



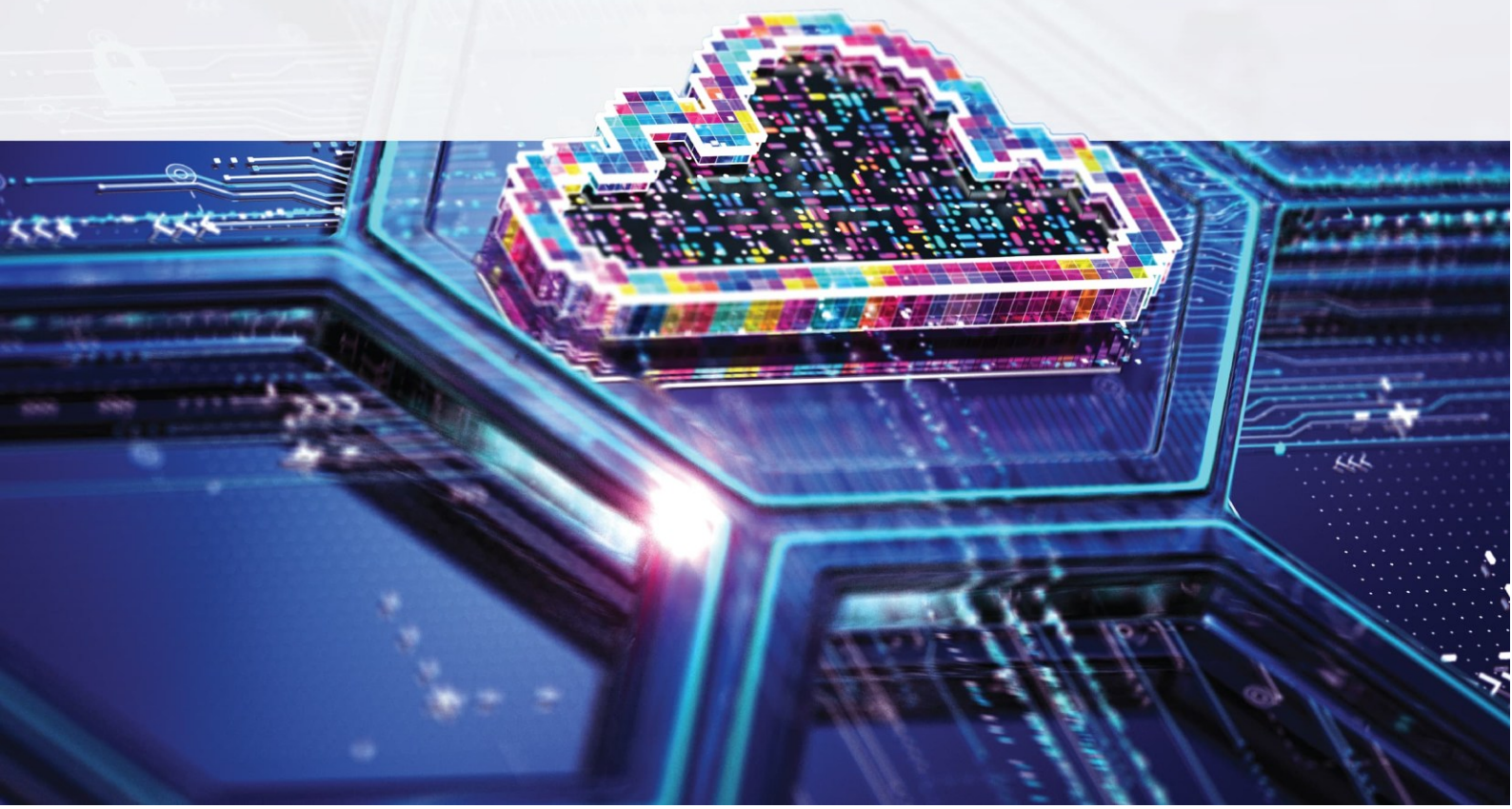
Crown Commercial Service: G-Cloud 15 (GC15) framework

Service definition document

Lot 3: Cloud Support Services | Ongoing Support

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1. Summary

EPI-USE provides comprehensive ongoing support services for SAP cloud solutions across Human Capital Management, payroll, core HR, talent, and SAP Finance/ERP. Delivered by UK-based certified consultants, our service ensures end-to-end functional and technical support for SuccessFactors and SAP Finance applications. As an SAP Gold Implementation Partner, multi-award-winning delivery organisation and licensed reseller, we offer an integrated lifecycle support model covering incident resolution, optimisation, change delivery, legislative updates, release enablement, assurance, and strategic service governance tailored for public sector organisations.

2. Business need

Public sector organisations depend on stable, compliant, and continuously optimised HR, payroll, and finance systems to maintain service delivery, meet statutory obligations, and ensure financial accuracy. As SAP's cloud ecosystem evolves rapidly, buyers require a trusted partner with:

- Deep expertise across SAP SuccessFactors and SAP Finance
- Ability to manage complex, multi-system landscapes and public sector integrations
- Proven capability in biannual cloud releases and continuous feature adoption
- Certified payroll, HR, and finance specialists for legislative compliance
- A unified partner offering licensing, implementation, and ongoing support
- Award-winning implementation capability providing assurance of delivery excellence

EPI-USE meets these needs through a proven, automation-driven support model that reduces operational risk, protects business continuity, and maximises return on investment across HR, payroll, and finance operations.

3. 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 HR, Payroll and Finance environments.

Support Service Overview

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

- **2nd & 3rd line functional, technical, platform and infrastructure support** across SAP SuccessFactors and SAP Finance
- Incident management, triage, problem resolution, and root-cause analysis
- Planned change delivery, including configuration updates, enhancements, and optimisation
- Payroll and Finance 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, finance, and payroll landscapes
- Strategic account management and governance, ensuring alignment to organisational priorities
- Public sector-aligned compliance, including GDPR, security controls, and audit-ready operations

Figure 1 below shows support service components including helpdesk support, service delivery management, release management, payroll release management, refresh support, and improvement sprints:

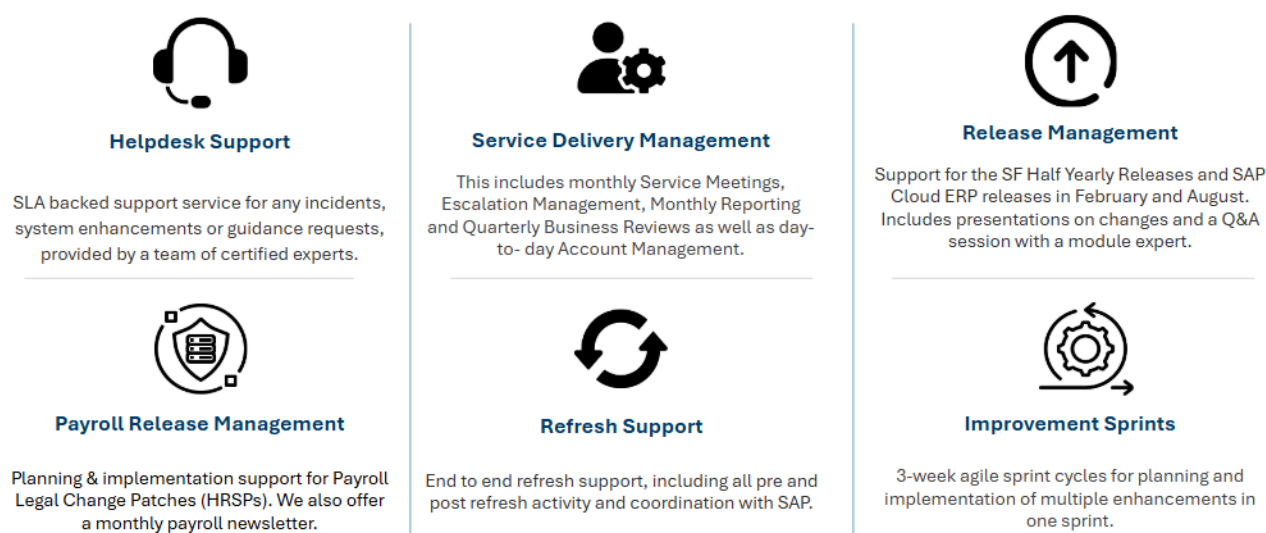


Figure 1 - EPI-USE Support Services

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
- Incident, change, service request, and problem management
- Support packs and patch updates
- Remote support provided between 08:00 and 18:00 Monday to Friday, excluding English Bank Holidays
- Pro-active monitoring, daily checks and housekeeping tasks
- 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 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.

4. EPI-USE Payroll Processing Services

Introduction to Employee Managed Services (EMS)

As experts in processing payroll on SAP software, clients can outsource all or part of their payroll processing to our experienced SAP payroll processing teams who are [CIPP trained and certified](#) in the UK. We process UK payroll jointly from the UK, from where the engagement will be led, and from our Madrid processing centre, which will provide support.

We have access to a wealth of SAP payroll technology experts and can offer expert advice and technology solutions to streamline and optimise your payroll process.

Using our Q4 Methodology (see next section for more information), we will transition, support and improve the processing of your SAP payroll. When you trust us to manage your payroll, you are not only outsourcing payroll, but you are also outsourcing other activities and risks.

People

We maintain a core group of people who know your system, process your payroll and work with your teams to deliver on time. We also ensure continuity for your payroll by maintaining and training a team large enough to cope with peaks in demand and plan.

Support

We will work with our EPI-USE payroll support colleagues to ensure your system is maintained, tested, and kept up to date with SAP patches and legal updates.

Partner

We will work with you to ensure payroll queries are resolved, processes are followed and improved so that payroll is delivered on time for your employees, each and every pay cycle.

The EMS Q4 Methodology

The EMS team has developed a comprehensive quality control process we call Q4. This process entails four key elements conducive to a successful move to a new payroll model:

1. Service Establishment

- Transition In
- Change Management

2. Client Expectations

- Governance meetings
- Staff surveys

3. Knowledge & Capability

- EMS Academy for people development

4. Service Delivery

- Define the model
- Document processes and controls

Standard Service Model

Figure 2 below outlines the standard service model but we specialise in tailoring our model to meet your needs. The EMS team offers tailored solutions for supporting your monthly payroll delivery including year-end and year-start activities.

Figure 2 below shows a summary process diagram of a standard payroll service model on SAP SuccessFactors, outlining pre-payroll, payroll, and post-payroll activities with shared responsibilities between EPI-USE and the client.

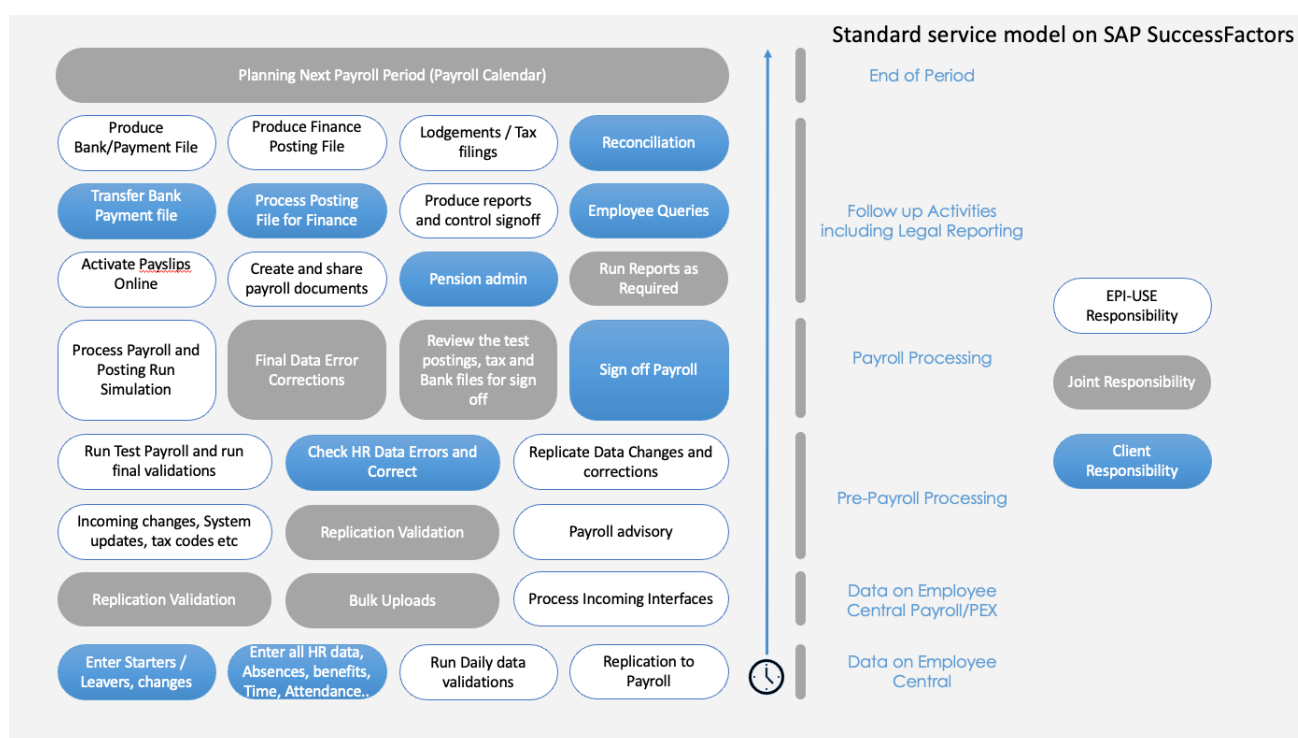


Figure 2 - EPI-USE EMS Service Example

Transitioning to EMS alongside ECP implementation

The transition of service to a Fully Managed Payroll is critical and the EMS team in the UK is experienced in transitioning in new clients to our services. This onboarding exercise forms the "Q1- Service Establishment" pillar in our payroll processing methodology, Q4.

Activities include:

- Knowledge transfer from the existing payroll processors
- Understanding the Client's specific policies, processes and anomalies
- Documenting the to-be process and updating the service model document if necessary

Transition alongside ECP implementation

If an ECP implementation project is opted for in addition to outsourcing your payroll to EMS, The EMS team should be involved as an integral part of that project. Services include:

- Client-side support. Tailored support for the project, including representing you to the technology consultants, ensuring the solution ultimately reflects your BAU payroll requirements.
- Project advisory. Ensuring system configuration and best practice processes are put in place from the very start with the end users (the payrollers) in mind
- Training. Ensuring your personnel have our up-to-date knowledge, and able to use ECP with maximum efficiency

5. EPI-USE Client-Side Services for HR & Payroll

EPI-USE has a 40+ year track record working with our clients using SAP technology. We have been implementing SAP payroll and now EC Payroll for over 30 years and have created more than 35 SAP payroll drivers for SAP and our clients including, for example, Jersey, Guernsey and Isle of Man. We have recently implemented payroll for BT, which is the largest UK EC Payroll implementation – over 90,000 employees.

As a niche specialist in SAP HCM and SuccessFactors, we have large teams dedicated to HR and payroll.

In our experience the following areas are of critical importance to an EC Payroll implementation:

- Deep understanding of a client's terms and conditions to ensure the payroll meets the calculations requirements
- Understanding the current EC design and determining the best alignment for EC Payroll plus what additions might be required to EC
- Ensuring data migration is planned early with multiple test cycles to ensure success including the success of the payroll comparison runs to check payroll calculation and data accuracy
- Providing deep expertise to help design the complex interfaces that are required for payroll
- Including a good range of knowledge transfer and training sessions in the project to help build capability in the client team before go live

Based on our experience of implementation and support over the past 40 years, we are able to provide tailored client-side support services for implementations.

Quality Assurance

As outlined in our introduction, EPI-USE has extensive, deep experience implementing SuccessFactors and Payroll. Our wide cross-industry experience over the past 40+ years allows us to bring a unique perspective in terms of understanding the key factors to get right on a project and where the risks are.

One of our valuable services, therefore, is Quality Assurance services to help support our clients on their project journeys.

These can be in the areas of:

- Payroll Solution
- Project Governance
- Employee Central
- Data Migration
- Integrations

Figure 3 below shows the quality assurance activities available at each stage of an implementation project:

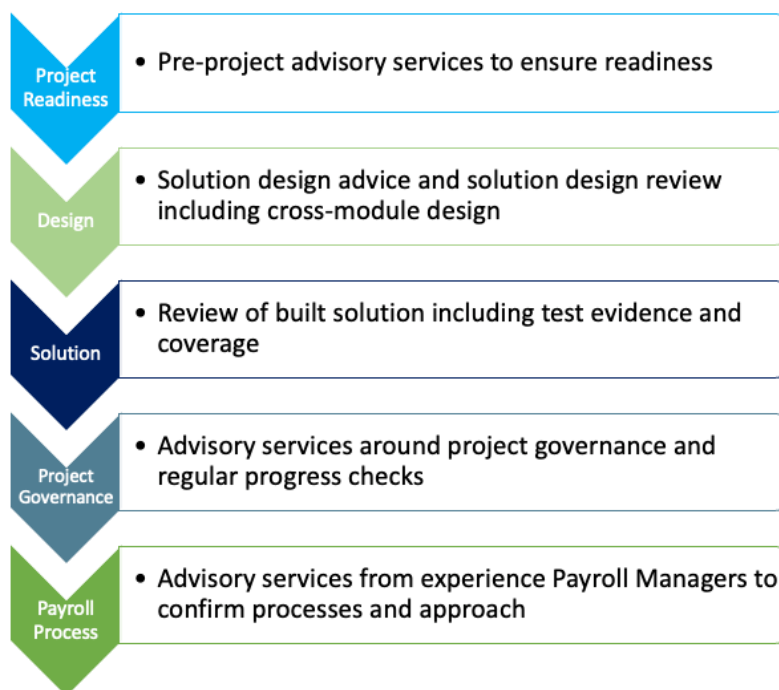


Figure 3 - Quality Assurance

Payroll Manager Advisory

EPI-USE has a well-established payroll processing business that includes a large team of experienced payroll managers and specialists, all highly skilled according to best practice processing of payroll on the SAP SuccessFactors EC Payroll solution. As a boutique Business Payroll Outsourcing specialist, our Employee Managed Services (EMS) team offers highly tailored managed payroll services delivered on SAP SuccessFactors EC Payroll or hosted SAP Payroll to clients across the globe in myriad industries, using an ISO accredited methodology. By leveraging the EMS capability, EPI-USE is able to support EC Payroll implementations by embedding payroll managers alongside clients' payroll teams and offering a flexible menu of supporting services covering:

Employee Central Payroll continuous improvement recommendations

Through a detailed review of your payroll process, as well as a system-level inspection of your ECP build, we can provide a comprehensive assessment of your current alignment to best practice, together with a list of continuous improvement recommendations to increase efficiency, improve user experience, decrease errors, and mitigate risks.

Project advisory & support

Our experience shows that for successful system implementations it is vital to actively involve payroll experts with day-to-day, hands-on experience in running payrolls, from the outset. EPI-USE's EMS team works alongside you as a trusted advisor to guide you in making sound project decisions enabling a smooth transition, successful go-live and stable business-as-usual payroll processing.

Training of your payroll team on EC Payroll

Once you have invested in cutting-edge payroll technology; it is equally important to invest in the people who operate it. Your payroll team needs to be proficient in ECP, able to access and use the appropriate reports, and prepared to respond to payroll queries with confidence. Drawing on our deep ECP expertise, we deliver structured training and knowledge transfer to your team.

Project Team – Role Augmentation

EPI-USE has many years of experience implementing and supporting SAP SuccessFactors HR/Payroll solutions. We are able to bring experienced, reliable people, who have worked on many projects across a range of industries, to add the value you need on the “client side” of things.

Our unique combination of deep experience and client-side experience will enable us to help your organisation achieve your deliverables for the project. We understand that projects are tough and not your “day job”, we understand projects and what is needed to

make them successful – we can support you by placing resources into your team, to help you get the best solution, best out of the project:

We can offer resources to fill roles on your projects, across the board. The roles we offer are typically specialist roles rather than junior business analysts and the like. For example, Payroll Managers, Project Managers, and Payroll Consultants. But we can also provide more junior roles, such as test script creators.

We have additional services we can also offer for projects such as training material creation using our specialist team based in South Africa.

Once you gain an understanding of what you need to bring to the table with your chosen implementation partner, we can work with your organisation to help work out where we can best support you.

Supporting your end-to-end project lifecycle

During our client implementations, EPI-USE follows the SAP SuccessFactors methodology, SAP Activate, for SaaS delivery. Therefore, EPI-USE would be able to provide all of our services outlined throughout this document to support to your organisation during the end-to-end implementation and post-go-live project processes, providing peace of mind and help along the way. Our services will allow you to deliver the best solution to your business in the most supported way possible.

Figure 4 below shows the stages of an Activate implementation project, with an arrow indicating support is available from start to finish:



Figure 4 - Implementation Methodology - Activate

Some examples of services we can bring to your organisation, using the services we have outlined in this document are:

A Preparation phase to help your organisation plan the project alongside the implementation partner of choice, and to support in understanding the current live SuccessFactors landscape in your organisation and how this will play a part in the upcoming project

A detailed Exploration phase to look at the functionality available in the SuccessFactors modules in scope and to provide insights and support to your organisation on the proposed build in the Configuration Workbooks for the first iteration of each module

EPI-USE would participate in discussions with your organisation and the chosen partner during the Realise phase for the Build of the agreed solution and provide guidance on playbacks and refinement during Iterations 2 and 3

EPI-USE could provide team members to help test the new solution or support your payroll team as they test the solution during Verify.

EPI-USE could provide training or hand holding for the new team as they get used to the live solution during Deploy and Hypercare.

Payroll Business Continuity Services

Our EPI-USE EMS team is also able to provide a Business Continuity Payroll service. This service serves as a back-up service to your in-house payroll team. It is ideal for small payroll teams where sickness or crisis could cause severe interruption to service.

The service includes a setup phase, which includes identifying risks and improvements to the current payroll provision, whilst also ensuring EMS can run your organisation's payroll/s as a service if required. The setup would culminate with a playback to discuss our findings and recommendations with your organisation's stakeholders.

The ongoing service would start following the setup, so that EMS could step in and either run, or assist with payroll processing should your organisation require this. Included within

this service cost is one full payroll run per year to ensure EMS can run payroll if required, shadowing your organisation for one payroll run per year and quarterly (or ad-hoc) meetings to ensure knowledge and skills are maintained.

The basic service transition timeline is laid out below, in Figure 6:

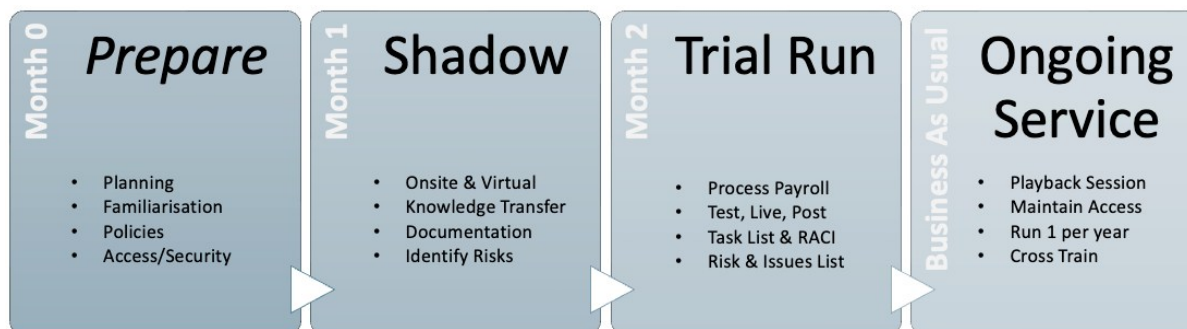


Figure 4 - EPI-USE EMS Business Continuity Service

6. EPI-USE Automation Solutions

6.1 The EPI-USE Virtual Assistant (EVA)

The EPI-USE Virtual Assistant (EVA) is your ultimate digital ally in streamlining and automating tedious business processes. EVA is designed to revolutionise how you work by simplifying repetitive tasks, saving time, and boosting overall efficiency. Costly and tedious tasks in your SAP, SuccessFactors and other systems can now be automated by EVA instead of doing it yourself.

The EVA Platform is available to all EPI-USE clients at no additional charge.

Figure 7 is a screenshot of the EVA application home screen showing a dashboard with tile icons for Favourite Tasks, Client Details, New Task, View Catalogue, Monitor Tasks, Manage Service Tasks, Task Configuration, and History.

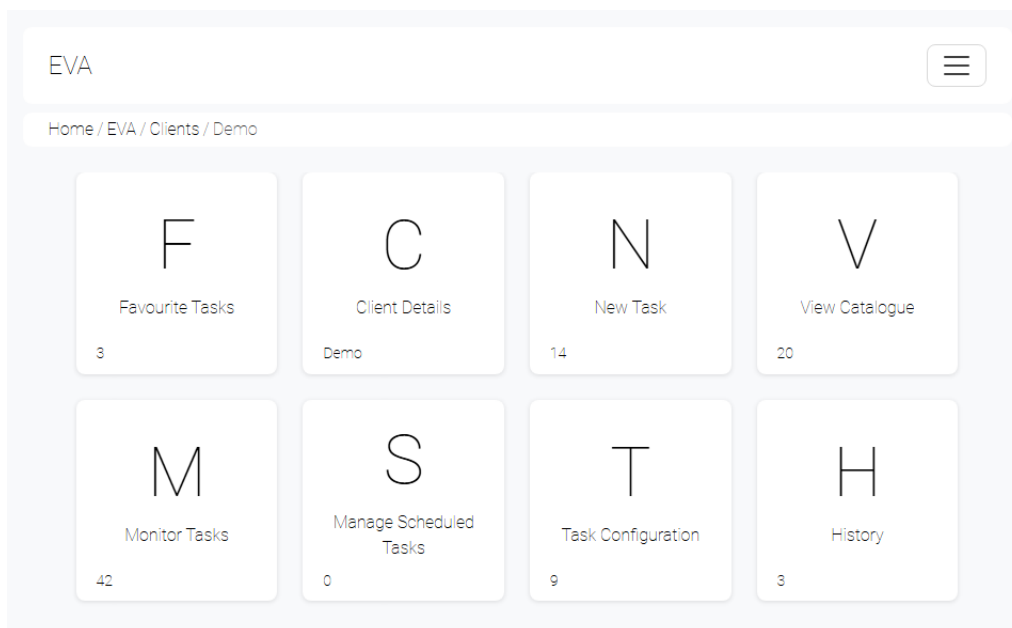


Figure 5 - EVA Dashboard

Bespoke Automation

The EVA Platform provides clients access to standard EVA tasks, designed to address common pain points our clients share. These tasks are readily available and can be activated upon request.

In addition to our standard tasks, clients have the flexibility to enhance these tasks to address specific requirements unique to their organisation. Whether it is customising existing tasks or creating entirely bespoke solutions, EVA provides a consolidated platform for process automation tailored to your needs

The EVA Bespoke Automation approach allows you to start with a low or no-cost pilot tailored to one high-impact process. See value quickly, and expand automation where it makes sense—on your terms, at your pace.

Our proof of concept (POC) or pilot approach allows clients to conduct a quick time-to-value POC at a low cost. If the project is decided to proceed, POC costs are waived, allowing for a no-cost POC.

Automation as a Service

The EVA Automation as a Service Platform provides our clients:

- Zero infrastructure investment
- Flexible pay-as-you-go pricing
- Rapid deployment within weeks or even days
- No in-house development required

Use Cases in Action

The following are examples of bespoke automation used by clients:

- Document migration
- Daily reporting and data transfers between multiple systems
- Document generation
- System migrations

Real Results, Real Fast

- Save Time: Automate repetitive tasks in hours, not weeks
- Cut Costs: Reduce manual errors and free up your team for high-value work
- Boost Compliance: Ensure accuracy with audit-ready processes

6.2 TARA Test Automation

Our Testing & Regression Assistant (TARA) takes care of the repetitive, manual work across BAU, project, and half-yearly SuccessFactors release testing, ensuring every cycle runs efficiently and accurately. By automating end-to-end testing, TARA frees your team from repetitive test execution so they can focus on analysis, optimisation, and delivering real business value.

Figure 8 below shows a screenshot of a TARA Execution Status dashboard showing test execution metrics, charts of pass and fail results, and a table listing test cases with expected results, actual results, and status.

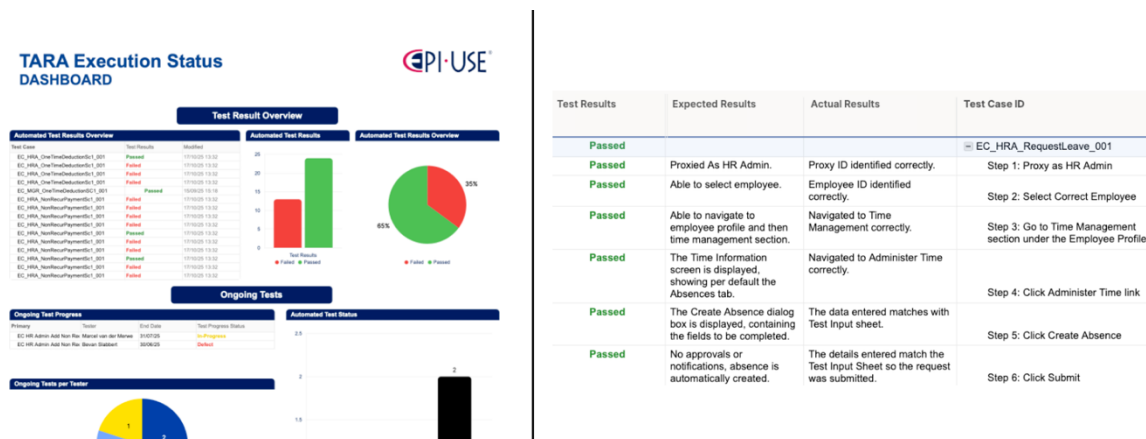


Figure 6 - TARA Dashboard

TARA Automation as a Service provides our clients:

- Low upfront costs
- Flexible pay-as-you-go pricing
- Out of the box test script automation for SuccessFactors and ECP

Built for SAP SuccessFactors and ECP

With close integration to your SuccessFactors landscape, TARA supports BAU, project, and half-yearly release testing with precision and reliability. By orchestrating repeatable test scenarios and validations, TARA reduces manual data entry and checking during testing, helping cut errors across payroll and HR processes.

Savings and Benefits

By automating repeatable testing across SuccessFactors and Employee Central Payroll, TARA significantly reduces testing effort, cycle time, and rework costs. Teams spend less time on manual validation and more on driving business improvements. Fewer errors mean

smoother payroll runs, greater data accuracy, and reduced risk during BAU and release cycles.

Bespoke Automation

In addition to TARA's standard test scenarios, clients can easily adapt or add scenarios to match their organisation's unique processes and testing requirements

7. Data Migration Services

EPI-USE is able to offer a wide range of services to support your organisation's data migration – from consulting services to proven products. Our propriety data migration software solution Data Orchestration is tried and tested as an efficient tool to manage and complete your data migration process. Data migration is one of the biggest risk areas on any project which is why the people and tooling are critical to ensure delivery is on time and within budget. The following sections outlines our approach to data migration and the benefits of using our Data Orchestration tool to orchestrate your HR and Payroll or S4 data migration.

For example, a SuccessFactors rollout will involve the data migration of employees from multiple source HR and Payroll systems into a single SuccessFactors EC instance implementation. The employee headcount and data complexities for public sector clients usually indicates a large-scale data migration activity, which requires a data migration approach tailored to manage and reduce risk.

The objective of the data migration exercise is to provide the project with accurate and fit for purpose data. This will allow for efficient testing and ensuring business processes function as intended. A data migration exercise will also provide an opportunity to highlight data quality issues and identify data cleansing initiatives.

7.1 Data conversion

EPI-USE Data Orchestration and management services follow the following process, which allows us to address any challenges and deliver a smooth, successful data migration transfer by go live.

Figure 9 below shows three connected elements—Data Migration Framework, Data Orchestration, and People—illustrating a consistent, auditable data migration approach supported by automation and specialist roles.

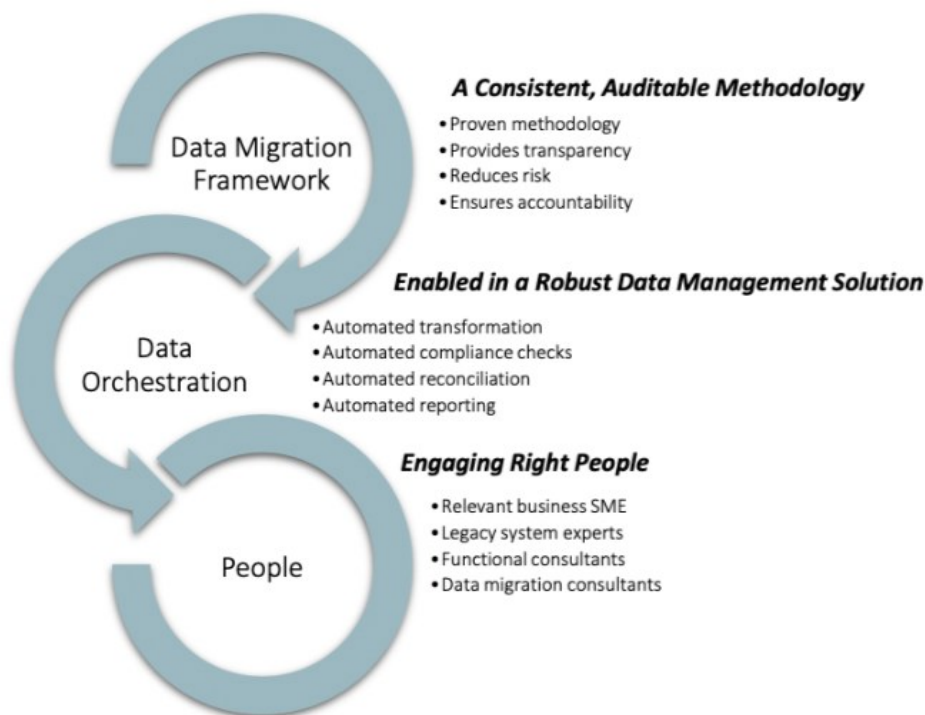


Figure 7 - Data Migration Framework

We adopt a tried and tested, robust data migration methodology, which allows us to reduce risk and ensure transparency and accountability throughout the project.

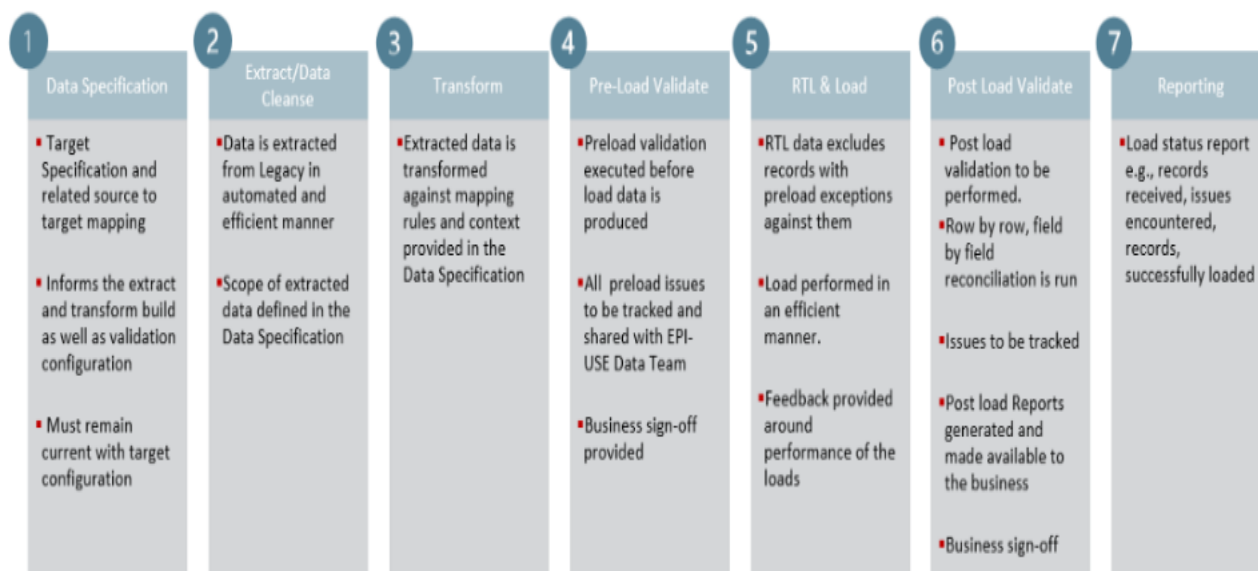


Figure 8 -Data Migration Key Steps

*RTL – Ready to Load

Data Orchestration securely automates data transformation, pre-load, and post-load validation between systems, efficiently processing large data volumes. The objective is to streamline the data migration process by providing a single-entry point for executing critical data migration tasks.

This is intended to ensure that the data migration is completed within the designated timeframe and maximising the period available for the business to conduct verifications and validate the accuracy of the data.

Key automation features:

- Automated target specification generation
- Automated data transformation
- Automated technical preload validation
- Automated technical post load reconciliation

Providing transparency in a data migration cycle is key to mitigating the risk around data migration. Data Orchestration supports this by providing dashboard and reports that provide the following insights:

- Preload Validation – An exception dashboard highlighting data objects at risk from data not meeting target requirements. This provides business with an early view of potential data cleansing initiatives that needs to run.
- Post load Validation – A technical reconciliation between ready to load data versus respective target data
- Load Summary – A real-time view of the progress of a data object as it moves through the migration cycle along with associated metrics
- Comparison – Capability to verify integrations by comparing respective data sets across EC and Payroll, post load reconciliation

Figure 11 below shows an image of a dashboard showing three columns labelled Simple, Efficient and Transparent, illustrating automated data migration features including single data entry, transformation, compliance verification, reconciliation and real-time progress reporting.

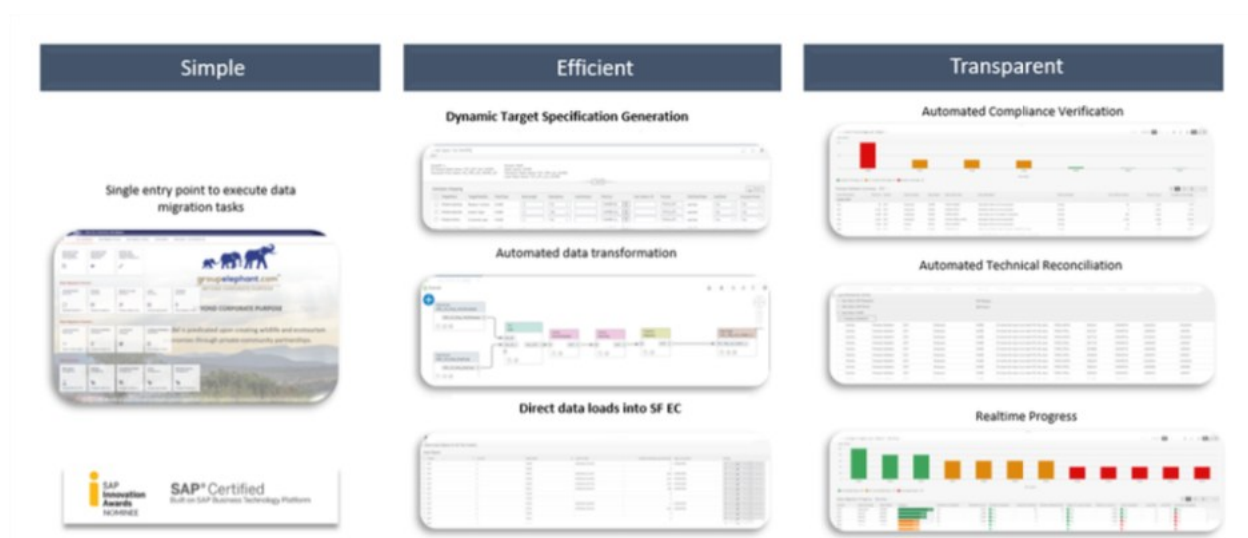


Figure 9 - Data Orchestration Dashboard

7.2 Why EPI-USE Data Orchestration:

- Automated Target Specification generation
- Automated data transformations, which are executed from within the Data Orchestration product to further simplify execution of a Data Migration Cycle
- Dynamic preload compliance rules generated to quickly verify transformed data meets the target requirements
- Additionally, compliance checks can quickly identify source data quality issues and potential cleansing initiatives for the relevant client teams to execute
- Direct loads
- Automated technical reconciliations, to quickly provide supporting artefacts to aide the client in their post load sign-off process

Allow the client's Data Team to focus on extract and validations

8. SAP Enterprise Resource Planning & SAP Business Suite Advisory

EPI-USE provides independent, client-side SAP Enterprise Resource Planning (ERP) and Business Suite advisory that helps organisations align SAP investments with business strategy while managing risk, cost, and transformation complexity.

8.1 SAP ERP advisory

EPI-USE delivers client-side advisory for organisations running SAP ERP (ECC and S/4HANA), including those evaluating or adopting RISE with SAP and other cloud deployment models. We help shape ERP roadmaps, target architectures, and transition strategies, covering greenfield, brownfield, and selective transformation approaches. Advisory engagements typically include SAP landscape assessments, value realisation reviews, licence and usage analysis, operating model design, and vendor-neutral guidance on future-state ERP architecture.

Our consultants focus on ensuring ERP investments support business outcomes such as control, resilience, and scalability, rather than being driven solely by technology lifecycle or vendor pressure. We work with finance, procurement, supply chain, and IT stakeholders to prioritise initiatives, sequence change, and manage dependencies across programmes and BAU. Using tools such as SAP Signavio, we provide process discovery, performance analysis, and benchmarking across core ERP processes, highlighting inefficiencies, standardisation opportunities, and automation potential. These insights underpin practical, data-driven recommendations that support continuous improvement and de-risked migration to S/4HANA or SAP Cloud ERP (public or private edition).

8.2 SAP Business Suite advisory and integrations

Beyond core ERP, many organisations operate a broader SAP Business Suite landscape that includes applications such as SAP Customer Relationship Management (CRM), Supply Chain Management (SCM), Supplier Relationship Management (SRM), Product Lifecycle Management (PLM), Business Warehouse (BW) and industry-specific components. EPI-USE provides holistic advisory across this full suite, assessing how each component is used today and how it should evolve as part of the client's wider application and data strategy. This includes decisions on retaining, consolidating, modernising, or retiring Business Suite applications and evaluating options to transition capabilities into SAP's cloud portfolio where appropriate.

We undertake structured reviews of the current Business Suite footprint, including functional scope, technical health, customisation levels, and integration patterns. This allows us to recommend rationalisation opportunities (for example, consolidating overlapping CRM or SRM functionality), clarify which processes remain best served on Business Suite, and identify where capabilities may move to SAP S/4HANA, SAP Customer Experience (CX), Ariba, SuccessFactors, or other cloud services over time. For analytics, we advise on the positioning of SAP BW, SAP BusinessObjects, SAP Analytics Cloud, and third-party platforms, ensuring that data from across the suite remains governed, performant, and usable for reporting, planning, and regulatory needs.

A critical aspect of our Business Suite advisory is integration. We help clients define target integration architectures that connect SAP and non-SAP applications using contemporary integration platforms such as SAP Integration Suite and SAP Business Technology Platform (BTP) services. This includes assessing and simplifying existing point-to-point interfaces and legacy middleware (e.g. SAP Process Integration / Process Orchestration [PI/PO]), designing API and event-led integration patterns, and establishing governance over interface landscapes. Our approach ensures that key end-to-end processes (such as lead-to-cash, source-to-pay, plan-to-produce, and record-to-report) continue to operate reliably across ERP, CRM, SCM, SRM and other applications throughout transformation.

8.3 Signavio, LeanIX, and architecture alignment

EPI-USE places strong emphasis on aligning business processes and enterprise architecture across both ERP and the wider Business Suite. We leverage SAP Signavio to provide process discovery, conformance and performance analysis, and benchmarking across core value chains. This gives clients a fact-based view of how processes actually run today, where bottlenecks and exceptions occur, and where standardisation or automation would create the greatest benefit.

To complement process insight, we use LeanIX Enterprise Architecture Management to give organisations clear visibility of their SAP and non-SAP application landscapes, interfaces, and technical risk. LeanIX supports impact analysis and scenario modelling when introducing, changing, or decommissioning Business Suite and ERP components, allowing stakeholders to understand downstream impacts on applications, integrations, regions, and business units before change is approved. The combination of SAP Signavio and LeanIX enables a tight linkage between process models, applications, and technical services, creating an integrated view that is essential for complex roadmaps and multi-year transformation programmes.

8.4 Trusted client-side advisor

Across SAP ERP and the wider Business Suite, EPI-USE acts as a trusted client-side advisor rather than a product or vendor driven implementer. We work collaboratively with internal teams, system integrators, and SAP to establish clear governance, transparent decision-making, and measurable outcomes. Our client-side stance ensures that recommendations are grounded in business value, operational resilience, and long-term sustainability, not simply short-term cost savings or licence considerations.

By combining deep SAP expertise with structured process and architecture insight, we enable organisations to confidently plan, transform, and optimise their SAP ERP and Business Suite environments. The result is a roadmap that is realistic, data-driven, and aligned with both technology and business strategy, giving stakeholders a clear line of sight from current state to target state and the steps required to get there.

9. SAP Managed Services

We deliver strategic and innovative SAP enterprise modernisation services as well as ongoing IP-leveraged managed services tailored for complex public sector enterprise landscapes, with a strong emphasis on SAP environments. Our approach combines proactive operations, automation-driven support and transformation enablement to organisations achieve resilient, secure, and cost-efficient IT operations while accelerating digital service delivery.

9.1 Core capabilities

9.1.1 Managed Services and Operational Support

24/7 Technical Operations: Full lifecycle support for SAP Basis, database and infrastructure components, ensuring predictable and stable operations across Production and non-production systems.

Proactive Monitoring and Incident Prevention: Automated monitoring and alerting combined with root-cause analysis to prevent outages and reduce future resolution times.

Service Desk Integration: Seamless escalation into existing service management frameworks (ITIL aligned) with clear SLAs and performance reporting.

9.1.2 Transformation and Modernisation Services

SAP S/4HANA Migration and/or RISE Transition: End-to-end planning and execution support for transitioning from SAP ECC to S/4HANA or RISE, including readiness assessments, cutover planning and post-go-live hyper care.

Cloud Adoption Enablement: Strategy and implementation support for adopting cloud platforms, hybrid architectures, and managing data residency and compliance requirements relevant to public sector regulations.

Application Rationalisation and Optimisation: Identification of redundant customisations and system inefficiencies, with recommendations for simplification and cost reduction.

9.1.3 Automation and IP-Driven Efficiencies

Deployment of proprietary automation IP to streamline recurring tasks such as transport management, user provisioning, system health checks, and patching. Tight integration with service management platforms to automate ticket creation, updates, approvals, and closures, maintaining full governance and auditability.

End-to-End Workflow Orchestration: Automation of processes such as system start/stop, patching, upgrades, refreshes, transports, and cutover activities, coordinated through central orchestration engine.

Event-Driven Operations: Automated responses triggered by system events or thresholds (e.g. capacity breaches, job failures, interface backlogs), enabling faster remediation without manual intervention.

9.1.4 Security & Compliance

Security Hardening & Patch Management: Continuous vulnerability management and patching for SAP and underlying platforms, aligned with security standards ISO27001.

Audit & Compliance Reporting: Automated evidence generation for compliance frameworks, reducing audit burden and supporting regulatory adherence.

9.1.5 Performance & Cost Optimisation

Capacity Planning and Cost Management: Right-sizing infrastructure and licensing with forecasting models to control cloud and on-prem costs.

Performance Tuning: System and database tuning services to enhance application responsiveness and resource utilisation.

9.1.6 Governance, Reporting & Insights

Operational Dashboards & KPIs: Real-time dashboards presenting health, risk and utilisation metrics with executive summaries suitable for leadership reviews.

Continuous Improvement Roadmaps: Business reviews and assessments with actionable recommendations based on operational data and trend analysis.

10. 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 42-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.

11. 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.



12. Legal notice

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