

**2.10 Demonstrated business value through measurable outcomes**

Zensar provides programmes that consistently deliver improved financial close cycles, enhanced asset and inventory visibility, streamlined compliance, reduced run costs and stabilised operations. This aligns with SAP's strategy of embedding AI into business processes for real execution, not standalone interactions.

**3 Services alignment to SAP's current UK public-sector value proposition:**

**UK sovereign cloud for compliance and security**

This provides UK public bodies with a secure, locally hosted SAP cloud environment that meets strict data residency, security and compliance requirements, including alignment with UK national standards.

**Unified multi department shared services (Unity Cluster)**

This enables multiple government departments to operate on a single SAP platform for finance, HR and procurement, improving consistency, reducing duplication and supporting shared services transformation.

**RISE with SAP as the transformation backbone**

This offers a cloud-based foundation for modernising legacy systems, standardising processes and accelerating SAP S/4HANA adoption across the public sector.

**AI enabled operations through SAP Business AI and Joule**

This enhances public sector efficiency by using embedded AI to automate tasks, improve decision making and deliver proactive insights across core government functions.

**End to end public sector cloud solutions across finance, HR, procurement and citizen services.**

This delivers integrated SAP solutions that modernise back-office operations and enable improved citizen facing services with better data, automation and process control.

**Strong alignment with the UK's 2030 digital government roadmap**

This supports government goals for joined up services, secure digital identity, cloud adoption and AI powered public sector modernisation.

**Proven cost reduction, standardisation and process efficiency**

This enables departments to consolidate systems, reduce operational costs and streamline processes while improving long term value and service quality.

#### **4 Zensar – SAP Accreditations, Recognitions and Partner Status**

##### **4.1 SAP Partner Centre of Expertise (PCoE)**

Zensar is certified as a **SAP Partner Centre of Expertise**, demonstrating compliance with SAP's highest global standards for support, delivery quality and ongoing capability in SAP services.

##### **4.2 SAP Silver Partner**

The practice includes recognition as **SAP Silver Partner**, showcasing validated expertise across SAP technologies and delivery competencies.

##### **4.3 RISE with SAP Partner**

Zensar is formally recognised as a **RISE with SAP partner**, enabling end-to-end cloud transformation using SAP S/4HANA Cloud and SAP Business Technology Platform.

##### **4.4 Analyst Recognition – Avasant RadarView™**

Zensar is featured as a Challenger in Avasant's SAP S/4HANA Services 2023–24 RadarView™, reflecting strength in implementation maturity, innovation and client impact.

##### **4.5 Delivery Excellence & Certifications**

- 80%+ certified workforce across SAP technologies
- 300+ SAP projects executed, demonstrating scale and depth.
- 22+ years of SAP experience across industries including BFSI, TMT, HCLS, manufacturing and public sector.

##### **4.6 Strong multi-cloud and technology partner ecosystem**

Zensar's SAP delivery is supported by partnerships with:

Azure, AWS, Google Cloud, Oracle, Adobe, Microsoft, Salesforce, Guidewire, Broadridge, UiPath, Automation Anywhere and others. This strengthens SAP integration, automation and hybrid-cloud capabilities.

##### **4.7 Zensar is recognised for capabilities across modern SAP platforms:**

- SAP S/4HANA
- SAP Business Technology Platform
- SAP Analytics Cloud, Datasphere, BW
- SuccessFactors, Ariba, Concur
- SAP Integration Suite and industry-specific SAP solutions

