

Service Definition Document for G-Cloud 15 Services

SAP Services

NTT DATA UK LTD
Epworth House, 25 City Road, London, EC1Y 1AA
Tel.: +44 (0) 20 7220 9200
www.nttdata.com

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1 Service Definition for SAP Managed Service Provision

1.1 Introduction

SAP's product suite offers cloud applications across ERP and Finance, CRM and Customer Experience, Procurement and Supplier Management, Supply Chain, HR and People Engagement, and Analytics and Business Intelligence.

- NTT DATA's SAP Managed Service Provision services reduce the burden on customers by offering specialist management and technical skills to ensure that the customer's SAP applications and services remain governed, supported, maintained and secure.
- NTT DATA's SAP Transformation & Implementation Service Provision covers the design and delivery of the breadth of the SAP product suite and can be tailored to suit the needs of the customer and the services in use.

2 Service Description

2.1 SAP Managed Service

2.1.1 Approach and Scope

NTT DATA's SAP Managed Service Provision covers the breadth of the SAP product suite and can be tailored to suit the needs of the customer and the services in use.

Regardless of services being utilised, NTT DATA leverages a standard set of management and technical processes, tooling, and automation to optimise your SAP services. We also apply our cloud service and operations management framework to ensure that your chosen combination of services is controlled and managed effectively and remains aligned with your strategy.

We integrate with other service providers and our Customers' support processes to ensure that end users receive seamless support.

NTT DATA's SAP Managed Service Provision covers a range of service management disciplines including but not limited to:

- **Incident, Problem and Change Management** using ITILv3 best practice frameworks to ensure that services are stable and adhere to operational and service level agreements. This includes RCA.
- **Proactive Monitoring and Reporting** of services and infrastructure (cloud, on premise) to identify potential issues and manage performance and capacity across the entire end to end solution
- **Service Introduction and Management** planning and deployment of Requests for Change according to defined solution scope and SLAs after either as part of services or as a Change Request
- **Automatic Backups and DR Planning** including your approach to high availability (HA), is a service designed to restore SAP after a natural or man-made disaster or an infrastructure failure causes a wide-scale outage
- **Configuration and Release Management** to manage your applications throughout the development and upgrade lifecycle, with minimal to zero downtime for your customers
- **Upgrade and Change Management, Security & Patch Management** to pre-agreed schedules to ensure services remain secure and stable against an agreed policy, with compliance reporting
- **Licence Management.** Software licensing for cloud applications is often radically different from the per user licensing models traditionally used by large software vendors. Our SAP Managed Service experts can advise on the most cost-effective licensing approach.
- **Service Reporting** on the number of incidents, problems, changes, and requests raised and closed. We produce trend analysis, availability reporting/management and capacity reporting/management. Finally, we provide release and patch reporting/management, SLA measurement
- **Connectivity Management** of the Cloud applications to your on-premise applications, particularly during transition phases, providing a secure and reliable extension of your current on premise applications to provide a hybrid on premise/public cloud solution

2.1.2 Client Outcomes

Effective Application Management applied to the unique characteristics of cloud through our SAP Managed Service Provision gives you:

- Stable and secure environments without compromising on agility
- Cost Optimisation for IT organization and direct headcount
- Retain and improve knowledge of legacy systems critical to the business operations
- Simplified Incident, Problem and Change Management through SLAs and OLAs
- Flexible Cloud operations to match investment profile and peak demand
- Builds in flexibility that will allow IT to adapt to the unknown future challenges
- Eradicates inefficiencies from existing service provision
- Industrialises the AMS IT service to support new ways of working
- Allows IT to restructure to focus on key strategic decisions and driving real change within the business

2.2 SAP Transformation & Implementation Service

2.2.1 Approach and Scope

NTT DATA's SAP Transformation & Implementation Service Provision covers the design and delivery of the breadth of the SAP product suite and can be tailored to suit the needs of the customer and the services in use.

We work with clients wherever they are in their SAP Cloud journey using flexible, industry-specific approach that includes full transformation consulting, in-depth assessments, IP-based implementations and full lifecycle, automated managed services. Our primary objective is to help clients achieve their desired digital ambitions and specific business outcomes.

Regardless of services being utilised, NTT DATA leverages SAP certified consultants augmented with our own enhanced SAP delivery methods, technical processes, tooling and automation to optimise your SAP project or programme design or delivery. We integrate this with other service providers and our Customers' IT delivery processes to ensure that end users receive seamless transition to new SAP capabilities.

NTT DATA's SAP Transformation & Implementation Service Provision covers a range of transformation programme design and delivery disciplines including but not limited to:

- **SAP Cloud & S/4HANA Strategy / Advisory** Business and architectural analysis to evaluate SAP Cloud migration to carry out green, blue, or brown field SAP Cloud & S/4HANA transformation
- **SAP ECC6 to S/4HANA conversion** provides a factory run offshore service to provide "brownfield" or hybrid conversions of existing ECC6 systems into S/4ANA HANA as a turnkey service
- **SAP Data Migration / Natuvion Selective Migration & MDG delivery Tackles complex legacy ERP offering** a full extract, cleanse, transform and load service, including the delivery of data governance controls using SAP MDG. It also allows for the selective migration of data into a new S/4HANA system or the carve-out of SAP
- **Core S/4HANA Implementation** building S/4HANA focusing on lean process implementation (Fit to Standard) accompanied by Hybrid Agile, DevOps or Waterfall delivery of the SAP design
- **SAP Line of Business Product Implementation** Transformation of existing processes with SAP products such as: BW/4HANA; SAP Analytics Cloud (SAC); Warehousing (EWM); Transport (TM, LBN, GTS), Procurement (Ariba), Engineering (CPQ), Inventory & Planning (IBP), Finance (CFIN/Group Reporting), CX (Sales, Service, Commerce Cloud, CPQ), Expenses (Concur)
- **S/4HANA and SAP BTP Extensions & Innovations delivery:** S/4HANA must enable the automation of technical and process tasks, we use the SAP BTP platform to provide innovations in business processes using AI, ML, the deployment of BOTS, data process automations as examples to rapidly identify and implement transformation opportunities
- **SAP DevOps** Coordinates multiple resources for development, testing and release purposes adds an increased level of resource complexity. Virtual environment provisioning, daily releases and automated testing against production-like environments can be achieved
- **Signavio Process Intelligence & data mining and LeanIX** Next-generation process mining at scale, with fact-based insights onto your legacy SAP estate, highlighting potential risks and ongoing improvement opportunities for smarter business decisions.
- **SAP Technical Architecture** Design and deliver high available, secure, high performance and resilient SAP IT landscape, based on chosen hyperscaler. Additionally, plan and deploy updates, upgrades to ensure latest versions of SAP products, Operation Systems, and security patches in systems.

2.2.2 Client Outcomes

Confidence and certainty in the SAP Cloud strategy, architecture, implementation plan and execution of SAP projects or programmes through our SAP Transformation & Implementation Service Provision gives you:

- Design of a fit for purpose future SAP Cloud architecture
- Delivering a cleaner SAP core with fewer and simpler customisations, reducing the total cost of ownership, enabling simpler system upgrades and the acceptance of SAP innovations
- Improving legacy process performance in advance of the transition to SAP Cloud
- Maximising the benefits from SAP Cloud process simplifications, standardizations and how to navigate achieving Fit to Standard, AI and ML
- Achieving data readiness for the migration to SAP Cloud, including the categorization of cold and hot storage data to ensure only relevant data is deployed in SAP system and data required is moved to archiving database.
- Ensure the optimal use of the SAP Licenses currently used and/or the future SAP BoM
- Building the IT capability to run an SAP Cloud portfolio including the role of SAP, Cloud hyperscaler, the AMS provider and the customer CoE
- Achieving rigour, repeatability, certainty, and quality in the delivery of SAP Cloud
- Focus on achieving real business change from SAP best practices, with genuine change in the work people do
- Strong control, governance, and visibility of delivery

3 Commercial Arrangements

3.1 Parent Company Guarantee (PCG)

Please note that NTT DATA is not able to provide a Parent Company Guarantee (PCG).

3.2 Use of subcontractors and partners

These services are delivered by NTT DATA with support from selected, specialist partners only where required, and with approval from the client in advance.

3.3 Pricing

Please see the Digital Marketplace for the NTT DATA Pricing associated with these services.

3.4 Ordering and invoicing process

Clients will be expected to follow the G-Cloud 15 ordering process as outlined in the Framework's Terms and Conditions. This will ensure that the scope, timeline, and technical requirements are understood, agreed and can be delivered.

Each assignment will then require a formal work order to be raised, which would define:

- The name and contact details of the consumer's representative
- The objective(s) of the work and the Key Performance Indicators
- The amount and type of resource required (number of roles and duration)
- Start and end dates for the project
- The scope and requirements for the project
- The specific technical or business knowledge required by NTT DATA
- Advise whether the project is expected to be carried out on the consumer's premises (in which case location is required), or at NTT DATA's premises
- Expected deliverables, quality levels and acceptance criteria for sign-off

Upon receipt of a work order, NTT DATA will evaluate the requirement and confirm a start date. Once NTT DATA accepts a work order, we will commence work upon receipt of a purchase order.

NTT DATA will operate the following invoicing process:

- For time and material projects and assignments - monthly invoices will be issued in arrears for payment within 30 days
- For fixed price projects and assignments - invoices will be based upon agreed staged payments associated with formal client sign-off of interim or final deliverables. Invoices are issued in arrears for payment within 30 days
- For managed services - Transition Charges based on milestones, with Managed Services Charges invoiced quarterly in advance

3.5 Client responsibilities

The client will provide a Project Manager responsible for the following activities:

- Ensure the organisation is aware that external support is being provided by NTT DATA and that staff and teams are clear about the project, its scope and their roles and responsibilities in it.
- Manage the client personnel and responsibilities for this project.
- Serve as the interface between NTT DATA and all the client's departments participating in the project.
- Administer the Change Control Procedure with the NTT DATA Project Manager.
- Participate in project status meetings.
- Obtain and provide information, data, and decisions within three working days of NTT DATA's request unless a different response time is agreed in writing.
- Review and approve the Milestone achievements.
- Help resolve any project issues and the client deviations from the estimated schedule, and escalate issues within the client organisation, as necessary.
- Provide staff as required to undertake the User Acceptance Testing.
- Ensure client staff are made available for any meetings, interviews, document review and presentations within the proposed timescale.
- Provide client staff able to deliver authoritative answers to questions and clarification requests in a timely manner.
- Provide NTT DATA personnel with suitable office space, other accommodation and facilities that personnel may reasonably require to perform the services required during the project.

3.6 Accreditations

For these services, NTT DATA has corporate membership of the ITSMF, SDI and MCA trade bodies and holds a number of relevant accreditations including:

- ISO 9001 Quality Assurance
- ISO 14001 Environmental Management
- ISO 27001 Information Security Management
- PRINCE2 Practitioner Project Managers
- ISO 20000-1 IT Service Management
- ISO 22301 Business Continuity
- ISO 45001 Health and Safety Management Systems
- Cyber Essentials
- Cyber Essentials+

4 About NTT DATA

4.1 Globally

NTT DATA Corporation is a global IT innovator delivering technology-enabled services and solutions to clients around the world and is a top tier global IT Services provider (reference: Gartner). It employs more than 190,000 people across 70 countries.

For more than 50 years, the NTT DATA Corporation has been successfully providing IT services to a wide range of clients in the automotive, electronics and high technology, energy and utilities, financial services, healthcare and life sciences, insurance, manufacturing, media and entertainment, professional services, public, retail, telecommunications and transportation and logistics sectors.

NTT DATA has significant global coverage across Europe, the Americas, the Middle East, Africa, and Asia Pacific regions.

4.2 In the UK

NTT DATA UK Ltd (NTT DATA) is a subsidiary of the NTT DATA Corporation and is a systems integrator headquartered in the City of London and Birmingham. NTT DATA in the UK is a £400m+ per annum turnover organisation that focuses on supporting clients in:

- Public Services
- Automotive
- Banking and Financial Services
- Education and Research
- Energy and Utilities
- Healthcare
- Insurance
- Life Sciences and Pharma
- Manufacturing and Consumer Packaged Goods
- Retail
- Telco, Media and Technology
- Travel, Transportation and Logistics

NTT DATA has partnerships with a number of leading software vendors and works closely with NTT group companies to provide a wide range of solutions to UK clients.

4.3 How we help our clients

NTT DATA provides a portfolio of services to support every aspect of its clients' business technology life cycle, including:

- Strategy to create competitive advantage
- Implementation with speed, confidence, efficiency, and surety
- On-going management to optimise your assets with the best resource mix and cost
- Evolution to create new opportunities and future-proof your enterprise

NTT DATA helps its clients by building value through the visualisation and realisation of innovation. This involves working in close partnership with clients to:

- Design innovation - create robust IT strategies geared towards optimising business processes and the use of IT and networking concepts along the customer's entire value chain. We help our clients use IT to differentiate themselves from their competitors
- Develop solutions - use our advanced systems structuring and application capabilities to develop and provide solutions that make business innovation a reality
- Drive performance and efficiency - provide constant support for our clients helping them exploit the full potential of their IT solutions and take advantage of the latest IT innovation thinking

4.4 Trade body membership and accreditations

NTT DATA has corporate membership of the MCA trade body and our activities are supported by technical and vendor accreditations:

- Snowflake Global Elite Partner
- Informatica Enterprise Premier Partner
- Google Cloud Platform Premier Partner
- Microsoft Solution Partner Designation: Business Application, Data & AI, Digital & App Innovation, Infrastructure, Security, Modern Work.
- AWS Premier Partner | AWS Partner Programs; Premier Tier Services, AWS Managed Service Provider, Authorized Commercial Reseller, AWS Public Sector Partner, AWS Solution Provider Program, AWS Public Sector Solution Provider, Authority to Operate on AWS
- AWS Competencies | Machine Learning Consulting, Telecom Services, DevOps Consulting, Government Consulting, Migration Consulting
- Salesforce Platinum Partner
- Genesys Global Gold partner
- Service Now Elite partner
- Red Hat Premier Business Partner
- Palo Alto Networks Diamond Innovator (Global)
- Check Point 5 Star Partner
- Fortinet Global Partner
- F5 Platinum Partner
- Zscaler GSI
- Cisco Gold Partner
- SAP Global Platinum Partner
- Dell Titanium Partner

4.5 Services

We support UK clients through the following digital focus areas:

- Customer Experience - engaging with customer to maximise user understanding, engagement and support
- Data & Intelligence - excel in new data model creation using gathered intelligence that can produce actionable results for organisation success
- Intelligence Automation - automate repetitive business processes for success in a digitally-dynamic environment
- Internet of Things - connecting and communicating with an ever-expanding base of devices connected to the internet
- IT Optimisation - revolutionising IT environments by delivering the agility necessary to remain effective in a rapidly changing landscape
- Cyber security - protecting against data breaches and unauthorized use of confidential information in today's connected digital world

4.6 Further information

See <https://uk.nttdata.com> for further information, or contact us at nttdatauk.requirements@nttdata.com