



G-Cloud 15 Service Definition

**Accenture Cloud Solution SAP Managed
Support Service**

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 **accenture**

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1.0 Scope of our services

Accenture is focusing on strategy, consulting, implementation, and adaptive managed support of the SAP solution set. We are an award-winning leading SAP Platinum Partner in the UK. We innovate together with SAP, creating advanced capabilities and packaged solutions clients cannot access anywhere else.

Accenture is a widely recognised professional services IT company and a go-to partner for SAP implementations, consultancy, and support. With countless successful cloud implementations, we understand the importance of ensuring a rapid turnaround from project inception to go-live alongside the assurance of quality and consistency. Accenture can draw the best industry and tech expertise in the world.

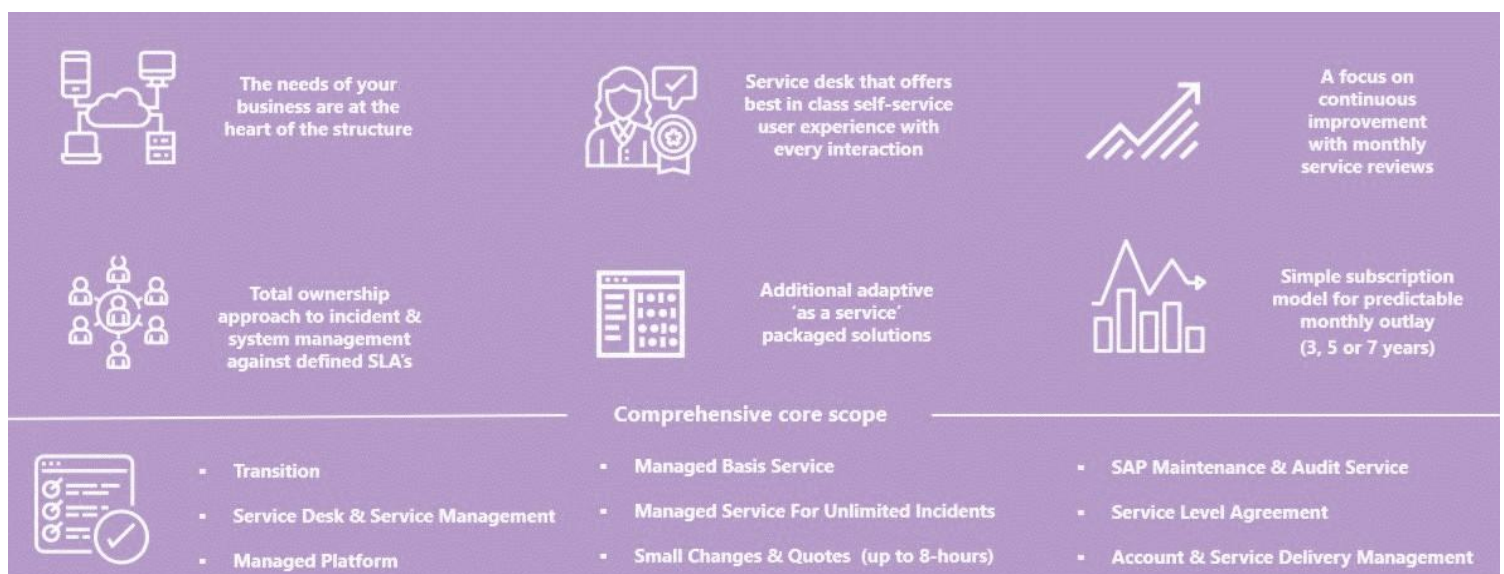
Accenture's greatest asset is its people and with a team of over 75,000 SAP practitioners with industry specific knowledge. Accenture possess the depth of experience and capability to ensure your investment in SAP is a success. Not only delivering a successful implementation, but also by considering ways that the solution can be extended to implement key improvements and innovations to your organisational processes now and into the future.

We are the SAP partner for high-potential businesses of tomorrow.

2.0 Managed Service

Our exclusive Managed service has been designed for clients who run SAP and are looking for a Managed Service that offers reliability, accountability, and flexibility and which complements their own internal SAP set up, where the needs of your business are at the heart of the structure. It is a simple subscription model, with predictable monthly costs. It provides an 'adaptive' approach, which means you can select and subscribe for as many or as few options as necessary. We offer services that run your Platform, SAP Applications and Services to support your business needs where the focus is very much on continuous improvement.

Our support service offers our customers the right amount of flexibility, reliability, and pro-activity they are looking for at an affordable cost. Our support model is not just about the delivery of managing calls to a Service Level Agreement (SLA). We focus on the whole 'customer experience' which encompasses:



We support our customers through the SAP lifecycle, from initial project inception through to post go-live support. With our focus 100% on SAP, we are ideally placed to support customers with their SAP journey.

Our focus is on continuous improvement via monthly service reviews and proactive advice.

Finally, we provide an Account Owner to our customers, focused on their requirements and KPI's. Our team become an extension of the customers' ability to support SAP for their business users.

3.0 Managed Support Platform

At its core, Managed Support Platform offers a fully managed support service for cloud platforms such as

Microsoft Azure And Amazon Web Services or alternatively can support your present setup. This includes

all Operational and BASIS Management that ensures your applications are always available and operating optimally.

	PLATFORM MANAGED SERVICES			
SECURITY SERVICES	✓ Threat Intelligence Feeds ✓ 24x7 Cyber Security	✓ Integrated SIEM ✓ Server Hardening	✓ Behavioral Analysis ✓ Intrusion Detection/Prevention	
PLATFORM MANAGEMENT	✓ IT Governance & Strategy ✓ 24x7 Incident Resolution ✓ ITIL Process Management ✓ Comprehensive Monitoring ✓ OS Patching & Management	✓ Data Backup & Protection ✓ Customer Portal and Reports ✓ Capacity Management ✓ Server & Storage Management ✓ DC Core Network Management	✓ On Demand Services and Solutions ✓ Database Services ✓ Cost Containment ✓ Architecture and Innovation ✓ Provisioning Automation	
MULTI-CLOUD	PRIVATE CLOUD	MULTI-CLOUD	HYBRID	
INFRASTRUCTURE & NETWORKING	INFRASTRUCTURE		NETWORK MANAGEMENT	
	✓ Storage ✓ Linux or Windows VMs	✓ Disaster Recovery ✓ High Availability	✓ Optical ✓ Ethernet	✓ Voice ✓ IP Access

4.0 Applications

Accenture is one of the leading providers of SAP applications and services in the UK. This can only be achieved by continuous improvements in everything we do. Our investment in new areas – whether this is technology, process, or people – never ends, ensuring we are always one step ahead of the competition and driving our clients forward.

These investments include regular ISO quality reviews of our processes, growth in consulting and support teams, and the certification and accreditation in new SAP products, which has enabled us to become one of the leading UK Value-Added Resellers with very strong relationships throughout SAP and can provision, service and support the growing SAP applications listed in the chart below.

	APPLICATION PROVISION			
INTELLIGENCE	IOT	ARTIFICIAL INTELLIGENCE	MACHINE LEARNING	ROBOTIC PROCESS AUTOMATION
COMMERCE	C/4HANA	C4C SALES, SERVICE & MARKETING	SAP SRM	ARIBA
PEOPLE & INSIGHT	✓ SuccessFactors ✓ SAP Analytics Cloud	✓ Business Objects ✓ Business Planning & Consolidation	✓ Data Warehouse (BW & BW/4HANA) ✓ Concur	
BUSINESS CORE	✓ SAP S/4HANA	✓ SAP S/4HANA CLOUD	✓ SAP ECC	

5.0 Comprehensive Support Offerings

Our full-service offering includes all the components our clients are looking for from a Value-Added SAP

Partner. By selecting Accenture, you will see a vastly improved service and work with Account Directors, Service Delivery Managers and Consultants who have a deep understanding of SAP. We are passionate about providing SAP Support services and enhancing our clients' SAP systems to maximise their investment in SAP. Accenture SAP Cloud Support Services offered are designed to assist customers supporting the following SAP Solutions:

	MANAGED SUPPORT SERVICES			
RESOURCES	✓ Advisory ✓ Ready		✓ Skills ✓ Flex ✓ Business Process Services ✓ AccelerateS/4	
GOVERNANCE	ENTERPRISE SUPPORT	LICENSE COMPLIANCE	ASSET MANAGEMENT	ACCOUNT MANAGEMENT
SECURITY SERVICES	✓ Threat Intelligence Feeds ✓ 24x7 Cyber Security		✓ Integrated SIEM ✓ Server Hardening ✓ Behavioral Analysis ✓ Intrusion Detection/Prevention	
APPLICATION MANAGEMENT	UNLIMITED INCIDENT SUPPORT			
	✓ ECC6 ✓ S/4HANA ✓ Business Objects ✓ SAP Analytics Cloud		✓ BW & BW/4HANA ✓ SAP HCM ✓ SuccessFactors ✓ CRM ✓ C4C Sales, Service & Marketing ✓ Supply Chain Management ✓ Hybris Commerce ✓ Concur	
BASIS MANAGEMENT	✓ Basis Service Checks ✓ Basis System Checks		✓ Basis Systems Monitoring ✓ Solution Manager ✓ Basis 8 x 5 ✓ Basis 24 x 7	

The services offered are focused on transition and support of SAP Solutions, either individually or integrated as a suite, with a particular emphasis on a partnership approach.

Our managed service solution has been designed for clients who have utilised SAP solution set and are looking for a service that offers pro- activity, accountability, flexibility and which complements their own internal SAP set up. It is a full service offering that includes account management all for an agreed monthly subscription.

A comprehensive cloud support solution providing:

- Service management, access to service desk via email, phone, and portal

- Annual Reviews and Quarterly Reviews for Cloud software releases – new features & business continuity
- Regular automated reports of performance
- Management of calls within SLA and delivery of change requests to the required timeline
- Scheduled service review meetings
- Maintaining the necessary remote communications link to your system
- Options for flexible use for support and consultancy

Our service is geared around providing a safe pair of hands for delivery all of our services supported by a suite of ITIL compliant business processes (our 3rd line average incident fix time across all of our clients is approximately 2.5 hours per call); we can be trusted to be proactive in our approach and not to overcharge for changes you wish to consider enhancing your SAP system.

We commit an Account Owner to our customers, focused on their requirements and KPI's. Our team will become an extension of the customers' ability to support SAP for their business users.

6.0 Transition Process

When moving to support, either at the end of a go-live or change of support partner, Accenture performs a comprehensive transition process into our services. The importance of transition within Accenture ensures there is a governed process in which we efficiently capture the necessary business processes, application, and technical knowledge to deliver high quality support services and to confirm system controls and processes are agreed to underpin these support services

Accenture has a well proven Transition process, see below, which has been used and improved across over 200 Support Transitions. All tasks and steps are planned and progressed via the assigned Transition Manager.

7.0 Conclusion

We believe that we are the experts in SAP and development support and have designed a support service which is flexible to the needs of the customer. Our support model includes transition, account management and roadmap development, detailed reporting, and service reviews as well as the flexibility to call off a wide range of SAP resources from our very experienced consulting team. All of these facets of the service would be delivered against a Service Level Agreement (SLA).

We have tried to avoid a chapter and verse story of our experience and full-service offerings, favouring instead the opportunity to engage with you directly. Please contact us to discuss our support model and to determine how our support services can best suit your requirements and optimise your investment in SAP now and into the future.

8.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

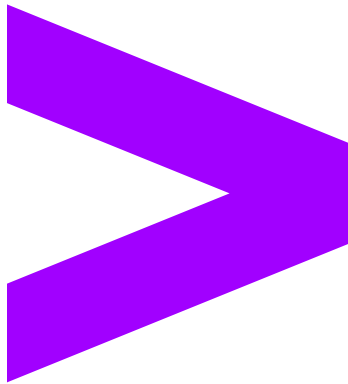
9.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

10.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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