



SAP Application Support Services

Contracting body

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CGI

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Service Definition overview

CGI provides SAP outsourcing, infrastructure hosting, systems integration, application management and support services. We offer comprehensive support for all SAP solutions, including Business Suite (e.g. ECC), SuccessFactors, Ariba, Concur, S/4-HANA, and SAP for Hana Cloud Public Edition. Support can be delivered via fixed or flexible pricing models, with 24x7 availability through onshore or offshore teams. Services are underpinned by ITIL-aligned change and incident management processes, and we support clients operating both on-premise and in public cloud environments.

Why CGI?

Service features

- ITIL-aligned incident and change management with a dedicated service manager
- Real-time application monitoring with automated alerting and ticketing
- Full infrastructure hosting services for on-premise or cloud-based SAP solutions
- Optimisation services to improve SAP system performance and reliability
- Maintenance, support, development and enhancement services
- Integration expertise across a wide range of SAP and non-SAP products
- SAP organisational restructuring and data management
- SAP transformation, upgrade and migration services, including support for SAP for Hana Cloud Public Edition
- Accredited 5-star service desk for over 12 consecutive years
- Single point of contact for complex, multi-supplier environments.

Service benefits

- Delivery aligned to ISO-certified quality frameworks
- Access to over 3,000 SAP consultants across 25+ areas of specialisation
- Legacy SAP support, including collaboration with third-party maintenance providers
- Reduced operational burden for hardware and software — maintenance is our responsibility
- Flexible and scalable support models tailored to suit client requirements
- Secure systems maintained and updated regularly
- User-friendly processes aligned to business objectives
- Trusted partnership model with local engagement
- Collaborative working approach with managers, employees and citizens
- Reduced ticket volumes and improved system stability through proactive monitoring.

1. Service Description

CGI's SAP Application Support service is a scalable, flexible service, capable of providing full life-cycle support from consultancy advice to taking full end-to-end responsibility for leveraging SAP as a platform.

Our expertise and credentials include:

- CGI are certified SAP Global Partners, specialising in SAP Certified Hosting Services and SAP Certified Application Management Services.
- With Microsoft's new AI Cloud Partner Program, CGI is a Microsoft Cloud Partner with six specialisations across Azure, Security, and Digital & App Innovation.
- Our SAP service capabilities include all elements of the SAP Product suite. This includes system patches, legal and regulatory patches, support within public cloud environments (e.g. Azure, AWS), security support, and customisation support.

CGI has been a leader in SAP implementation and support for over 30 years, leveraging a team of over 3,000 SAP experts. During this time, CGI has successfully executed and supported over 2,000 end-to-end implementation projects globally. Additionally, CGI has provided ongoing support, maintenance, and hosting services for SAP products both in the UK and internationally. This extensive experience underscores CGI's deep expertise and capability in delivering comprehensive SAP solutions to businesses across various sectors and regions. We have extensive industry expertise across Public Sector, Manufacturing, Retail and Consumer Services, Utilities, Banking, Insurance, Transport, Logistics, Oil & Gas, and Communications, including FTSE 100 and Fortune 500 clients.

We provide Consultancy, System Integration Services, Managed IT, and Business Process Services ranging from design, development, integration, configuration, implementation, testing, rollout, support, training, and knowledge transfer across all SAP products. These services are provided out of the UK, and where appropriate, from nearshore and offshore locations, leveraging CGI's client proximity model.

CGI provides a range of services, including:

- **SAP Support and Maintenance:** CGI provides ongoing support and maintenance services to ensure the smooth functioning of SAP systems. This includes troubleshooting, bug fixes, performance optimisation, and user training.
- **SAP Upgrade and Migration:** CGI helps businesses upgrade existing SAP systems to newer versions, including SAP for Hana Cloud Public Edition, or migrate from legacy systems. This may involve data migration, system installations, customisations, system testing, and training. Support is also available for on-premise to cloud migration.
- **SAP Infrastructure Hosting:** CGI provides full hosting services, either within CGI's Hosted Datacentre (as a private cloud) or through public cloud offerings such as Microsoft Azure, Amazon AWS, or other providers. CGI holds SAP Hosting certifications for both SAP Business Suite and SAP for Hana. We are also certified Microsoft and AWS hosting partners and maintain partnerships with other providers such as Virtustream.
- **SAP Infrastructure Migration and Upgrade:** CGI provides a full service to keep hosting infrastructure up to date. This includes landscape upgrades and migration from ageing hardware to newer environments, including private or public cloud. CGI holds a Microsoft Azure Specialisation for SQL Migrations.
- **SAP Customisation and Development:** CGI develops tailored solutions and extensions for SAP to meet unique business requirements. This may include custom reports, interfaces, workflows, or applications integrated with SAP.
- **SAP Implementation:** CGI supports the deployment of SAP software in line with client needs. This includes software configuration, integration with existing systems, and a smooth transition to the SAP platform.
- **SAP Consulting:** CGI offers consulting services to help clients optimise the use of SAP, improve business processes, and maximise value from their investment. This includes strategy development, business process reengineering, and organisational change management.

Overall, CGI's SAP practice aims to help businesses leverage SAP technology effectively to improve efficiency, agility, and competitiveness in today's digital business landscape.

We pride ourselves on being a trusted partner for our clients, delivering high-quality solutions and helping them maximise the value of their investment in SAP.

1.1. Service Delivery and Approach

CGI will provide a UK-based account manager in the form of our Director of Consulting Services (DCS), along with a UK-based Service Delivery Manager (SDM). Both operate during UK office hours.

The DCS has overall accountability for the service and will support the SDM to ensure that delivery meets its commercial obligations and seeks to exceed expectations where appropriate.

The SDM has extensive SAP Application Management Service experience and will have a strong understanding of your locality and business objectives. Acting as your day-to-day contact and initial escalation point, the SDM will oversee service performance reviews on a daily, weekly, and monthly basis.

They will also compile and present overall performance information. Continuous Service Improvement initiatives are integral to our service delivery model.

1.2. Key Service Offerings

CGI provides a full spectrum of services to support all our clients' SAP objectives and needs.



Figure 1: Summary of CGI SAP Services

CGI's SAP Transformation, Implementation and Support Service provision covers a range of design and delivery disciplines, including but not limited to:

- **SAP implementation, integration and consulting services** covering all areas of the SAP implementation lifecycle, from business needs assessment and blueprint development to module selection, configuration, implementation, upgrade planning and upgrades. We also help our clients with integrating their SAP systems with third-party solutions, for example OpenText and other non-SAP solutions.
- **Application maintenance and support services** to manage the day-to-day operations and maintenance of clients' SAP on-premise and cloud environments, including second- and third-line support, enhancements and new functionality implementations.
- **Our support covers all SAP Business Applications** and extends to SAP Cloud products such as SuccessFactors, Concur, Ariba, and SAP for Hana Cloud Public Edition.
- **CGI also offers 4th Line SAP support** where clients have chosen to terminate maintenance agreements with SAP. We have both the experience and capability to support legacy SAP systems that are out of mainstream maintenance. We also work in collaboration with third-party maintenance providers.

- **Technical system maintenance and support services**, covering technical support for all SAP software products, including SAP S/4HANA. Our SAP technical capability covers NetWeaver (also known as BASIS), security, Java™ and ABAP™ services. We provide a comprehensive catalogue of SAP product lifecycle management services for private cloud and on-premise SAP solutions:
 - SAP system upgrades
 - NetWeaver system administration
 - Database administration
 - Backup management and disaster recovery
 - Applications and functional support
 - Application and system maintenance
 - Performance, tuning and capacity planning
 - Application and system security
 - System refresh and client copies
 - Monitoring and support of third-party system integrations.
- **Automated system monitoring** to prevent downtime and maintain a healthy SAP landscape across all SAP application servers covering business-critical processes. This covers everything from the operating system layer upwards through to the SAP application layer, where our automated monitoring will monitor the SAP applications in real time, generating alerts when thresholds are breached.
- **SAP technical architecture design** to deliver highly available, secure, high-performance and resilient SAP system landscapes. Additionally, we plan and deploy updates and upgrades to ensure the latest versions of SAP products, operating systems and security patches are applied.
- **Strategic roadmap service** to define future SAP applications and architecture such as HANA and SuccessFactors for our clients, and to evaluate SAP Cloud migration. This includes greenfield, bluefield or brownfield SAP Cloud and S/4HANA transformations, including SAP for Hana Cloud Public Edition.
- **Business process outsourcing and engineering services** to streamline operations and eliminate inefficiencies for clients that require customised business processes, data conversion and SAP product coordination with existing systems and interfaces.
- **Project management and project assurance**. We provide project management services, as well as audit and assurance activities both on projects where we are the implementation partner, and as independent auditors. This can range from auditing the usage of SAP licences for a client to a full audit of their implementation.
- **Agile project management**. We deliver projects using all methodologies. Increasingly, we are helping our clients adopt Agile methods to deliver their SAP implementations.

2. Data backup and restore

2.1. Data Backups

For public cloud offerings such as SuccessFactors, SAP for Hana Cloud Public Edition, Concur, and others, backup, restore, and disaster recovery services are provided by SAP.

For applications hosted by CGI, including those on Microsoft Azure or AWS, we offer adoption services, advice, and implementation of backup and recovery schedules to complement your hosting and infrastructure arrangements. Typically, we work with clients at three levels:

- Designing the backup regime to safeguard systems and maximise availability and uptime.
- Creating and scripting restore and recovery routines to return SAP services to a working state.
- Supporting disaster recovery testing to ensure services are restored correctly, with data integrity and interface continuity maintained.

The SAP Application Management service provides a coordinated approach to disaster recovery, backup, and restore activities, ensuring alignment between the application layer and infrastructure or hosting providers.

2.2. Data Restoration

Depending on the hosting infrastructure chosen for the production environment and the associated availability requirements, CGI will, as part of the onboarding process, support the definition of backup, restore, and disaster recovery procedures.

3. Service Continuity

We understand the challenges faced by public and private sector organisations, and the need for a reliable managed service delivered by a resilient partner. CGI is a significant supplier to Local Government and UK Government clients, and we fully recognise the importance of maintaining service continuity.

Organisational resilience is a key strength of our service. We operate under a UK business continuity management system that is audited and certified to ISO 22301 and designed to align with the Business Continuity Institute's Good Practice Guidelines (2018).

This approach has enabled CGI to continue delivering services to clients during unforeseen events such as Covid-19 and periods of severe weather, ensuring continuity for both CGI operations and the services we support.

4. Onboarding and Offboarding

4.1. Onboarding

CGI has proven onboarding and offboarding experience, supported by tested tools and methodologies. We have successfully transitioned a range of public sector clients onto our infrastructure and services.

For infrastructure, platform and software requirements, CGI provides experienced transition specialists. Our process is scalable and can be applied to a wide range of onboarding scenarios.

For specialist SAP services, CGI will engage directly with the client to understand and agree the full scope before delivery begins. We work with senior stakeholders to define the required business outcomes and align services accordingly.

CGI tailors each onboarding approach to the client's specific requirements, applying experience and lessons learned from many years of public sector transition work.

Our SAP team delivers both project-based and application management services. From an application management perspective, we apply a structured knowledge capture process to ensure our Centre of Excellence team understands the client's SAP landscape. Knowledge Transfer sessions focus on capturing the unique or bespoke aspects of each implementation.

In parallel, our transition approach ensures service management processes are implemented for each client. A gated readiness process confirms when services are ready for go-live.

Onboarding is integrated with the service desk, as defined in the CGI Service Desk proposition, to ensure the service operates end-to-end and aligns with the client's wider application support model.

4.2. Offboarding

Offboarding is triggered either by a client request or upon the expiry of the service agreement.

Standard exit plans are defined as part of service planning to provide early visibility of the offboarding process. Where a client transitions to another provider, CGI will collaborate with third parties to minimise disruption. Plans typically include data handover and knowledge transfer to the new provider.

Data will be deleted in line with the service agreement. Any required data will be made available using appropriate media, consistent with the data's security classification. Once the client confirms receipt of the data, CGI will securely purge and destroy the information from our systems.

4.2.1. Access to data upon exit

When transferring SAP systems to a new support partner, all system data will be handed over as part of the offboarding process.

If the client is migrating to a new SAP solution, data migration and archiving will be managed as part of the project handover.

5. Service constraints

As part of the routine provision of cloud services (IaaS and SaaS), CGI or the client may require access to the system to carry out administration tasks, apply configuration changes, or deploy patches. These activities may result in planned service disruption.

Maintenance may include system reboots, temporary SAP application shutdowns, operating system updates, or the deployment of critical security patches.

CGI will inform clients in advance of any planned maintenance, the services affected, and the reasons for the work. Approval will be obtained before proceeding.

SAP cloud services follow maintenance schedules as defined in the SAP service agreement. To minimise operational impact, CGI will ensure clients are kept informed of all planned outages.

6. Service levels

6.1. Service Performance

CGI adopts a partnership approach and will implement a framework to measure service levels in a way that supports both the Contracting Body and CGI.

Drawing on decades of experience in delivering similar services, CGI offers a range of approaches to track and assess service performance.

Performance is measured using a combination of qualitative and quantitative data points across key service areas, including:

- Service quality
- Operational delivery
- Partnership collaboration
- Process effectiveness
- Business-critical services.

CGI is also open to adopting performance models that incorporate continuous improvement. Performance scores will be reviewed on a regular basis.

6.2. Support Hours

CGI provides support in line with client requirements and can tailor service hours to meet specific needs.

In general, managed services are delivered from 08:00 to 18:00, Monday to Friday, excluding English bank holidays. This can be extended to include 24/7 on-call support for critical incidents or full 24/7 coverage where required.

7. After sales support

CGI provides structured support following service initiation, led by a named UK-based Service Delivery Manager. Clients have access to ongoing service reviews, operational reporting, and a clear escalation path.

Support channels and responsibilities are defined during onboarding and include access to the CGI service desk, incident and request management, and knowledge sharing throughout the contract term.

We also provide regular performance reporting and can participate in governance meetings or working groups by agreement, helping to ensure alignment with service outcomes.

Support arrangements are designed to integrate with the client's internal support structures and are scaled to meet specific requirements as agreed during the call-off process.

8. Technical requirements

CGI's SAP services are designed to integrate with a wide range of client environments. Technical requirements may vary depending on the specific service model, deployment method, and hosting arrangement.

Typical requirements may include:

- Appropriate network connectivity and bandwidth to support SAP access and performance.
- Secure access to client-managed infrastructure or cloud environments (e.g. VPN or other approved method).
- Client-side configuration of interfaces or firewalls, where integration with internal systems is required.
- Access permissions for CGI teams to relevant environments, systems or tools.
- Client-provided software licences where CGI is not the licence holder.

All technical dependencies will be reviewed and confirmed during the onboarding phase in collaboration with the client's technical team.

9. Outage and maintenance management

Whether CGI or the client is responsible for the infrastructure, we work collaboratively with the relevant teams when outages are expected. CGI adopts a "one team" approach and follows a proven method that includes managing communications, validating recovery steps, and liaising with affected business users where required.

As part of our service, we can provide full SAP landscape management, or support your on-premise infrastructure and cloud environments through optimisation consultancy and guidance, working closely with your infrastructure team.

10. Hosting options and locations

CGI SAP system hosting services include the following options, but are not limited to:

- Hosting of SAP systems in CGI's hosted datacentres, as private cloud, or through public cloud providers such as Microsoft Azure, Amazon AWS, or others.
- Support for SAP applications and infrastructure where the environment is owned or managed by the client, either in client-managed datacentres or through their Azure or AWS subscriptions.
- Maintenance of hardware and operating system licences, as well as supporting software required to run the service, including databases, antivirus, and backups.
- Adoption of the client's change management processes for infrastructure changes.
- Provision of secure infrastructure access using VPNs with redundant links.
- An annual disaster recovery (business continuity) exercise.
- Operating system updates applied on a monthly, quarterly or agreed frequency across all environments.
- Backup and restore services for all SAP systems managed by CGI, including those hosted in private cloud or through SAP for Hana Cloud Public Edition.

11. Security

CGI recognises the importance of protecting data within SAP environments and incorporates security as a core element of service design.

We have developed an Enterprise Security Management Framework (ESMF), aligned with recognised industry standards and regulations including ISO 27001, ISO 27701, NIST, COBIT, CIS, CCPA and GDPR.

This framework is applied globally across CGI to protect information assets, technologies, facilities, and personnel. It is supported by CGI's security and privacy policies, standards and controls (our Security Baseline), which are embedded into our services, practices and third-party engagements.

CGI applies a risk-based approach to technical and organisational security measures. These are shaped by the nature and scope of data processing and the potential risks to individual rights and freedoms, particularly where CGI acts as a data controller or data processor.

The ESMF Security Baseline defines the minimum-security standard for all CGI services, including cloud-based offerings. Where required, additional controls may be implemented, for example, when handling sensitive personal data. These enhancements are agreed with the client and defined in the contracted services.

These credentials form the foundation of our integrated management systems across all CGI services.

SAP application-level security design, implementation and support are included as standard. We also provide full system security audits where required.

11.1. Quality Management and Data Security

CGI applies its Management Foundation, including the Integrated Management System (IMS), to provide information assurance across all services. Our IMS processes are independently certified to BS EN ISO 9001.

CGI is committed to maintaining its current portfolio of UK-based certifications and will extend these where necessary to meet specific client requirements.

The Management Foundation is designed to incorporate best practice drawn from our work across public sector and commercial engagements.

Our accreditations include:

- ISO 9001, ISO 27001 and ISO 20000
- ISO/IEC 27001:2005 audit and certification, SSAE 16 / ISAE 3402 attestation
- EU Data Protection Directive (95/46/EC) – now aligned with GDPR.

All information is handled in line with appropriate security classifications. CGI-hosted services can be delivered at any level defined under the Government Security Classification (GSC) policy, with the relevant assurance in place.

12. Service Pricing and Terms and Conditions

12.1. Pricing

Please refer to the G-Cloud 15 portal for the rates available.

12.2. Terms and Conditions

Please refer to the associated Terms and Conditions Document relevant for this Service including termination by the Buyer or Supplier.

13. Further information

For more information about this or any of our G-Cloud services, please contact us:

Phone: +44 0845 070 7765. Ask to speak to the G-Cloud team.

Email: uk.gen.ccsframeworks@cgi.com, including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

We will prepare a quotation for you. Once the quotation is agreed upon, we will issue you the necessary documentation (as required by the G-Cloud Framework) and ask you to provide us with a purchase order.

Once we have received your purchase order, the services will be configured to the requirements agreed with invoices issued to you for the services procured. On a monthly basis, we will also complete the mandated management information reports to Government Procurement.

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This proposal is subject to contract and shall not be binding unless and until execution by CGI and Contracting body of a final agreement to the proposal, containing the terms and conditions that will govern the relationship between the parties. Any final agreement is conditional (inter alia) upon due diligence and customary business investigations by CGI. The results of such due diligence and/or investigations may impact upon content of this proposal, including the business structure, business terms and financial arrangements.

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The information in this proposal is submitted on 30 Jan 2026 - Issue 1.0 on behalf of CGI by the following authorised representative:

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