

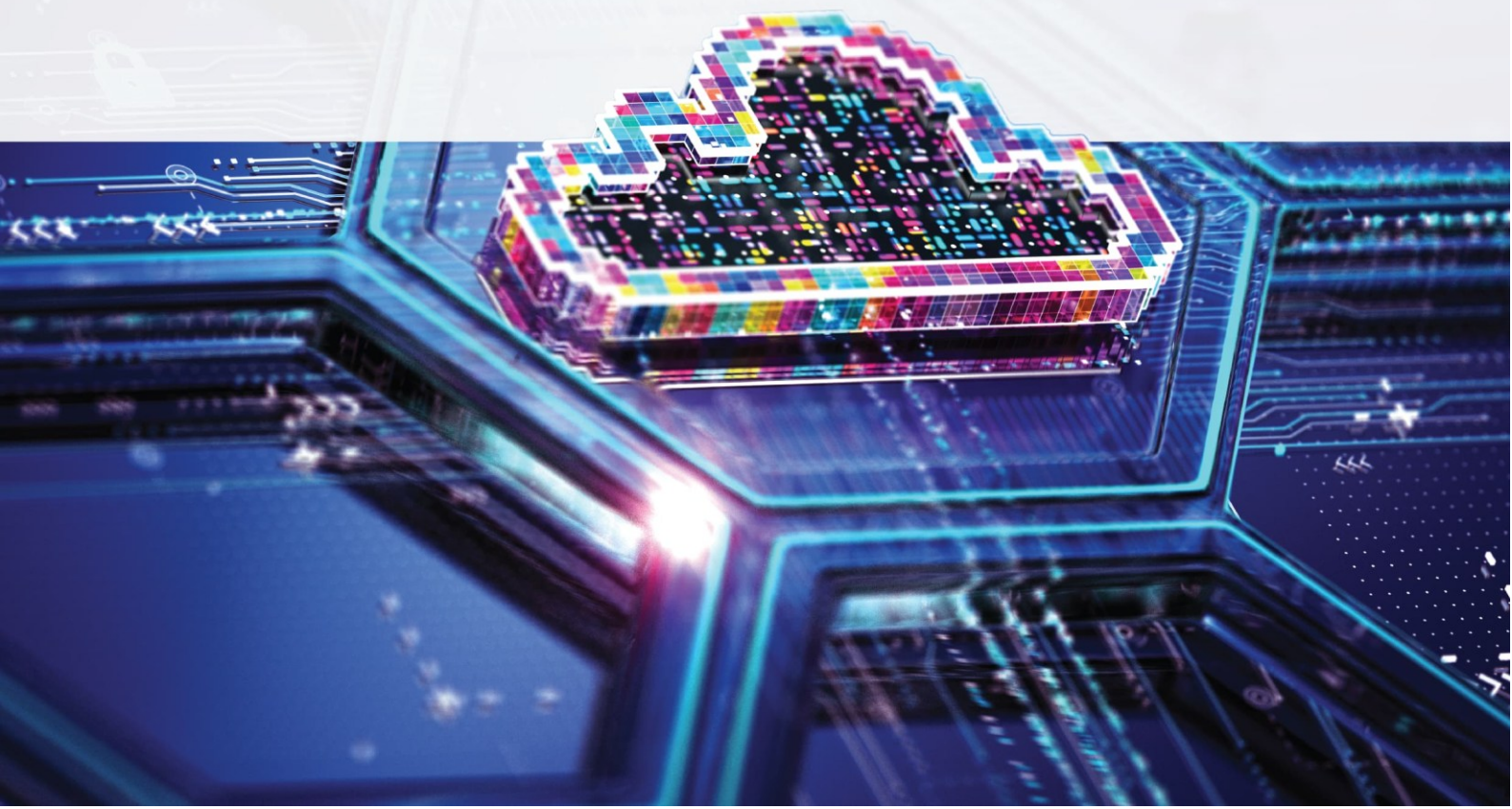
Crown Commercial Service: G-Cloud 15 (GC15) framework

Service definition document

Lot 2b: Applications | Enterprise Resource Planning (ERP only)

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1. Summary

EPI-USE delivers award-winning SAP solutions as a Gold SAP Partner and licensed reseller. We offer proven, preconfigured solutions and supporting platforms for automation. Implementation services include proprietary platforms for migration to cloud, data migration and integration. Our UK-based delivery comes with proven public-sector success.

EPI-USE provides licencing and services for SAP's full suite of technology including a specialised, deeply experienced implementation practice. EPI-USE offers a personalised service for all our licence customers, helping them to get the most out of their subscriptions.

Our implementation experience, honed globally over 40 years, has led to innovative, market-leading solutions for all things implementation related – whether it is implementing from scratch or migrating to the cloud.

EPI-USE brings deep, hands-on experience in delivering SAP Supply Chain implementations and ongoing support services across complex, business-critical environments. Our track record spans end-to-end SAP Supply Chain solutions, including S/4HANA Logistics, Materials Management (MM), Sales and Distribution (SD), Production Planning (PP) and Warehouse Management (WM) / Extended Warehouse Management (EWM), supporting organisations through design, implementation, optimisation, and long-term operational support. With a strong focus on business outcomes, we work closely with client teams to stabilise and enhance supply chain operations, improve planning accuracy, streamline procurement and fulfilment, and ensure resilient system performance. Post-implementation, EPI-USE provides robust SAP support services, combining proactive monitoring, continuous improvement, and responsive incident management to keep supply chains running efficiently while enabling clients to adapt to changing market demands and future SAP roadmaps.

EPI-USE also offers an automation service that helps streamline and automate tedious business processes through our EPI-USE Virtual Assistant platform. The service offers existing automation of often-seen repeatable tasks. It also offers bespoke automation of unique client requirements. Manual testing across BAU, projects and SAP patch release

cycles to ensure each test run is fast, accurate, and consistent can put a lot of extra load on already stretched teams. The EPI-USE Test Automation and Regression (TARA) platform frees client teams up to focus on analysis, optimisation, and delivering real business value by handling repetitive end-to-end test execution automatically.

Our unique PRISM service supports lower risk, faster migrations from on-premise to the cloud, supported by our proprietary tools to move configuration, data and compare pre- and post-migration outcomes.

2. Business need

Public sector organisations depend on a best-of-breed integration platform to connect and orchestrate systems across complex information landscapes, with particular reliance on resilient, well-integrated SAP Supply Chain solutions. As SAP's cloud ecosystem evolves rapidly, buyers require a trusted partner that can support mission-critical supply chain operations while managing wider digital transformation, offering:

- Deep expertise across SAP technologies, including core Supply Chain and Logistics modules
- Proven ability to manage complex, transformational SAP implementations with minimal disruption to supply chain continuity
- Certified SAP specialists with hands-on delivery and support experience
- A unified partner offering SAP licensing, implementation, and ongoing support
- Automation platforms and services that improve supply chain visibility, stability, and performance
- Proprietary tools that lower delivery risk and accelerate supply chain transformation outcomes
- Award-winning implementation capability, providing confidence in delivery excellence

EPI-USE meets these needs through a proven, automation-driven support model that strengthens SAP Supply Chain resilience, reduces operational risk, protects business continuity, and maximises return on investment across critical public sector services.

3. Licences and Subscriptions

EPI-USE provides a comprehensive and mature portfolio of software and licence products that support organisations across SAP ERP, analytics, payroll and data management landscapes. Our licence offerings are designed to complement our consulting and managed services, enabling customers to procure technology and specialist intellectual property through a single, trusted SAP partner.

Our portfolio spans SAP resale licences, proprietary EPI-USE products, and specialist accelerators. These products are designed to extend standard SAP functionality, reduce operational risk, improve compliance, and accelerate time to value across complex SAP environments, particularly within regulated and public sector organisations.

3.1 SAP Licence Products

EPI-USE is an authorised SAP partner and reseller, able to provide a broad range of SAP cloud and on-premise licences. We support customers across multiple SAP commercial models, including direct contracting, Value Added Reseller (VAR), and Managed Service Partner Contracts

Through these models, EPI-USE can support customers with licence advisory, commercial structuring, renewals, and optimisation. This ensures organisations procure the right SAP products and licensing approach aligned to their operating model, governance requirements, and long-term SAP roadmap.

3.1.1 SAP Analytics and Data Products

EPI-USE supports the licensing of SAP analytics and data products that enable management information, reporting, planning, and decision support across all business workstreams.

This includes SAP Analytics Cloud for dashboards, reporting, planning and forecasting, as well as SAP Business Data Cloud capabilities that support data integration, governance, and harmonisation across SAP and non-SAP systems.

These products enable organisations to move from manual reporting towards decision-ready management information, supporting accountability, transparency, and evidence-based decision-making.

Figure 1 below shows the SAP analytics platform supporting enterprise planning and analytics, with features for dashboards, AI-driven insights, collaboration, and integration across SAP and non-SAP data in on-premise, cloud, and hybrid environments.

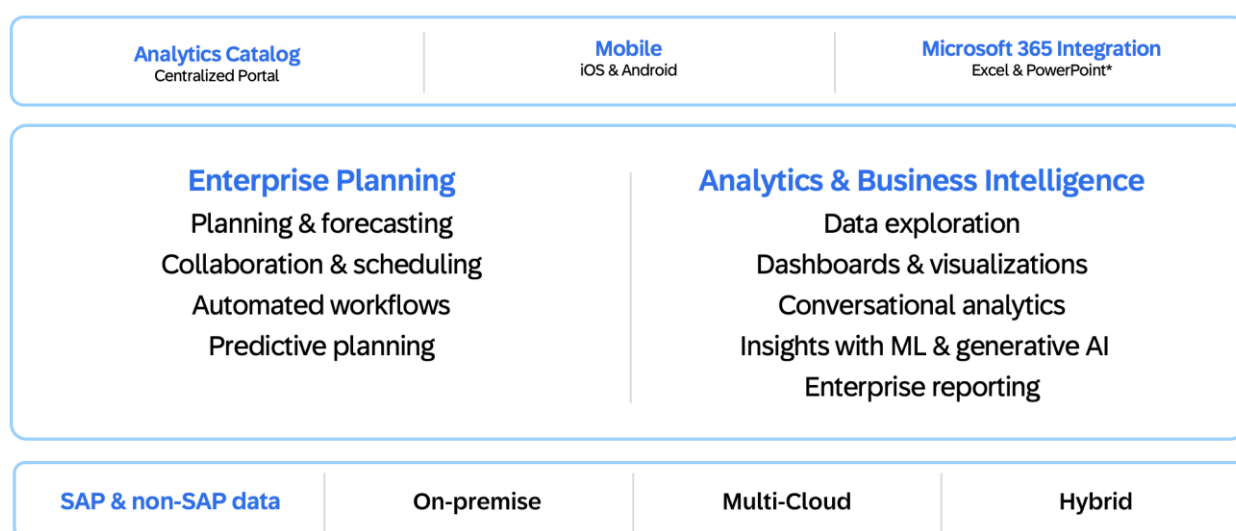


Figure 1 - SAP Analytics Technology

3.1.2 SAP ERP and Financial Products

EPI-USE can licence SAP ERP and SAP S/4HANA products supporting core finance, controlling, procurement, supply chain, and operational processes.

Our licence capability supports organisations at different stages of ERP maturity, including legacy SAP ERP environments, hybrid landscapes, and S/4HANA transformation programmes.

We provide licence advisory services to help customers understand entitlements, optimise usage, and align ERP licences with future transformation plans.

Figure 2 below is a layered diagram showing SAP's Business Technology Platform supporting Cloud ERP, Business Data Cloud, and business functions such as finance, supply chain, HR, spend management, and customer experience, with AI agents orchestrating end-to-end business processes.

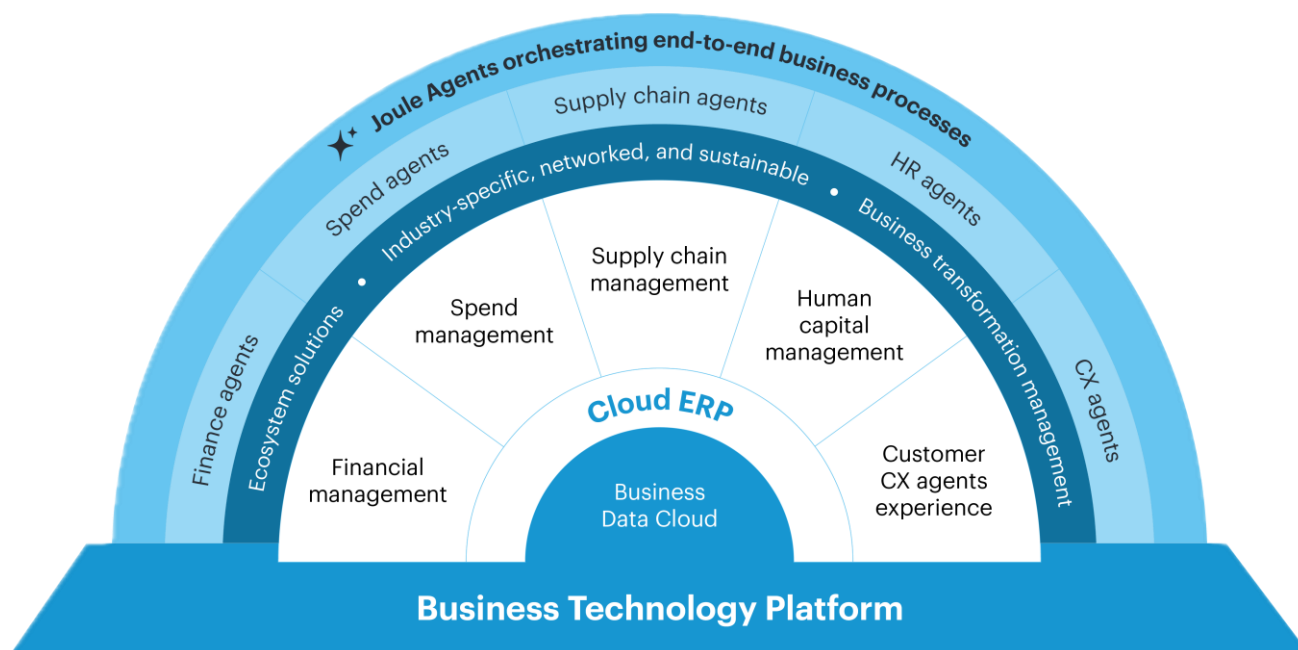


Figure 2 - SAP Technology

3.1.3 SAP Business Technology Platform (BTP)

EPI-USE supports the licensing of SAP Business Technology Platform services that underpin integration, extension, automation, and analytics enablement across SAP landscapes.

Commonly licensed BTP services include integration services, workflow and automation tools, low-code and no-code extensions, and data services used to connect ERP, SuccessFactors, and analytics platforms.

These licences are typically positioned to reduce integration complexity, enable innovation, and support scalable, future-proof SAP architectures.

Figure 3 below shows the Business Technology Platform showing capabilities across application development, automation, integration, data and analytics, and AI, highlighting a secure, scalable, enterprise platform.

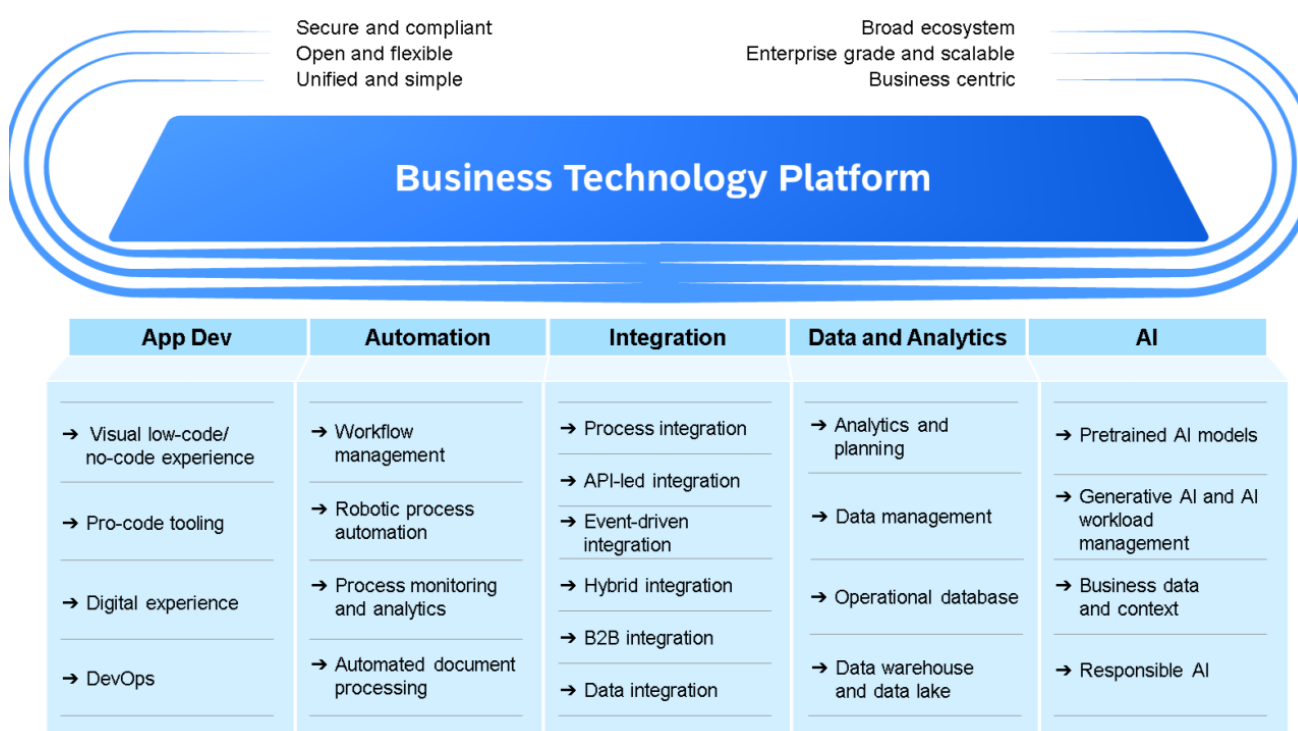


Figure 3 - SAP BTP Technology Function Summary

3.2 EPI-USE Software Products

Our Group's software development arm licences SAP-certified proprietary software to over 1,800 large enterprises and public sector agencies worldwide.

These solutions cover reporting and analytics extensions, data management, landscape transformation, testing automation, cloud management, and data privacy. They are designed to reduce risk, cost and effort across SAP implementations and ongoing operations.

All these products are developed and maintained by EPI-USE and are designed to integrate seamlessly into existing SAP landscapes.

3.2.1 Archive Central

Archive Central is a role-based, secure web solution that provides you with easy access to historical/legacy data for retrieval and compliance. It offers cloud-based archiving (Software-as-a-Service), multiple systems in one and the same archive, compliance with global privacy laws (e.g. GDPR), retention policies for periodic data removal, and enterprise-grade security and compliance. More details in Section 10.

3.2.2 Testing, Transformation and Automation Tools

EPI-USE licenses tools that support SAP testing automation, system conversion, data migration, and transformation programmes.

These products are designed to reduce project risk, accelerate delivery timelines, and improve quality across SAP implementations, upgrades, and ongoing change activity.

4. Implementation Approach

EPI-USE delivers SAP ERP implementations using SAP Activate as the foundational methodology, enhanced with our own proven delivery frameworks, accelerators, and automation. Activate provides a **structured, iterative, and quality-gated** delivery model, ensuring predictable timelines, reduced implementation risk, and traceable governance.

4.1 SAP Activate Methodology Overview

SAP Activate consists of six core stages, each with defined objectives:

1. Discover – Establishing project goals, clarifying the scope, and aligning with customer priorities.
2. Prepare – Setting up the project team, establishing timelines, and preparing data migration strategies.

3. Explore – Conducting fit-gap analysis, validating processes, and configuring the system to customers' needs.
4. Realise – System build-out, conducting rigorous data migration tests, and performing User Acceptance Testing (UAT).
5. Deploy – Final cutover to the new system and confirming Go-Live readiness.
6. Run – Providing post-Go-Live support and continuous improvement measures.

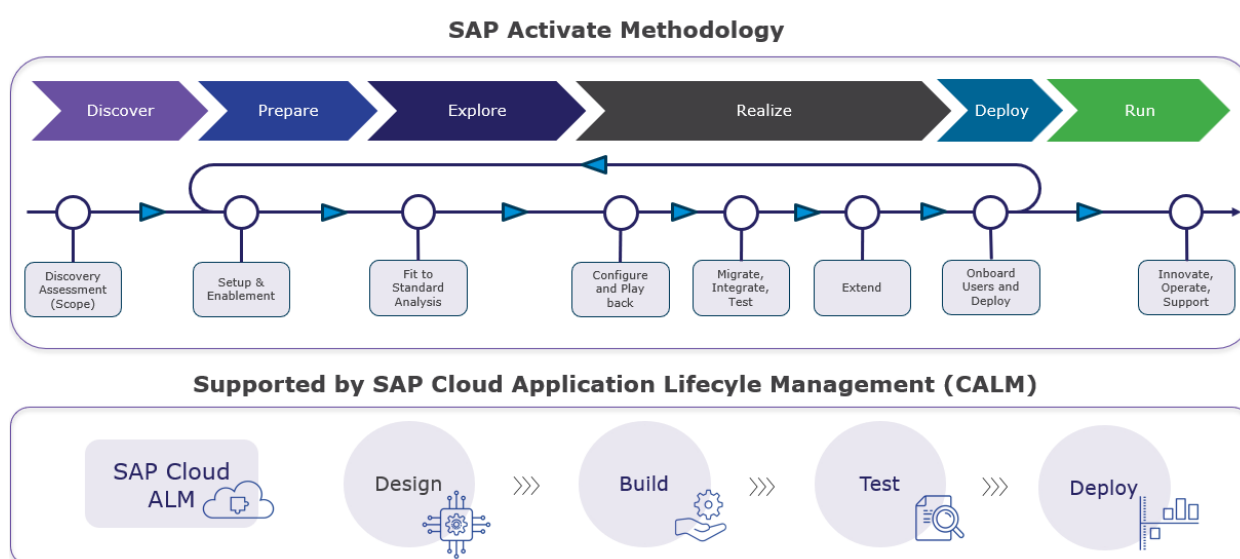


Figure 4 - SAP Activate Methodology

4.2 Phases of Activate – EPI-USE Enhanced

EPI-USE's delivery approach is grounded in global SAP best practice, proven across ERP projects worldwide. By combining SAP Activate with our own refined methodologies, preconfigured design assets, and automation-driven analysis tools, we deliver implementations that are consistent, controlled, and aligned to leading practice from day one. This proven approach ensures our clients benefit from standardised processes, predictable outcomes, and reduced risk – avoiding unnecessary customisation while maximising the value of SAP's cloud capabilities. Through a disciplined framework of quality gates, documentation standards, design governance and repeatable patterns, we create a

delivery environment where decisions are traceable, timelines are protected, and every solution is built for stability, compliance and long-term scalability.

The best practice foundation has been instrumental to our success across complex public sector and commercial programmes, allowing our clients to adopt cloud solutions faster, more confidently, and with lasting business impact.

4.2.1 Discover Phase

The Discover phase focuses on defining project goals, assessing the current system, and building a solid foundation. Key actions include:

- Stakeholder Workshops – Engaging stakeholders to clarify goals, requirements, and expectations.
- Scope Definition – Defining core and extended functionalities, identifying limitations, and setting shared project expectations.
- High-Level Project Planning – Drafting an initial timeline with milestones and a preliminary resource plan aligned with customer priorities.

4.2.2 Prepare Phase

The Prepare phase initiates the project by forming the team, finalising the migration strategy, and preparing data. Key actions include:

- Project Team Assembly – Building a collaborative team with defined roles and responsibilities.
- Initial Data Migration Planning – Setting up data models, addressing data quality, and establishing governance protocols.
- System Environment Setup – Configuring testing, development, and validation environments to ensure readiness for migration.

4.2.3 Explore Phase

The Explore phase covers process validation and initial testing to align S/4HANA with customer requirements:

- Process Validation Workshops – Engaging stakeholders to ensure S/4HANA configurations meet operational needs.
- Configuration and Initial Testing – Performing initial configuration and integration tests to confirm compatibility ahead of data migration in the Realise phase.
- Design documentation – Capture key design choices and create specification documents for reference in Realise.

4.2.4 Realise Phase

The Realise phase focuses on system build and thorough testing based on validated configurations:

- System Build and Configuration – Iterative configuration across sprint cycles as per fit-gap analysis, aligned with customer requirements.
- Process Review – Playback session to validate processes early.
- Data Migration Testing – Conducting multiple rounds of testing to ensure data integrity and system compatibility.
- User Acceptance Testing (UAT) – Engaging end-users to test core functions, automation checks via EVA, concluding with customer sign-off to confirm deployment readiness.
- Testing Support – Support for defect resolution, regression testing, training readiness.

4.2.5 Deploy Phase

The Deploy phase prepares the system for Go-Live, ensuring it is fully operational for customer use:

- Final Cutover Planning – Finalising the transition plan from the legacy system to S/4HANA.
- Go-Live Readiness Assessment – Performing a final readiness check covering data migration, system performance, access enablement, security role validation and approvals.
- Go-Live Execution – Completing cutover, migrating live data, and activating S/4HANA for customer access.

4.2.6 Run Phase

The Run phase supports customer post-Go-Live, facilitating a smooth transition to regular operations with ongoing improvements:

- Post-Go-Live Support – Providing immediate assistance for troubleshooting, user questions, and post-launch adjustments.
- System Optimisation – Implementing enhancements based on user feedback and performance assessments.
- Ongoing Training and Handover – Full handover of solution documents, configuration workbooks, test evidence. Conducting further training and transferring support responsibilities to customer staff for long-term management.

4.3 Defined Milestones

To ensure a smooth progression and transparency throughout the migration, the following milestones are set, each marking a critical point in the project where deliverables and outcomes can be assessed, and alignment with the customers' needs can be verified.

1. Project Kick-off (Discover)

- Official launch with Customer and project team alignment on goals, timeline, and initial project scope.

2. Migration Strategy Approval (Prepare)

- Review and sign-off on the detailed migration plan, including data mapping, quality protocols, and mock migration schedules.

3. Requirement Validation and Fit-Gap Analysis Complete (Explore)

- Completion of workshops and delivery of the Fit-Gap Analysis Report, highlighting configurations and any necessary customisations.

4. Configuration and Build Completion (Realise)

- System configuration completed, with Customer sign-off on core business process alignment.

5. First Mock Migration (Realise)

- Initial test of data migration processes, with results documented for review, ensuring data completeness and accuracy.

6. User Acceptance Testing (UAT) Kick-off (Realise)

- End users begin UAT to validate functionality, with sign-off at the end of testing cycles for each critical process.

7. Final Data Migration and Cutover Simulation (Deploy)

- Full cutover simulation completed, providing the Customer with a comprehensive Cutover Plan for Go-Live readiness.

8. Go-Live Readiness Checkpoint (Deploy)

- Formal Go-Live approval after a final readiness assessment covering data, system performance, and resource availability.

9. Go-Live (Deploy)

- Official system transition, with final data migration completed and S/4HANA activated for Customer use.

10. Post-Go-Live Stabilisation and Support (Run)

- Initial support period, addressing any issues, and ensuring end user satisfaction and system stability.

11. Final Project Review and Hand-over (Run)

- Final meeting and delivery of the Project Hand-over Document, including ongoing support guidelines and system documentation.

4.4 Governance Framework

EPI-USE's governance model drives transparency, control, and escalation clarity throughout the project lifecycle. Our trusted governance structure includes:

- Project Steering Committee driving senior leadership alignment, decision making, and risk mitigation
- Weekly Project Governance Meetings to review progress, identify any risks or issues, easily make decisions and design approvals
- Workstream Governance for each part of the business involved in the project (Finance, Sales, Procurement, Integrations, Data, Testing, Change etc)
- Quality Gates at key Activate milestones
- Project RACI that is continuously reviewed, collectively agreed, with back filled options by EPI-USE if required and embedded in all SOWs
- Documented audit trails via Client Central, SharePoint and structured decision logs

It is important to EPI-USE to ensure that our governance model aligns to public sector assurance expectations, including transparency, auditability, compliance, testing rigour, and traceability.

4.5 Roles & Responsibilities

Successful SAP implementations rely on absolute clarity of roles, responsibilities, and decision-making ownership from the outset. Drawing on decades of delivery experience across complex ERP programmes, EPI-USE has learned that well-defined accountability is one of the strongest predictors of project success.

By clearly outlining both EPI-USE and client responsibilities, we enable truly collaborative deliver where every stakeholder understands their part in design, testing, data, integrations, change and deployment activities. The structure drives quality, increases confidence, and provides a transparent, auditable framework that supports public sector assurance and smooth transition into business-as-usual operations.

4.5.1 EPI-USE Roles

Role	Key Responsibilities
Programme Manager	▪ Executive oversight ▪ Drives project quality ▪ Timeline governance
Project Manager	▪ Day-to-day delivery ▪ Risk management ▪ Sprint planning ▪ Steering pack creation
Solution Leads	▪ Module experts
Technical Consultants	▪ Integrations ▪ Replication ▪ Payroll schemas ▪ Finance objects
Data Lead	▪ Data strategy ▪ Migration templates ▪ Transformation ▪ Load cycles
Testing Lead	▪ UAT support ▪ Test evidence ▪ Defect triage ▪ Regression strategy
Change & Training Specialists	▪ Communication ▪ Business readiness approach ▪ TTT approach

4.5.2 Example Client Roles

Role	Key Responsibilities
Executive Sponsor	▪ Strategic alignment ▪ Decision making
Project Manager	▪ Client-side coordination
Business Process Owners	▪ Sign-off for design ▪ Testing ▪ Fit-gap outputs
Data Owners	▪ Extraction ▪ Cleansing ▪ Validation
Testing Teams	▪ UAT execution ▪ UAT acceptance
Security/IT Teams	▪ System access ▪ Integrations ▪ SSO/IAS

5. Data Migration

SAP enables data migration to SAP S/4HANA for customers coming from any legacy system. SAP S/4HANA customers can take advantage of reliable migration approaches by using the SAP S/4HANA Migration Cockpit together with a set of predefined data migration objects.

Figure 5 below sets out data migration process.

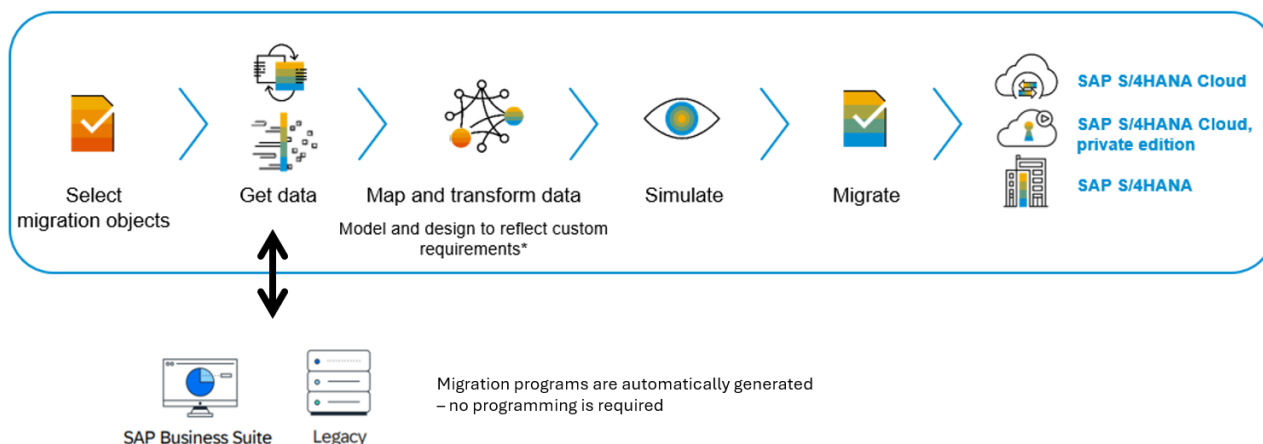


Figure 5 - Data Migration Steps

During the Explore, Realise and Deploy phases we will work alongside the customer to advise and assist with the data migration activities

Our approach to Data Migration focuses on the following principles:

- Defining a set of guiding principals at the beginning of any data conversion project will help establish a framework for planning and decision-making early in the process. Some examples of data conversion guiding principles are as follows:
 - Dedicated data teams should be utilised for the data conversion project. Data conversion should not be an additional role on top of other project/BAU responsibilities.
 - Focus on data that is critical for go-live. Establish a list of critical data elements that must be available at the time of project go-live. Prioritise these key data elements early in the project to avoid potential go-live impacts.
 - Run Load simulations as early as possible. There are many benefits to this including the earlier understanding of data issues, improved understanding of SAP, establishing user confidence, improved accuracy and timing of conversion process, etc.
 - Data cleansing activities should, to the extent possible, be performed in the legacy system application. This helps reduce the risk and complexity associated with the conversion process.

- Involve the business. Participation by key business stakeholders is paramount to ensure a complete understanding of the data – for example, how data should be mapped to SAP, impacted business processes, where data quality issues exist, and any existing cleansing activities.

Figure 6 below is an example RACI matrix for data migration.

Deliverable	Description	Customer IT	Customer SME	G3G
Data Conversion Strategy	Sub-section of overall project conversion strategy			
Data Conversion Tools	Prepare SAP Data Migration Cockpit for use in the Project			
Data Assessment	Build out a Data Dictionary of objects in S/4HANA scope and map to source system objects. Assign Business owners			
Field Data Mapping	Identification of field-to-field mapping rules, data translation rules, default values, and exclusions.			
Data Extraction	Source data is extracted from the legacy system into the repository used to transform the data.			
Data Cleansing	Categorize, standardize, enhance and resolve missing data.			
Data Transformations	A series of rules or functions are applied to the extracted data to prepare it for loading into SAP via the templates.			
Conversion Validation	Reconcile data files to be loaded into the target SAP system.			
Mock Data Conversions	Run Simulations within the Migration Cockpit and advise of issues to be rectified. Iterate earlier steps until the file successfully passes Simulation.			
Data Loading	Load data into the target SAP system at appropriate milestone.			
Data Testing and Validation	Review data in the system - typically a qty check and a sample of field level checks			

Definition
R – Responsible
A – Accountable
C – Consulted
I – Informed

Figure 6 - Example Data Migration RACI

6. Integrations & Development

SAP S/4HANA and SAP Business Technology Platform (BTP) offer comprehensive integration capabilities to meet a customer's requirements.

SAP S/4HANA and SAP BTP provide multiple methods for data import and export:

- REST APIs: SAP offers a wide range of OData-based REST APIs for real-time data exchange. These are documented in the SAP API Business Hub and cover most business objects in S/4HANA.
- SOAP Web Services: For legacy system integration, SOAP-based web services are supported.
- Flat Files: The system supports the import and export of data using CSV and TXT file formats, particularly useful for bulk data transfers.

- SAP Cloud Application Programming Model (CAP): This model enables the development of custom applications and data models that can integrate with SAP S/4HANA.
- SAP Integration Suite: Part of SAP BTP, this iPaaS (Integration Platform as a Service) solution facilitates complex integration scenarios, including data transformations and mappings.
- Open Connectors: SAP Integration Suite includes over 170 pre-built connectors for third-party applications, enabling seamless integration with non-SAP systems.

SAP BTP offers several options for scheduling interfaces:

- SAP Integration Suite: Provides built-in scheduling capabilities for integration flows, allowing for time-based or event-driven execution.
- SAP Intelligent Robotic Process Automation (iRPA): Can be used to schedule and automate data import/export tasks, especially for complex, multi-step processes.
- SAP Job Scheduling Service: A cloud-based scheduling tool that can trigger integration jobs at specified intervals or based on certain events.

Interfaces can be customised and developed within the BTP framework to ensure integrations are future-proofed to the changing landscape and requirements.

SAP S/4HANA and SAP BTP provide comprehensive auditing capabilities for interfaces:

- Integration Monitoring: Offers real-time monitoring of integration flows and API calls, providing visibility into the status and performance of integrations.
- Message Tracing: Provides detailed logging of message flows for troubleshooting and audit purposes, essential for compliance and debugging.
- SAP Cloud ALM: Offers end-to-end monitoring and analytics for integration scenarios, providing a holistic view of the integration landscape.
- Security Audit Log: Records security-relevant events and configuration changes, crucial for maintaining the integrity of the integration environment
- Data Retention Management: Ensures compliance with data protection regulations by managing the lifecycle of integration-related data.

7. EPI-USE Support Services

Backed by SAP Gold Partner accreditation, multiple global delivery awards, and decades of experience supporting complex public sector organisations, EPI-USE provides a robust and future-ready support service that empowers clients to maintain stable, compliant and efficient SAP environments.

Support Service Overview

EPI-USE delivers a structured, SLA-backed Cloud Support Service for SAP applications, designed around stability, resilience, and continuous improvement. The service includes:

- Second- & third-line functional and technical support across multiple SAP modules and applications
- Incident management, triage, problem resolution, and root-cause analysis
- Planned change delivery, including configuration updates, enhancements, and optimisation
- Legislative updates, including SAP Notes, HRSPs and statutory financial updates
- Release management support, including regression testing and readiness for SAP biannual updates
- Proactive optimisation using ticket trends, analytics, and roadmap planning
- Automated enablement tools and proprietary accelerators to reduce manual overheads
- Integration support across SAP and non-SAP HR landscapes
- Strategic account management and governance, ensuring alignment to organisational priorities
- Public sector-aligned compliance, including GDPR, security controls, and audit-ready operations

Figure 7 below sets out the summary of our EPI-USE AMS services:

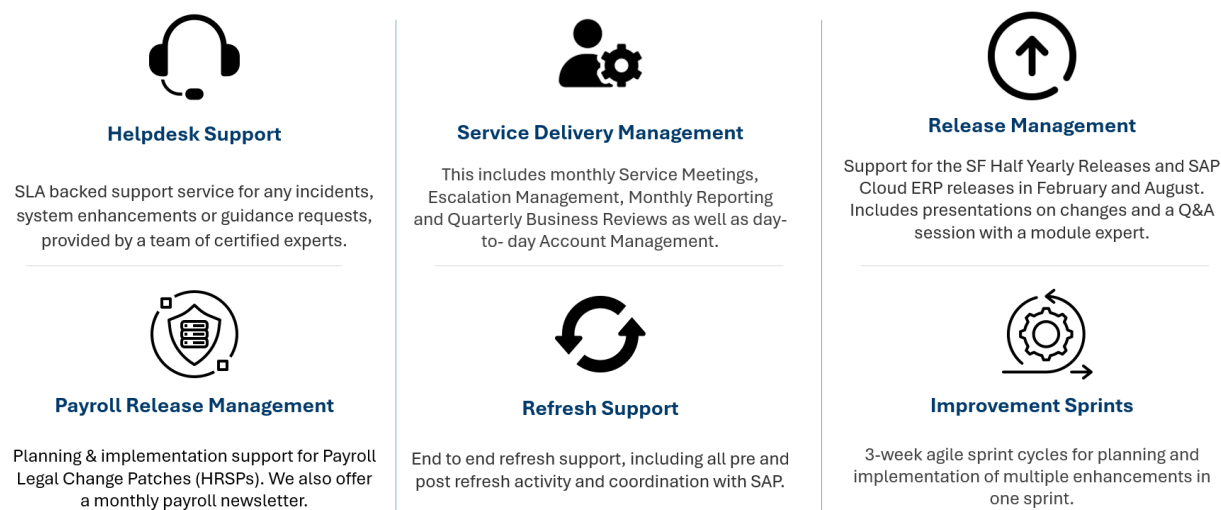


Figure 7 - EPI-USE Support Services

Our Support team has the necessary back up services to allow your internal team to focus on supporting their internal colleagues.

Operational Support

- Full time Support team and manager with focus on root cause analysis and resolution
- Remote support provided between 08:00 and 18:00 Monday to Friday, excluding English Bank Holidays
- Out of hours and/or on-site support can be scheduled with a minimum of 4-weeks' advance notice (additional fee).
- Monthly service reporting SLA-backed Support service
- VPN connection to your SAP systems for remote support, if required
- Unit testing and documentation of all configuration changes made

Service Level Agreement

Our Support service is backed up by SLAs.

The Service Levels for AMS incidents are detailed below, where:

- Standard Response Time means the time within which the Support call is acknowledged via email
- Target Resolution Time is the time taken from the Support call being raised to the issue being resolved or an agreed workaround or agreed Plan of Action is in place

Priority	Description	Standard Response Time	Target Resolution Time
Urgent	Loss of service availability with no acceptable workarounds, critical impact on all users	1 hour	4 working hours
High	System or Data issue that affects multiple users and has an adverse business impact	1 hour	12 working hours
Medium	Issue that may have an adverse business impact, but is not critical and has a known workaround	1 hour	5 working days
Low	No adverse business impact, can cover advisory services, requests for information or system enhancements	1 hour	10 working days

Support locations

EPI-USE is able to offer services that are fully on-shore or a blended model combining on-shore and off-shore services. We will work with you to determine the best option for your needs. Our services are delivered from the UK, South Africa and India.

8. PRISM for S/4HANA

Get insights into your migration options and accelerate your Selective Data Transition (SDT) with PRISM for S/4HANA, a flexible approach to create a lean, secure SAP estate.

- Customise your SAP S/4HANA migration solution
- Determine best options with free automated assessment
- Minimise business disruption and de-risk migration process
- Choose data to reside, adapt or sunset, and reduce footprint
- Anonymise data and comply with data privacy laws

8.1 PRISM for S/4HANA

PRISM is our solution for high-speed, low-risk transformations to modern SAP landscapes, including on-premise SAP R/3 to SAP S/4HANA, SAP SuccessFactors Employee Central Payroll or SAP BW/4HANA.

It is a flexible, cost-effective solution to allow the adoption of the latest SAP technologies, and works with RISE with SAP.

If you are considering a SDT, PRISM for S/4HANA provides a turnkey selective data-migration service. Using a software-driven migration approach – leveraging our Data Sync Manager (DSM) suite – means that the project can include some greenfield and brownfield elements. This enables you to assess more flexible data migration options, and to manage risks and avoid costs associated with a traditional S/4HANA conversion.

9. Data Sync Manager: Elevate your SAP test data management and data scrambling

With the world-renowned DSM Suite, you can copy and mask data efficiently between and within any SAP ABAP-stack landscape, and reduce your footprint for agile, business-aligned landscapes.

9.1 Solve all your SAP test data and scrambling challenges

With the DSM software suite and related services, you can rapidly create new non-production systems, reduce the footprint when refreshing existing test clients or creating new ones, and copy selected data on demand, all with integrated scrambling of data for security. Trusted by over 800 companies worldwide, DSM is the simplest, most effective way to copy and mask data between and within any SAP ABAP-stack landscape (such as Enterprise Resource Planning [ERP], Customer Relationship Management [CRM] or Business Warehouse [BW]). DSM is certified by SAP for 'Integration with RISE with SAP S/4HANA Cloud'.

The DSM Suite is made up of five complementary products that can be used in conjunction with each other or independently: System Builder/Shell Sync, Client Sync, Object Sync, Object Extractor and Data Secure.

- With System Builder or Shell Sync, you can provision a system shell matching Production without the data, quickly and easily. This allows your testing to be much more accurate.
- Client Sync creates lean SAP clients that are fully functional and have complete data integrity; an alternative to a full system refresh.
- With Object Sync, you can copy specific data scenarios on demand, with complete data integrity, from any SAP system to another.
- Object Extractor allows real-time transfer of complex SAP data for S/4HANA Migration Cockpit loading, Test Automation sheet creation, AI Learning platforms, etc., with complete control over the output format.

- Data Secure is a comprehensive protection solution that comes with pre-defined masking rules. It protects sensitive data across all non-production systems using flexible masking options.

9.2 Cut time and costs when you move to SAP S/4HANA

Whether you use a Greenfield, Brownfield or SDT approach, DSM can cut costs significantly, as well as saving you time and ensuring a more efficient process. With DSM, you can reduce the footprint of your SAP systems by enterprise and/or time-slice to deliver lean, business-aligned landscapes with increased agility for current and future upgrades. Before you migrate, use DSM to rationalise your landscape. During migration, use DSM to build a lean, dedicated sandbox for the project. Then use DSM to build out smaller new test and development systems. After the migration, DSM can keep your landscape agile.

10. Archive Central

Archive Central is a secure, web-based archiving platform that lets organisations consolidate structured and unstructured legacy data into a centralised, searchable repository with role-based, read-only access. It enables retiring old systems, meeting compliance and privacy laws, and simplifies reporting, audits, and digital transformation without keeping outdated systems running.

Securely decommission systems with Archive Central, and comply with global data privacy laws. Manage your legacy data more effectively, and get role-based access to historical data and reports, including for audits and regulatory reviews.

- Easily accessible via a web interface
- Maximise cost efficiency
- Role-based, read-only access to sensitive data
- Data encrypted in transit and at rest
- Comply with data privacy laws

Certified to ISO 27001, ISO 27701, SOC 2, and more, Archive Central is a secure platform that gives you read-only access to structured and unstructured data, without having to keep legacy systems running.

11. About EPI-USE

EPI-USE is the world's largest and most experienced independent SAP HR/Payroll specialist, and a leader in designing, building, and implementing Cloud-based, hybrid and on-premises HR/Payroll systems. EPI-USE localised and maintains 42 SAP Payroll local country versions, over 40% of the worldwide country coverage available on SAP Payroll, and has led or been involved with over 1,500 SAP implementations. EPI-USE is rapidly emerging as a leader in the SAP Cloud ERP arena in the US, the UK, the Asia-Pacific region and Southern Africa.

Our software development arm licences proprietary software to over 1,800 large enterprises and public sector agencies worldwide, offering HR and non-HR SAP-related software and services, including reporting, data management, landscape transformation and data privacy, with a growing component of custom development of non-SAP solutions.

EPI-USE is a member of Group Elephant, which has a 43-year track record. It operates as a conglomerate comprising 10 groupings of trading brands, employing circa 4,200 people across 42 countries and serving over 2,000 of the world's largest corporations and public sector agencies, and licensing software to over 1,800 organisations worldwide.

Group Elephant goes 'Beyond Corporate Purpose' in its day-to-day activities and operates through a hybrid business model through which it funds and operates non-profits and impact investment businesses. Primary focus areas are the preservation of at-risk Elephants and Rhinos, through the economic upliftment of rural People in areas adjacent to the threatened species, or another definition of 'ERP'.

Group Elephant also includes separate boutique brands specialising in business critical, non-core software and services businesses, traditionally focused on MNCs and large public sector agencies. The Group has services partnerships with all of the hyperscalers, but with an emphasis on AWS.

12. Beyond Corporate Purpose: Elephants, Rhinos & People ('ERP')

Should we be successful in winning this engagement, we will channel 1% (one percent) of our net revenues deriving therefrom, to Elephants, Rhinos & People (ERP) projects. You would be able to choose from a range of projects towards which the funds would be directed, and our ERP staff will provide you with ongoing monitoring and evaluation, and reporting, at your election. Please note that the monies do not constitute an elective add-on to our fees, but would rather be taken out of our revenues.

Please visit www.erp.ngo for examples of our current initiatives and interventions.



13. Legal notice

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