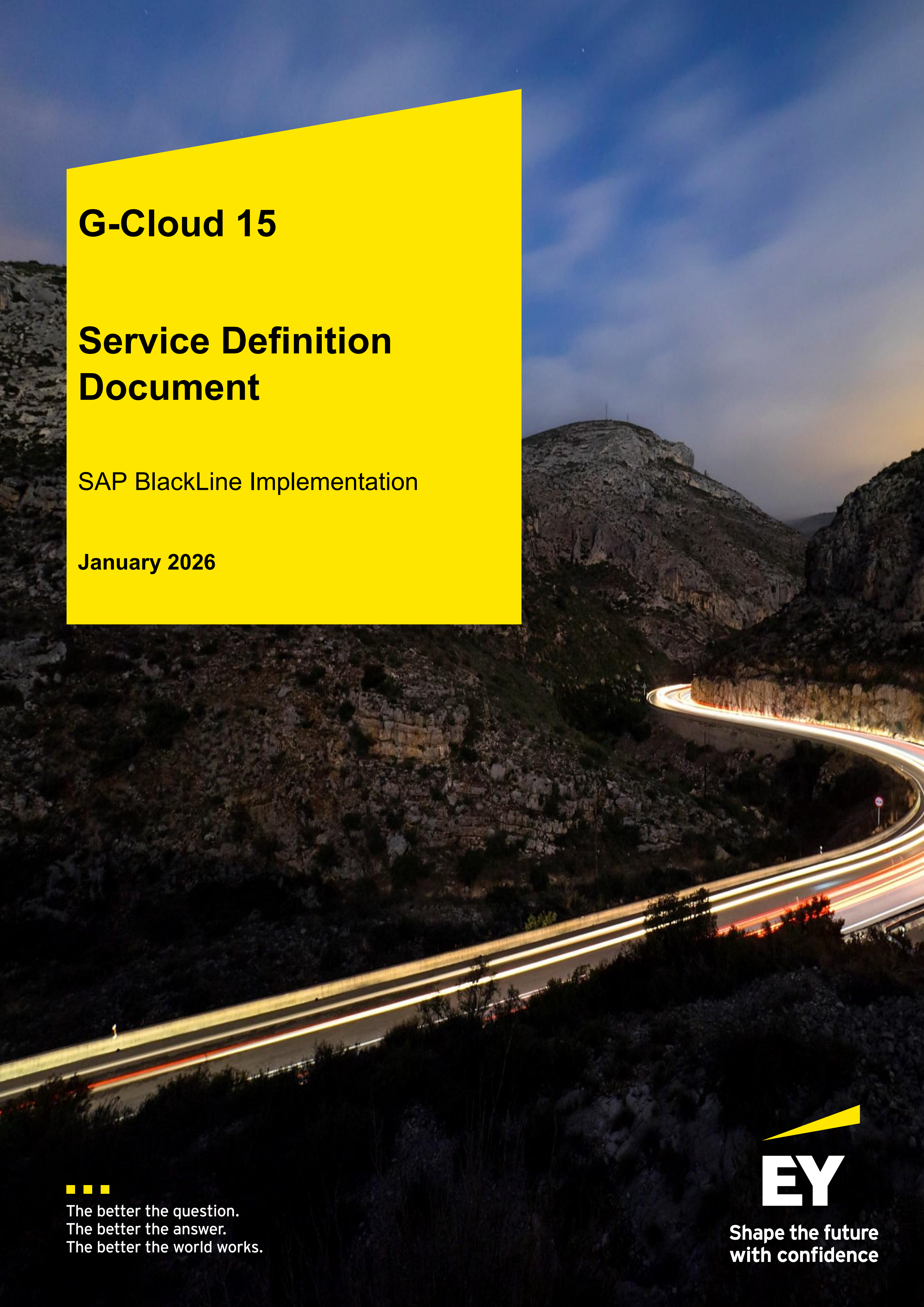


G-Cloud 15

Service Definition Document

SAP BlackLine Implementation

January 2026

The better the question.
The better the answer.
The better the world works.

EY

Shape the future
with confidence

Contents

1. Service detail

1.1 Service overview

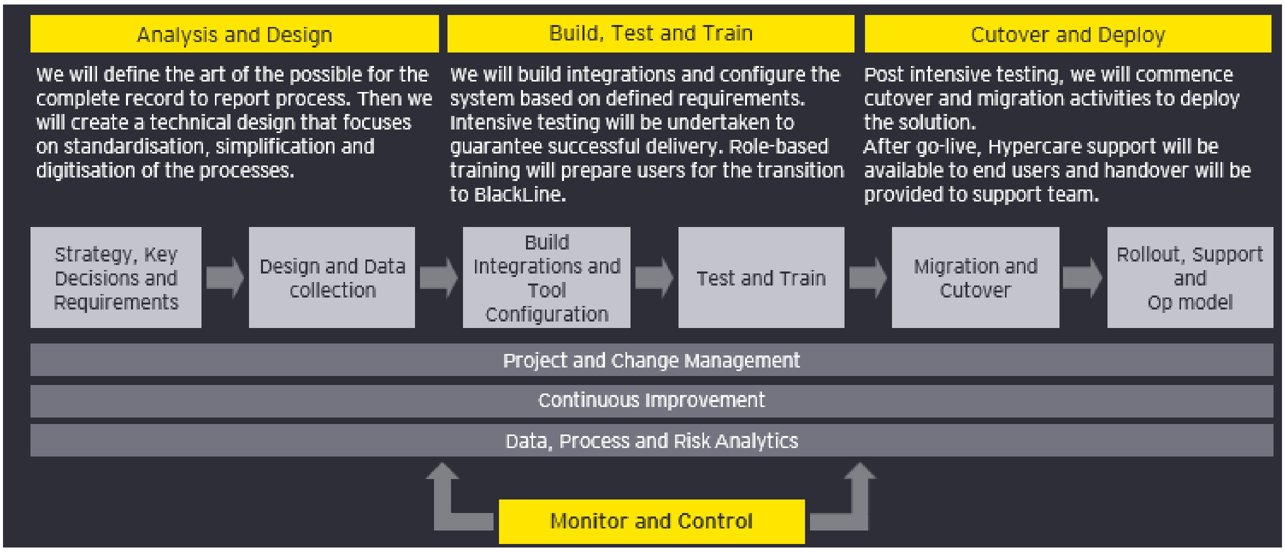
Organisations today are accelerating digital transformation, with finance at the forefront. BlackLine enables finance teams to **standardise, automate, and control** key processes, **reducing manual effort**, enhancing compliance, and unlocking greater business performance.

At EY, we believe a successful BlackLine implementation starts with a structured methodology that aligns the technology with business objectives. Our services empower organisations to transform the financial close processes through a defined programme focused on three pillars: standardisation, automation and an enhanced control.

We deliver end-to-end BlackLine implementations to integrate with ERPs, for many clients this is SAP, led by experienced Finance and Technology professionals certified in BlackLine. Our teams bridge the gap between finance operations and technology, ensuring BlackLine is tailored to your specific needs. Whether starting your implementation or optimising existing processes, EY helps to digitise the close process.

1.2 Service delivery approach

Our delivery approach covers analysis and design, build, test and train, and cutover and deploy, underpinned by governance and leading practices codified into EY accelerators to bring you value.



The BlackLine engagement journey encompasses several pivotal phases that ensure a solution aligned with your organisation's vision and objectives:

- **Analysis**: We work with your team to assess the current financial close process, gather detailed business and technical requirements, and review existing controls, data sources and system landscape. This phase builds a clear understanding of your objectives, identifies gaps and improvement opportunities, and ensures the BlackLine solution is aligned to your business needs.
- **Design**: Our team collaborates with you to design the future state of your financial close process. This includes process mapping, solution architecture, configuration

design and integration planning to leverage BlackLine's capabilities effectively and be future ready.

- **Build:** Configuration of BlackLine modules, development of integrations, and preparation of data migration activities. We ensure that the solution aligns with agreed design principles and business requirements.
- **Testing:** Validation of system functionality, integrations, and workflows. We validate business scenarios and ensure readiness for production through rigorous System Integration Testing (SIT) and User Acceptance Testing (UAT).
- **Training**: End-user and administrator training to drive adoption and confidence. Our approach focuses on practical, role-based learning to enable smooth transition.
- **Cutover & Deploy**: Execution of migration strategy, final data loads, and system readiness checks. We manage cutover activities to minimise disruption and ensure a seamless go-live.
- **Hypercare Support**: Post-go-live support with agreed incident management processes, governance, and lessons learned documentation. This phase provides support in stabilising the solution before the project team hands over to business.

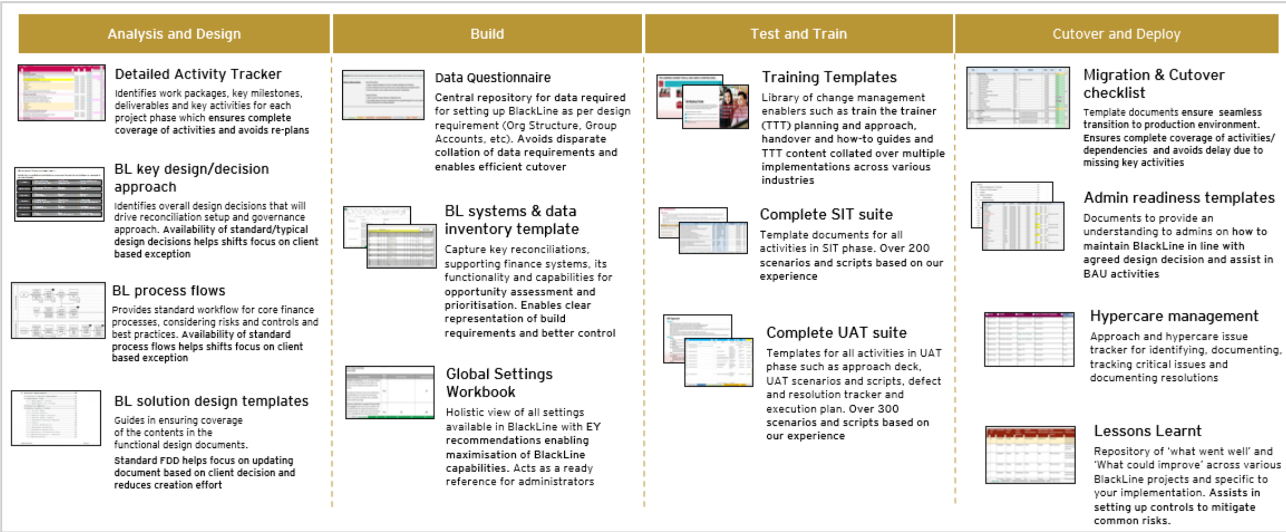
Our proven approach and methodology for implementation is holistic and considers:

- **Process:** Business focused process improvements, operating model, ownership and roles/responsibilities
- **Policy & Governance:** Review and align with corporate policy
- **Technology and Integration:** Integration and alignment with remaining architecture and finance applications
- **People:** End user/administrative training, change management, communication and end-user buy-in
- **Continuous Improvement:** Opportunities for improvement and risk reduction

Tools and Accelerators:

Our team has access to and are trained in using a range of tools and accelerators to enhance and streamline your BlackLine implementation. These assets support each phase of the programme by enabling faster delivery, improved quality, and a consistent implementation experience.

The below outlines sample accelerators used across different phases of the programme to drive efficiency and reduce delivery effort.



1.3 EY's Differentiators

- EY has a 15+ year strategic alliance with BlackLine, recognised through multiple Platinum and Titanium partner awards, enabling coordinated delivery and enhanced value for clients
- EY offers certified delivery capability, with BlackLine-certified professionals experienced in designing and implementing BlackLine solutions
- EY delivers finance and cloud transformation through UK-based specialists supported by global delivery centres, providing a scalable, cost-effective and consistent onshore / offshore implementation model across the globe
- EY has supported organisations globally and across industries to implement BlackLine and optimise their close processes, including some of the most complex programmes delivered worldwide

By leveraging BlackLine's capabilities and EY's expertise, we help clients achieve a faster financial close, improved compliance, and greater operational efficiency, setting the stage for long-term success.

2. Key contacts

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