



IBM Consulting

G-Cloud 15 IBM - SAP Ariba Services

Service Definition Document

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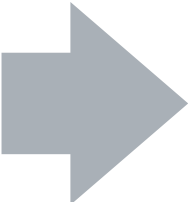


Evolving needs for
Procurement in
UK Public Sector

Transparency & Compliance • Stronger transparency and auditability • End-to-end compliance with evolving regulations	Process Efficiency • Reduction in manual, paper-based or email-driven processes • Faster and more efficient sourcing cycles	Data & Insights • Better data quality and access to real-time insights
Supplier & Risk Management • Improved supplier management and risk visibility	Collaboration & Integration • Support for collaboration across teams and authorities • Ability to integrate with existing ERP and finance systems	Future-Readiness • Scalability and future-proofing

Market Dynamics

Global / Macro Trends

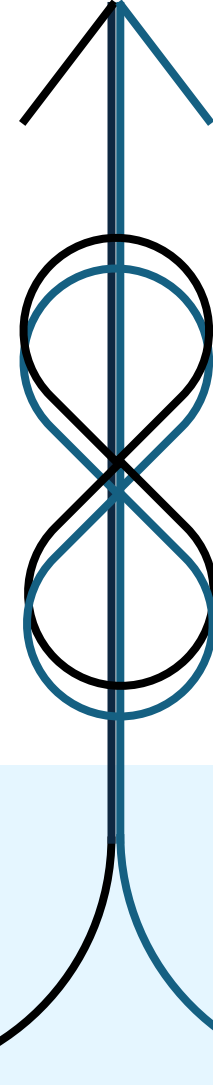


SAP Market Trends



Let us show you the way.

*Explore the possibilities to transform
along the optimum path.*

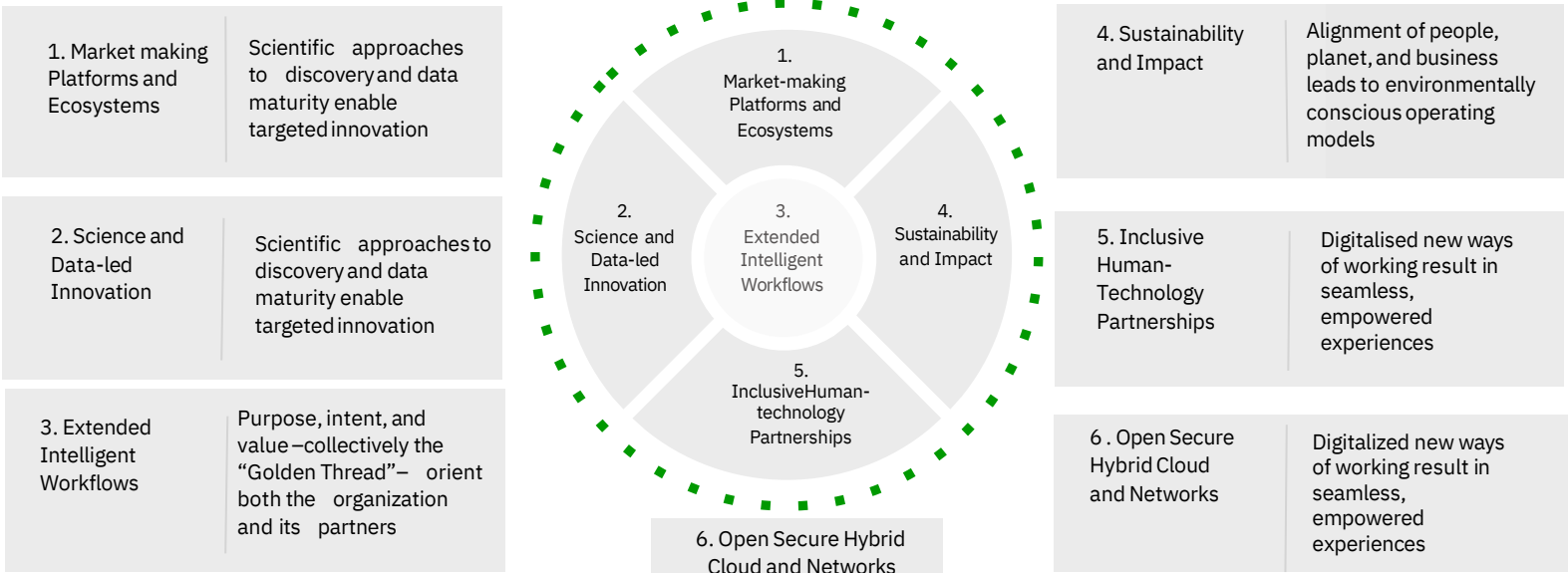


IBM Vision, Strategy and Value Proposition

We have evolved continuously to develop end-to-end SAP S/4HANA capabilities in line with the market trends and changing business objectives of our Clients to deliver intelligent business outcomes.

DELIVER INTELLIGENT BUSINESS OUTCOMES						
Develop Next Generation Products	Optimize Operations	Integrate M&A	Deliver Customer Experiences	Enable Sustainable Processes	Empower Employees	Create New Business Models

The Virtual Enterprise



BUILD NEXT GENERATION SOLUTIONS AT SCALE						
Connected Platforms	Fueled by Data	Business Process Orchestration and Optimization	Intelligent Workflows	Infused with Automation and AI	Security by Design	Optimized for Hybrid Cloud



Our Ability to Execute

- **350+ SAP S/4HANA go-lives** and counting
- **500+ SAP S/4HANA implementations** (Active and Live)
- 38,000+ SAP S/4HANA resources
- **#1 in SAP and SAP S/4HANA certifications**
- 13,500+ SAP certified resources holding over 20,000 certifications including **7000+ S/4 certifications**
- Strong double digit growth in SAP S/4HANA revenue- five consecutive years
- BREAKTHROUGH with IBM for RISE with SAP and RISE Premium Supplier
- Deep **industry expertise** and innovative industry cloud solutions
- Power of IBM and our **Ecosystem Partners** to deliver end to end capabilities
- Enterprise Design Thinking and IBM Garage to co-create value-oriented experiences and solutions
- **TruQua for Finance** transformation
- Simpler Consulting offers senior business advisors to address our clients most complex business problems
- **IBM Cloud and Hyperscalers** relationships



Our End-to-End SAP Offerings

We help clients envision the future, adopt the business case for change, and transform their business, and manage and continually improve their systems to achieve business value with quantifiable outcomes.



BREAKTHROUGH with IBM for RISE with SAP

Consulting, implementation and application managed services on RISE with SAP

IBM Rapid Discovery
A comprehensive advisory offering designed to build a foundation for transformation success.
Rapid Discovery helps clients understand the impact and effort necessary to move to the cloud, identify the business benefits that can be unlocked, gain executive alignment and develop their roadmap to the cloud.

Enterprise Transformation

- RISE with SAP, GROW with SAP
- S/4HANA Greenfield Transformation
- Rapid Move – S/4HANA Hybrid / Bluefield)
- Accelerated Move Center Brownfield Migration (Brownfield Migration)

LoB Transformation

- TruQua Finance Transformation
- Talent Transformation with SuccessFactors
- Procurement Transformation and Spend Management with Ariba and SAP Business Network
- Digital Supply Chain and Manufacturing Transformation
- Customer Transformation with SAP CX

Continuous Improvement

- GenAI infused autonomous operations
- Process mining and improvements
- Functional minor enhancements
- Modern ways of working – DevSecOps, CI / CD, GenAI Assets & Assistants

ManagePlus

- Automated provisioning, landscape management, and operational practices such as availability, performance and release management
- Full stack support model with flexibility, scalability, and automation with single point of accountability

IBM Consulting delivers innovation

- Through the most comprehensive and integrated portfolio of SAP offerings across the entire SAP product suite, across industries and business functions.
- With our strategic partners and broader partner ecosystem, and the power of IBM
- Through our end-to end transformational services, **or meeting our clients where they are on their journey**
- Co-created, Co-executed, and Co-operated through the IBM Garage
- Led by deep industry, process, project manage and change management experts
- Backed by industry and LoB solutions, tools and accelerators
- Enabled by a robust delivery and managed services method and platform
- Jointly with our clients

Modernize Enterprise Data & Infuse GenAI

Modernize Cybersecurity Programs & Manage Cyber Risks & Threats

IBM's Global Ariba Practice is Best in Class

Leading accelerators in each area of the source to pay which de-risk and accelerate transformations

Ranked among the top system integrators with over 200+ Ariba certified practitioners globally

And the highest delivery quality amongst all SI's with a 100% success rate (per SAP Ariba)

Global Implementations

IBM's global reach means that we can offer our clients a variety of different support models for regional /local rollouts, from in-region support from nearby delivery centers to local consultants in targeted countries. Whichever model is used, they all fall under a single IBM entity for easy engagement with our clients.



System Integration Experience

Integrating solutions like Ariba with backend ERP systems is critical to provide holistic system support of the procurement process. IBM has extensive experience integrating Ariba with a variety of ERP systems. With our experience we can quickly uncover opportunities and assess risks in complicated technical environments.



Project Management & Knowledge Transfer

We are noted for achieving dependable results and using strong project management techniques to realize the project's benefits while transferring the needed knowledge for you to sustain and continue to improve the process gains over the long term.



Full Life Cycle Experience

At IBM, we specialize in every aspect of Procurement – not just technology or business processes. Our Procurement staff have deep experience in:

- Strategic Sourcing and Spend Analysis
- Expense Systems Implementation
- Knowledge Management & Transfer
- eProcurement Systems Integration
- Business Process Reengineering
- Financial Management Systems
- Supplier Enablement
- Organization and Change Enablement



Differentiating Accelerators

Streamline our daily tasks and improve productivity by providing a centralized platform to use AI models, resulting in the automation of repetitive tasks allowing for increased focus on high-value tasks and our clients

IBM Consulting Advantage
watsonx



Key Gen AI Procurement Use Cases

Currently have 4 key Gen AI Procurement use cases. These will automate systems and processes further for our clients

IBM continues to partner with leading companies in AI, to provide best-in-class, trustworthy, and transparent solutions

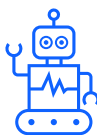


IBM Ariba Capability Overview

40+ Year relationship
Ariba/SAP 200+ Ariba
Ariba-certified resources
globally across all
delivery partners



- Gen AI Leader in working with **AI, Blockchain, and automation technologies** to drive greater value using Ariba



- **Unique delivery assets** that accelerate implementations while reducing risk



- 2023 SAP ISBN* Partner Excellence **Award Winner** for Customer Success



- IBM continues to **partner with leading companies** in AI, to provide best-in-class, trustworthy, and transparent solutions



- As an Ariba customer supplier and partner, IBM is the **only** SI to sit on **Ariba's Customer, Supplier and Partner Advisory Boards**



- Highest Delivery **Quality** / Least Escalated Ariba Delivery Partner, per SAP Ariba



Transform your Procurement operations with SAP Ariba

From consultation through SAP Ariba implementation, IBM SAP Services digitally reinvents your procurement operations to drive savings and improve both user and supplier experience

Procurement Transformation **Impact**

Optimise your spend across major categories like indirect, direct and contingent labor using SAP solutions like Ariba and Fieldglass. Leverage IBM's IMPACT for Ariba accelerator to quickly design modern procurement processes aligned to what Ariba does best, and drive a faster, less risky deployment

Cognitive Procurement Platform for SAP Ariba



Enhance standard Ariba capabilities with innovations from IBM in the areas of AI, blockchain and process automation. Drive even greater productivity and enable your procurement teams to focus on strategic activities

SRM Move



Efficiently migrate from on-prem SAP SRM to cloud-based SAP Ariba leveraging IBM's tools and methodologies. Quickly get your procurement team and your suppliers enabled and using more advanced capabilities to drive greater value

Outcome-Based Source-to-Pay Services



End-to-end model which provides clients with a design/deploy/sustain approach to using SAP Ariba. Includes business case development, process design, solution deployment, supplier enablement, and ongoing sustainment, as well as BPO models.

IBM SAP Ariba Delivery Approach

IBM WILL BRING TRANSFORMATION AT PACE

For this journey, selecting a partner with deep experience delivering Ariba solutions in the public sector is critical. Such expertise accelerates value, strengthens supplier readiness, and supports effective change management across the entire organisation. IBM brings this capability and experience.

START FAST

We'll quickly land the right team and begin working with you on design preparation activities. And our Ariba accelerators – like IMPACT for Ariba – will give us an established foundation to begin the program

DRIVE TO STANDARD

We'll bring the right methods, assets, and expertise to harmonise and standardise your complex procurement domain to what solutions like Ariba do natively

EDUCATE & ENABLE

We'll help enable your staff and your suppliers to ensure adoption of the solution. And we'll conduct targeted sessions with IBM SMEs to help educate on innovations

The IBM team is comprised of uniquely experienced **Ariba & Procurement SMEs**

Impact

SAP Ariba

Our **IMPACT for Ariba** asset will allow us to accelerate your transformation whilst reducing delivery risk



Adoption tools like our **Change Insight Dashboard** will help drive adoption & enablement across the organisation & ecosystem



Our **Training methods** will provide impacted users with a custom training curriculum and content with a variety of different consumption methods



Our **Ariba methodology** encourages adoption of standard capabilities

Innovation Days will provide perspectives on innovations like BusinessAI and best use cases in procurement



Our **Procurement Advisory Council** will provide key learnings and best practices from IBM's own global Ariba deployment



IBM's IMPACT Solution for ISBN

Faster, Less Risky Deployments with IBM's IMPACT for Ariba Solution

Leveraging IBM'S well-known SAP IMPACT solutions, IBM has developed the IMPACT for Ariba asset to accelerate our clients' Ariba programs while reducing overall risk. IBM has taken decades of collective Ariba experience and expertise across all of IBM and built a collection of assets that deliver real value to IBM's clients.

Real-time Process Design

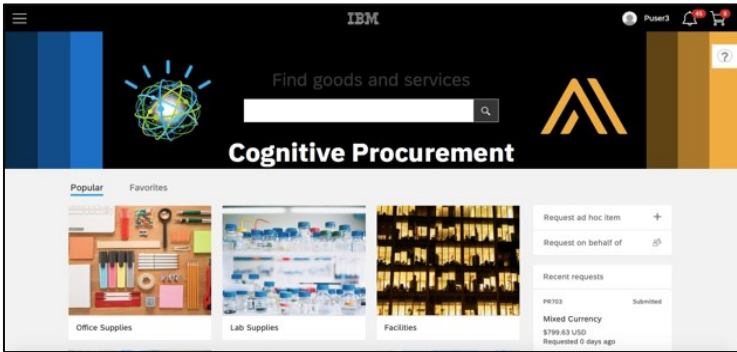
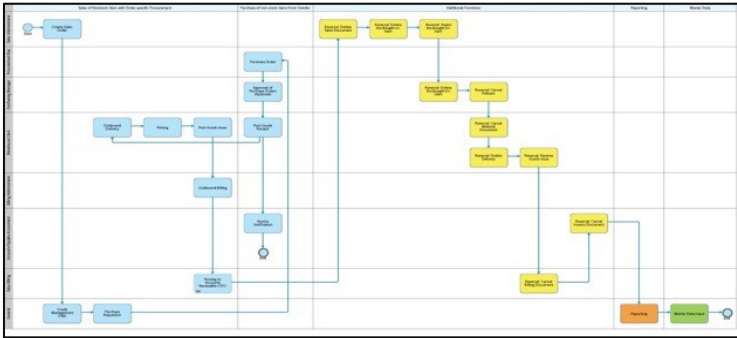
- Pre-Delivered Sprint Plans, Process Hierarchies and Flows, and Process Definition Documents
- Allows for dynamic, real-time updates based on a standard business process hierarchy using the Quad-A Approach for expedited design and adoption

Integrated Ariba Demo System

- Full Functioning Ariba Demo Realm integrated via Managed Gateway for Spend & Network, formerly known as Cloud Integration Gateway (CIG) to S/4 HANA
- Includes Buying and Invoicing Master and Transactional Data as well as Supply Chain Collaboration
- Also featuring pre-configured leading practices

Ariba Artifact Repository

- Pre-Delivered program artifacts across all phases of an Ariba deployment
- Includes test scripts, training documents, industry tagged materials, security roles, change impacts, etc...



The screenshot shows the Ariba Artifact Repository interface. It displays a list of artifacts with columns for 'Name', 'Description', and 'Date'. The artifacts are listed in a table format, with each row representing a different artifact. The table includes various artifacts related to the Ariba deployment, such as 'Ariba Integration Gateway', 'Ariba Integration Gateway', 'Ariba Integration Gateway', etc.

Name	Description	Date
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01
Ariba Integration Gateway	Ariba Integration Gateway	2025-01-01

IMPACT for Ariba Solution



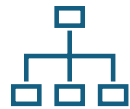
IMPACT for Ariba Accelerators

Provide the Best Possible Starting Point for S2P(Source-To-Pay) Transformations

100+ Ariba Deployments

300+ Ariba-Specific Resources

2000+ Procurement Resources

Type	Accelerators		
SAP/Ariba partnership, associated resources & experience	 Baseline SAP Ariba	 SAP Ariba Best Practice Templates	
- Pre-configured Ariba templates - IBM supporting technologies	 Best Practice Enhancements	 + 	
- Pre-built business processes and associated process design documentation - Business process blueprinting tools & experience	 Process Definition Documents E2E Global Business Processes		
- Best practice Ariba Business Process Hierarchy (BPH) - Pre-built testing scripts and assets for best practice processes	 Guided Buying Templates	 Pre-Configured Business Process Hierarchy	 Test Scripts and Assets
- Pre-constructed training documentation - Change management resources	 Training Recordings and Documents	 Common Change Impacts	 Communication Plan and Sample Communications

Ariba GEN AI Accelerators

Test Script / Case Development

- Generate Test Scripts from multiple options like Business Process Design Document (BPDD), Business Process Hierarchy (BPH), Functional Specification (FS) for WRICEF, Business Process Modelling & Notation (BPMN) File
- Generate comprehensive Test Cases based on a wide range of input combinations

Technical Spec Generation

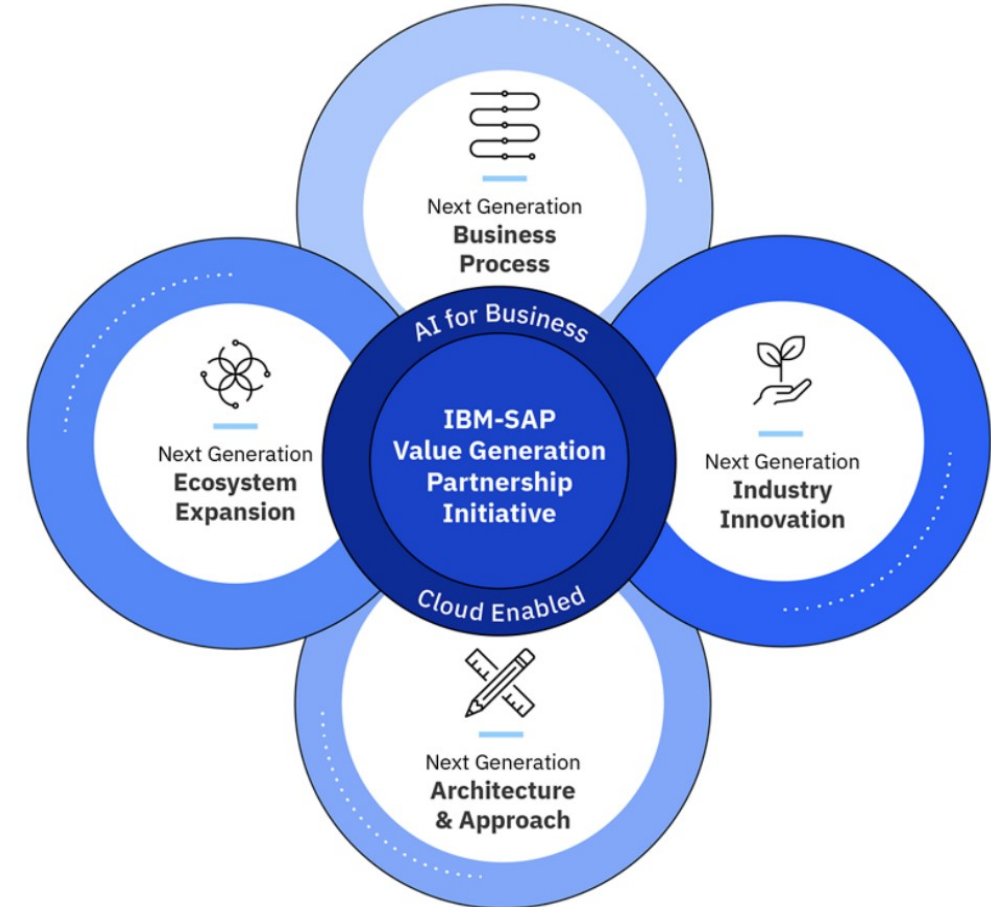
- Generation of TS content from FSD and pseudo code from the corresponding ABAP code (pseudo code added to tech details section in TSD)
- MVP1 restricted to Enhancements, Reports and Interfaces
- Ability to add/remove/modify the section mappings enabled in the tool

PDD Generation

- Generate PDD based on Industry and Level 1 to 3 Processes
- Extract Process Knowledge from Blueworks Live (BWL)
- Extract best Practices from Industry Solution (IMPACT)

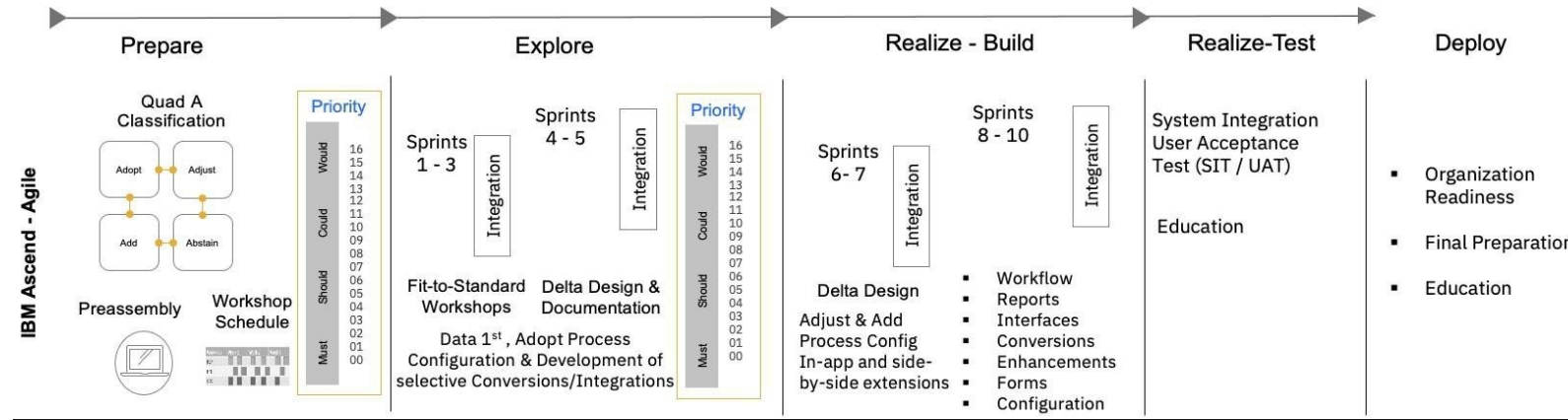
Training Content Generation

- Generate Training Contents using Process Design Document (PDD) and Business Process Hierarchy Document (BPH)
- Option to generate content based on Training Topic



IBM – Ascend Delivery Method

Based on SAP's Activate method and IBM best practices, IBM Ascend represents a structured, hybrid-agile approach to Ariba implementation



APPROACH OVERVIEW: IBM uses Hybrid-Agile delivery model with short, iterative sprints and regular integration checkpoints to ensure alignment across processes and systems. By shifting design, build, and test activities earlier in the lifecycle and validating solutions with key users before final documentation, this approach accelerates delivery, improves flexibility, and reduces risk

- **IBM Ascend is based on the SAP Activate Transition to S/4HANA Method** phases, key deliverables, and Work Breakdown Structure (WBS)
- **Agile techniques** (Scrum/ Sprints) to enable more efficient delivery and execution, higher quality, and lower implementation risks
- **Early end-user / stakeholder buy-in** through iterative playbacks
- **“Shift-Left”** assisted with IBM Blueworks Live, SAP Enable Now and Worksoft Certify

IBM DYNAMIC DELIVERY

The new normal requires a novel operating model for service delivery.

Dynamic Delivery is a holistic model of service delivery that motivates and empowers employees, virtual leadership, flexible and available expertise, and interconnected digital knowledge platforms and processes.

IBM integrates technology foundations with virtualized, agile methods and practices, enhanced with AI and automation.

TOOLS & ACCELERATORS

- IBM Essentials for SAP Platform
- HANA Impact Assessment
- Benchmark Wizard
- CBM4SAP
- Data First & eHub
- IMPACT Industry Solutions
- SAP Key Design Decisions App
- Blueworks Live
- Worksoft
- Crystalbridge
- WRICEF Tracker for SolMan
- Qualtrics for SAP
- Program Management Dashboard

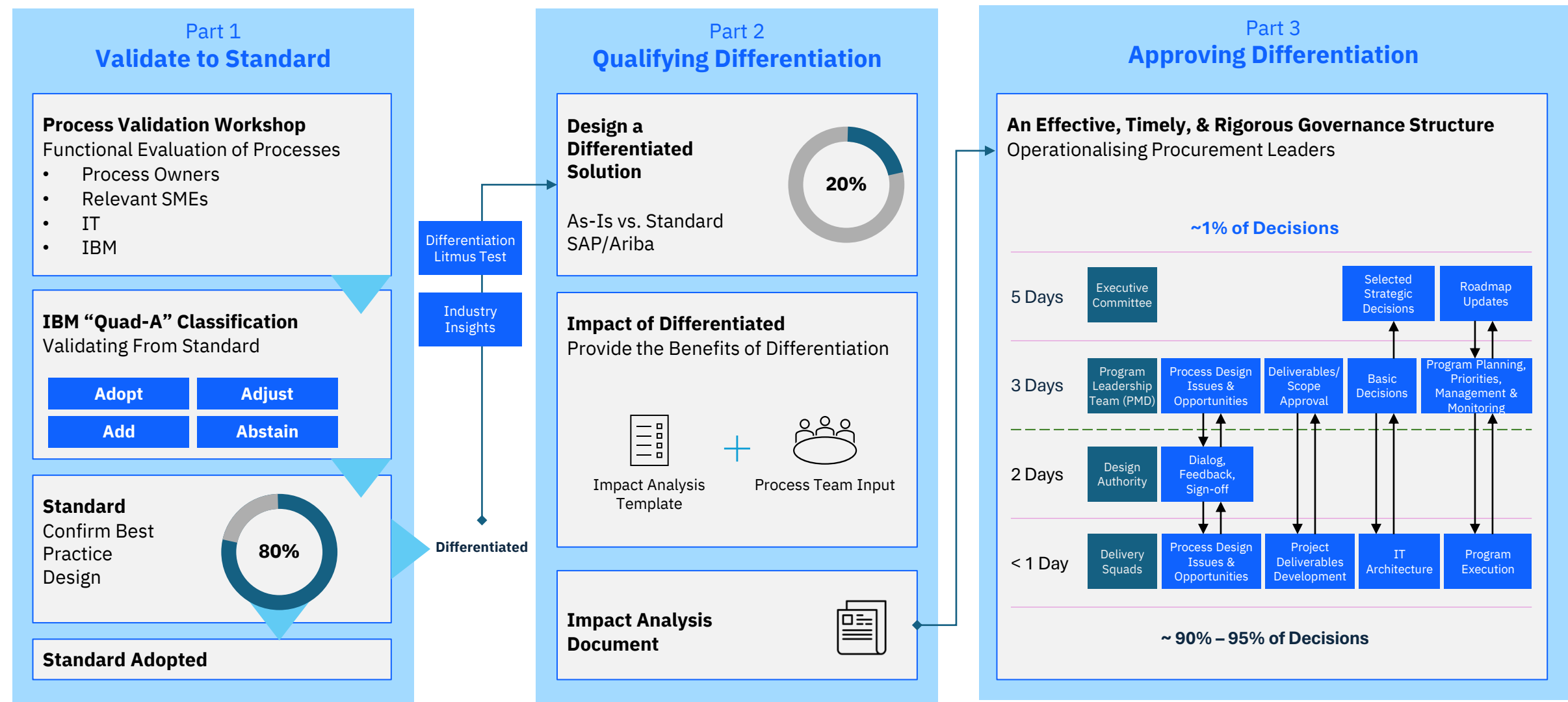
ENHANCED PROJECT LAUNCH

The move to Agile can be a difficult transformation.

IBM's Enhanced Project Launch (EPL) Team launches, advises, and supports IBM's Hybrid Agile programs to deliver efficiently and effectively in the areas of project planning, delivery, methodology, and tools.

With SAFe certified Agile Coaches and a robust SAP delivery playbook, EPL kick-starts SAP projects in 6-8 weeks.

IBM's proven Quad-A Method For Adopting Best Practices



Differentiating IBM in the market

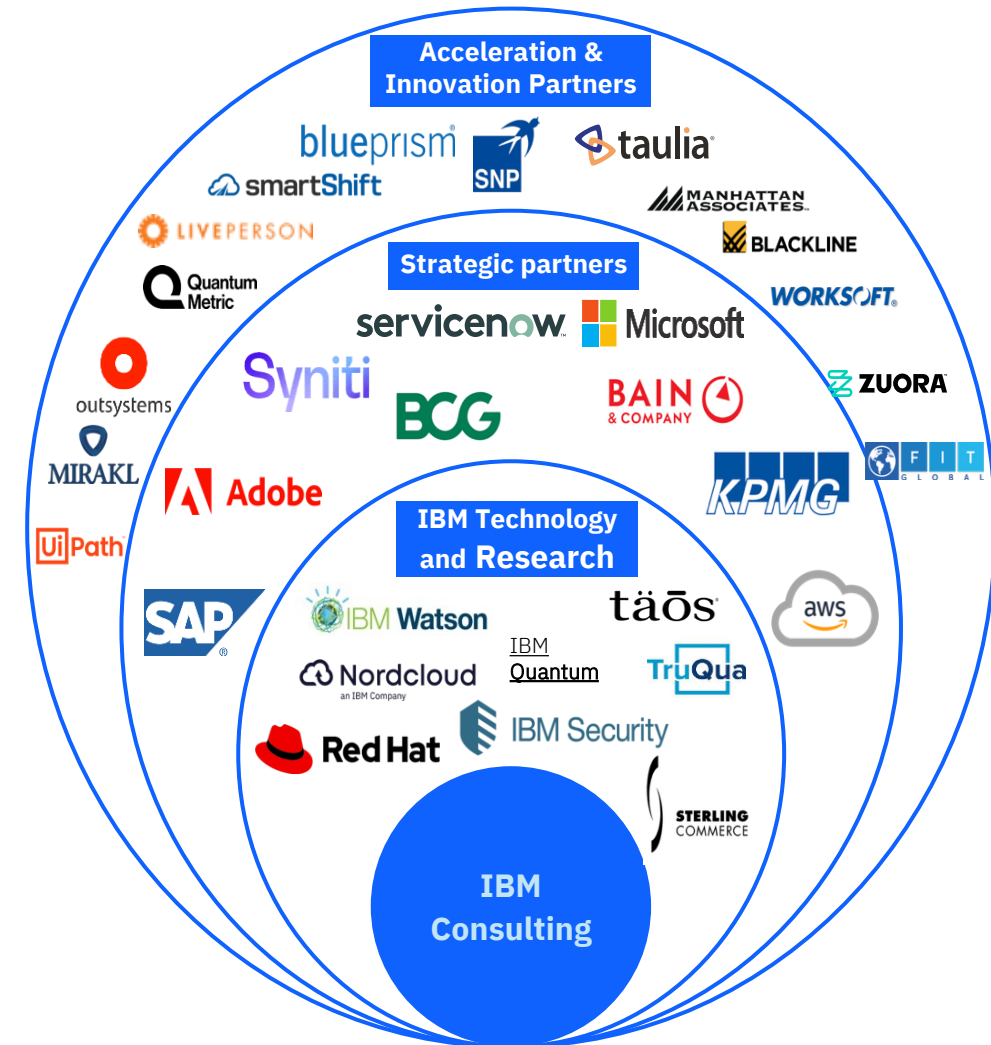
IBM stands out in the technology sector due to several key differentiators:

- 1. Innovation and R&D Investment:** IBM has consistently been at the forefront of technological innovation. The company invests heavily in research and development, with multiple research labs worldwide. This commitment to innovation has led to breakthroughs like Watson, the AI platform known for its cognitive computing capabilities.
- 2. Diverse Service Offerings:** Unlike many competitors who focus on a few specific areas, IBM offers a broad portfolio of technology services, including cloud computing, AI, cybersecurity, blockchain, and consulting services. This comprehensive approach allows IBM to serve a wide range of industries and meet clients' varied needs.
- 3. Global Presence and Enterprise Trust:** With operations in over 175 countries, IBM has built a strong reputation for reliability and global reach among enterprise clients. Its ability to provide consistent, high-quality services worldwide, coupled with its long history and experience working with large corporations, sets it apart.

We differentiate ourselves in the SAP market through scale, expertise, innovation, and execution excellence:

- **SAP Talent at Global Scale** – Certified SAP experts and seasoned delivery leaders execute complex, multi-market transformation programs with consistent quality across time zones, leveraging a diverse, distributed talent base.
- **Proven Assets & Accelerators** – Proprietary methodologies, intelligent delivery assistants, and industry best-practice solutions drive faster transformation, reduce risk, and deliver measurable business impact.
- **Business-First Change Management** – Integrated, adoption-focused change approach aligns people, processes, and objectives to embed lasting behavioral change and ensure sustained value from transformation programs.
- **Holistic Technology Stack** – End-to-end SAP Systems Integration combined with Hybrid Cloud Platform services and secure infrastructure. Embedded Generative AI via watsonx and IBM Consulting Advantage assets accelerates innovation, enhances decisions, and creates differentiated outcomes.
- **Powerful Partner Ecosystem** – Deep, long-standing SAP partnership and collaborations with leading technology partners ensure best-in-class tools, consistent delivery excellence, and accelerated business results globally.

Ecosystem Partners



Our SAP Partnership and Industry Capabilities bring the right expertise to support our clients

7,500+

successful SAP programs

- SAP S/4HANA
- RISE with SAP (Private Cloud ERP)
- GROW (Public Cloud ERP)



815+

SAP S/4HANA
Go-Lives to date

105+

S/4HANA Projects
in Progress

200+

SAP RISE
Projects YTD

750+

S/4HANA
Assessments
completed

Global Consulting Capabilities

- 38,000+ highly trained IBM consultants across 80+ countries with an average of 10+ years SAP experience
- 25,000+ SAP S/4HANA trained IBM resources, with SAP 20,000 Learning Hub users
- IBM is an SAP certified Global Partner for: Services, Technology, Cloud Infrastructure, Outsourcing Operations, Value-Added Reselling and RISE with SAP, Premium Supplier - No other SAP partner has more Global Partner Program Certifications
- IBM is a leader in total certified SAP consultants, with over 20,000 SAP certified resources

53-year partnership
SAP Platinum Partner



40 SAP Pinnacle Awards

2025 recipient in category:

- Sales Success - Large Enterprise

2024 recipient in two categories:

- Industry Cloud
- Business AI | Customer Value Creation

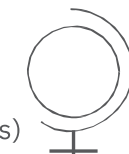


Recent SAP Regional & Global Partner Excellence Awards

- **EMEA:** SAP Partner Excellence Award 2025 - High Growth Contribution
- **GCG:** SAP Greater China Award for Partner Excellence 2025 - Best Cloud Partner – Taiwan
- **UKI:** Customer Success Award for SAP UKI Finalist – Imperial Brands PLC
- **Global:** Finalist - SAP Global HCM Partner Excellence Award for Indirect Sales and Customer Success
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Sales Success – Large Enterprise
- **Global:** Finalist - SAP Global Spend Management Partner Excellence Award for Delivery Quality

40

client
innovation
centers (CiCs)



On-site
Near-shore
Off-shore

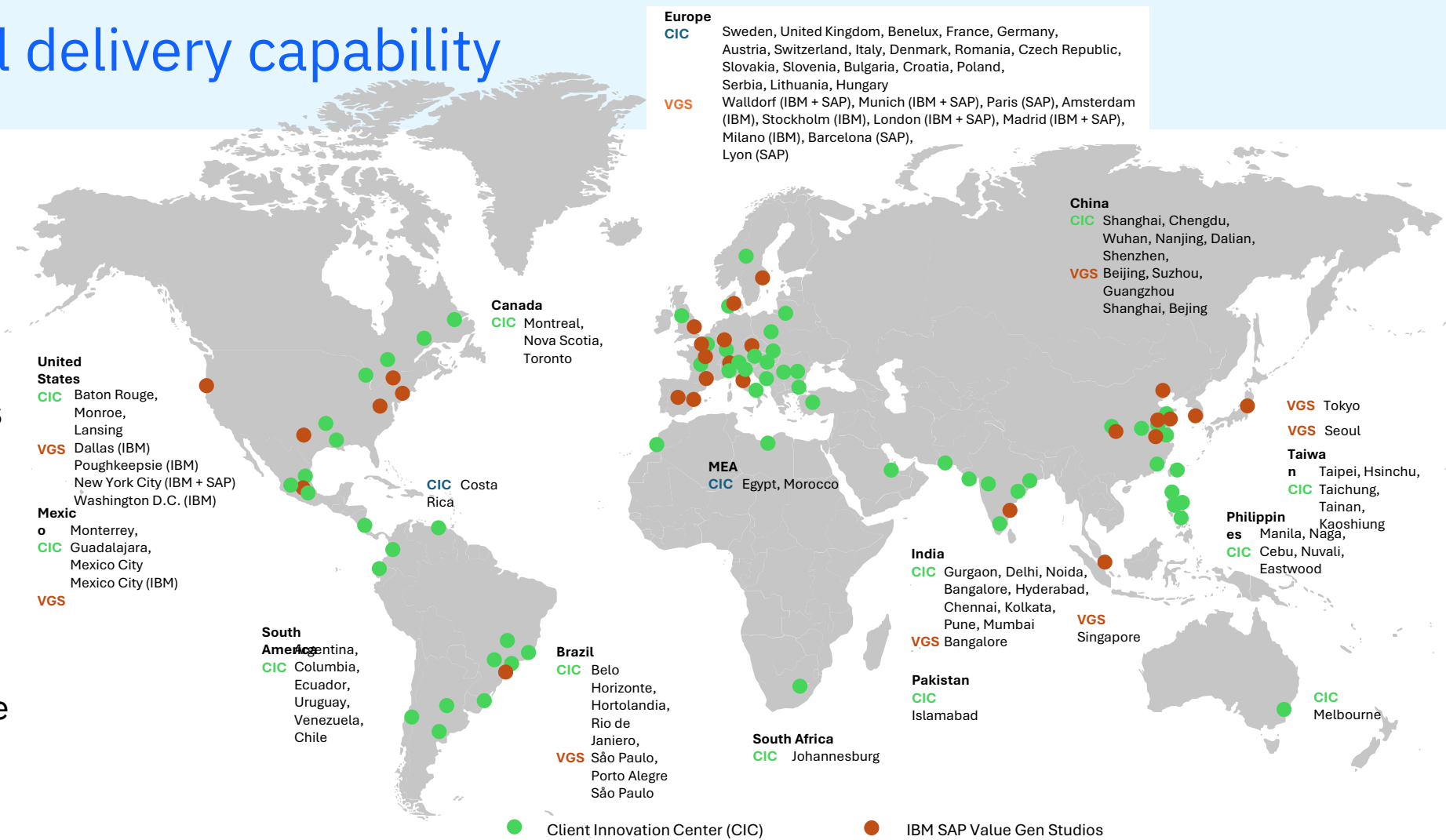
Largest base of SAP Global Solution
Delivery Centers

Integrated, global delivery capability

Local, near shore and off-shore resources enables the best skilled resources to meet your needs, where you are.

World-wide presence includes resources in over 80 countries with knowledge of local regulations, statutory requirements, local language and proximity.

Global delivery resources have deep industry, process, technology, project management and training experts.



24/7

Support & right shore staffing with local, near shore, and offshore resources

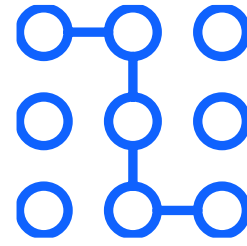
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Consistent Delivery Method and Tool Set Globally

30%/70%

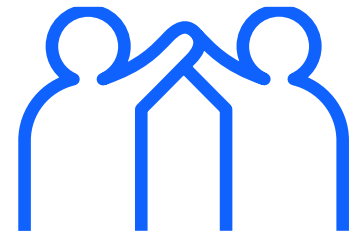
On average, approximately 30% of our work is delivered on site, with 70% done off-site.

Forget where your team ends and ours begins.



Trust the process

Our teams have designed, developed and implemented processes widely used across thousands of transformations. Processes that account for anything and everything you might need.



Trust the partner

No other firm can provide what IBM brings to the table. And the depth of our experience and expertise is only growing with each go-live.

