

Lot 3 – Cloud Support

SAP Analytics Cloud

Service Description

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Foreword

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Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

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About HCLTech

HCL Technologies is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

HCLTech has been a Global Tier 1 SAP partner for over 20 years and offers services on multiple areas and holds the following accreditations:

- SAP Global Sales Partner
- SAP Certified Systems Integrator
- SAP Endorsed Business Solution (EBS) Provider
- SAP Global Strategic Cloud Partner
- SAP Global Managed Mobility Partnership
- SAP Value Added Reseller (VAR)
- U.S (Gold level) / Singapore / Malaysia / Australia
- Partner Managed Cloud Provider
- Gold Hybris Partner.

Service Description

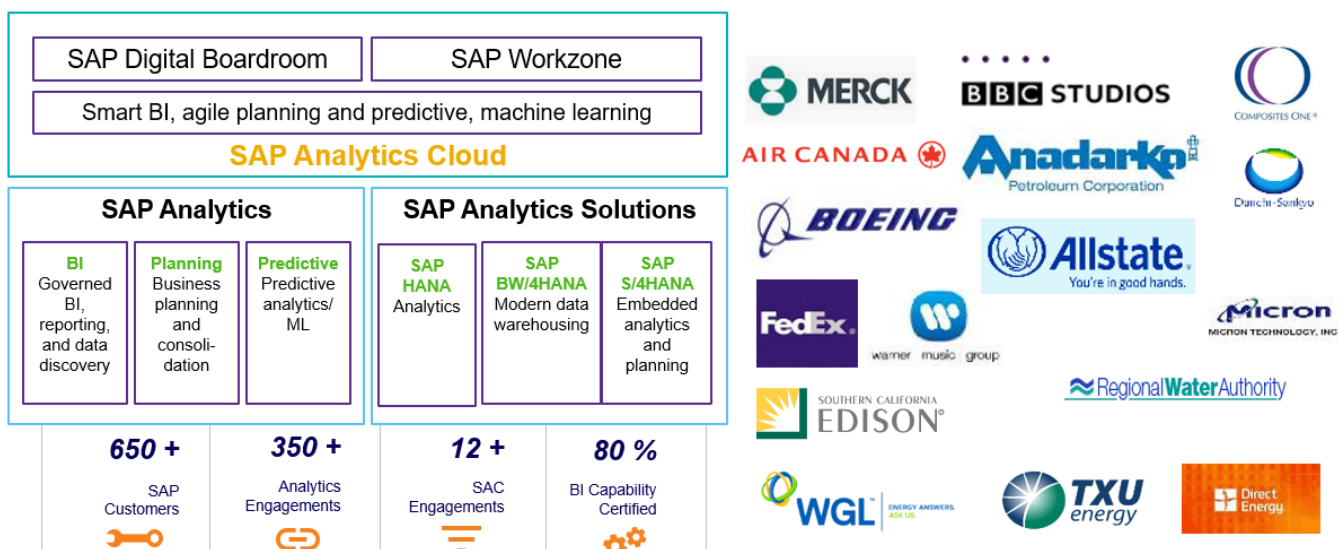
Digital disruption and transformation are driving businesses to evolve and innovate at an increasing pace. To thrive, you need a business analytics capability able to answer the questions that matter to your enterprise: What is the impact of your transformation and innovation on your business operations? Is your business on track against your strategy? What is the impact on the business of the latest market disruption?

Our SAP Analytics Practice leverages our global DigiLabs capability, a multi-disciplinary team of UX, AI, Big Data, AR/VR, and data scientists to help our enterprise clients implement a business analytics strategy and develop an agile analytics capability using the right SAP analytics tools for the right situations and business user groups.

HCLTech's recent awards include:

- HCLTech positioned as a Leader in IDC MarketScape Worldwide Artificial Intelligence Services 2019, Vendor Assessment, Doc #US45040519, April 2019
- HCLTech positioned as a Leader in the Avasant's Applied AI and Advanced Analytics, 2020 Radarview™
- HCLTech Positioned as Leader in Innovation in SAP Analytics cloud and Datasphere by SAP

G-Cloud 15 - Lot 3 Support – SAP Analytics Cloud (SAC) - Service Description



The analytics landscape is changing rapidly with the availability of predictive analytics and machine learning toolsets. Innovations such as in-memory, cloud platforms, mobility, predictive analytics, and machine learning are opening a new world of possibilities.

HCLTech's SAP Analytics practice has recently aligned with the diverse landscape and challenges in the vast number of analytics toolsets. Our consultants have a mix of technical knowledge, industry experience, and data science.

HCLTech is at the forefront of SAP analytics solution delivery, given the size and complexity of our client base and our resourcing strength, our consultants' expertise covers all areas of data warehousing, Business Objects, SAP Analytics Cloud, BPC Planning and Consolidations, SAP Datasphere. Our consultants are certified across all these areas of SAP.

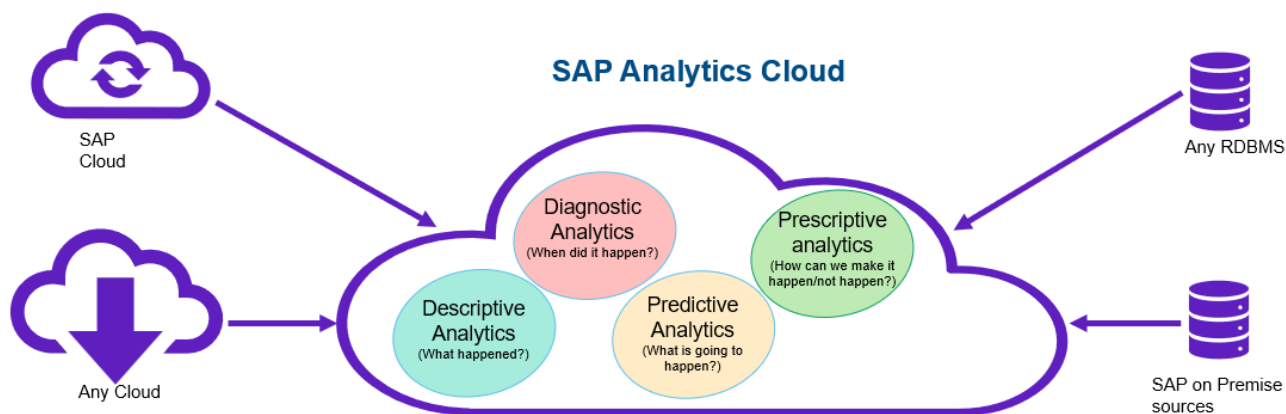


Figure : SAP Analytics cloud Overview

Activities include the following.

Advice

- Business case development
- Industry benchmarking
- Governance programme development

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- Data management organisation (DMO)
- Business Intelligence Competency Centre (BICC)
- Strategic roadmap and migration planning
- Portfolio audit
- Vendor selection

Architect

- Solution design and architecture
- Organisational
- Infrastructure
- Data
- Application
- Programme and project planning
- Global deployment
- Rationalisation and retirement
- Migration
- Post go-live support

Implement

- Environment installation and configuration
- Development of functional and technical specifications
- Development of custom code
- Testing and quality assurance
- Training of administrators, operator, and end users

Govern

- Policy enforcement
- Organisational structure and change management
- Post go-live support processes
- BICC and DMO
- Integration with existing organisational structures and policies

Support

- Post go-live support
- Upgrades
- Application maintenance
- Application retirement

Niche Offerings

Rapid Analytics

In 6-8 weeks, HCLTech can deliver a fully tested and integrated analytics solution that supports fast, data-driven decision making, which a company can scale up to a full enterprise solution as needed or keep as powerful analytics.

Debtor Analysis

HCLTech's rapidly deployed Debtor Risk Profiling solution, powered by SAP Analytics Cloud, automatically highlights risk profiles, allowing users to quickly review which of their customers are becoming an increasing credit risk. This helps you to take appropriate action earlier, and thus, save money, improve cash flows, and reduce the write-down of bad debt.

Digital Boardroom

HCLTech can configure and customise your SAP Digital Boardroom to get the most out of your data with best practice solutions and visualisations.

Assessment framework

HCLTech SAP Analytics engagement typically follows the below assessment framework.

- Business Process Diagrams
 - Current State of Business Process Diagrams would be helpful to understand flow of processes in the organisation
- Architecture Reviews
 - Review of data flows and technology landscape is essential for future roadmap
- Functional Process Workshop
 - Detailed sessions with functional process owners and users would be valuable source to explore business processes
- Initial Process Gap Analysis
 - Analyse and document all observed process gaps during interaction with functional and business process owners
- Differentiators/ Business Imperatives
 - Discuss business priorities along with discovered process gaps
- Baseline Reports Analysis
 - Analyse baseline reports and understand how they are helpful for driving business processes
- Reporting KPI Requirements
 - Engage business teams and discover additional KPI metrics to add more value to business decision making process
- Data Needs Assessment
 - Access data intake and recommend additional feeds and provide directions to streamline the process

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- Future State Roadmap
 - Future state roadmap which provides clear direction on technology adoption and value add analytics
- Proposed Architecture
 - Revised architecture with focus on data governance and advanced analytics and process gaps
- Technology Guidelines
 - Guidelines to maintain technology landscape and sustain growth in business and user adoption
- Best Practice Recommendations
 - Best practices to execute value add analytics and improve technology usage in business decision making
- Metadata Repository Strategy
 - Strategy to allow business teams to understand the data points and provide technology platform
- Identified Opportunities
 - Discover and discuss all opportunities identified to improve architecture and business process
- Self Service Reporting Strategy
 - Provide recommendations on various analytical plan forms and how they can add value to customer's reporting needs and assist business teams
- List of Agreed Decisions
 - Document all agreed decisions and other observations during the assessment engagement
- List of Fiori Apps and Custom Reports/Dashboards SAC
 - Identify a list of Fiori Apps and Embedded Analytics that can be Activated/Deployed in S4

Accelerators

At HCLTech, we understand the transformative impact that data and AI can have on businesses across industries. Our innovative services empower organisations to revolutionise customer experiences, enhance productivity, unleash growth, and unlock new revenue streams.

With extensive industry experience and deep expertise in the ever-evolving fields of data and AI, we are the go-to partner for enterprises embarking on their transformation journeys.

Together, we can unlock the full potential of data and AI, propelling your business toward unparalleled success in the digital age through our accelerators.

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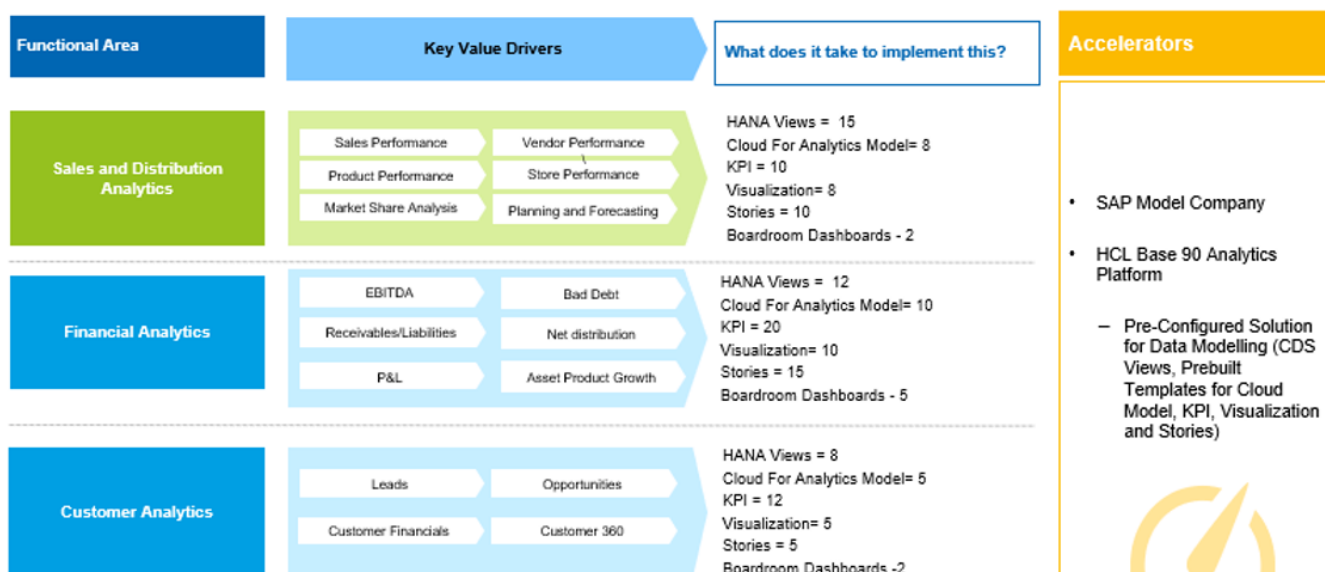


Figure: HCLTech SAP Analytics cloud accelerators

SAP Analytics Cloud Planning

HCLTech delivers timely plans, budgets, forecasts, and reports with greater speed and accuracy with a full set of enterprise planning features at your fingertips through SAP Analytics Cloud.

HCLTech will help you supercharge your planning transformation with quick start content packages for finance, sales, human resources and supply chain in SAP Analytics Cloud. Leverage templates, dashboards and customise the content to fit the needs of your business.

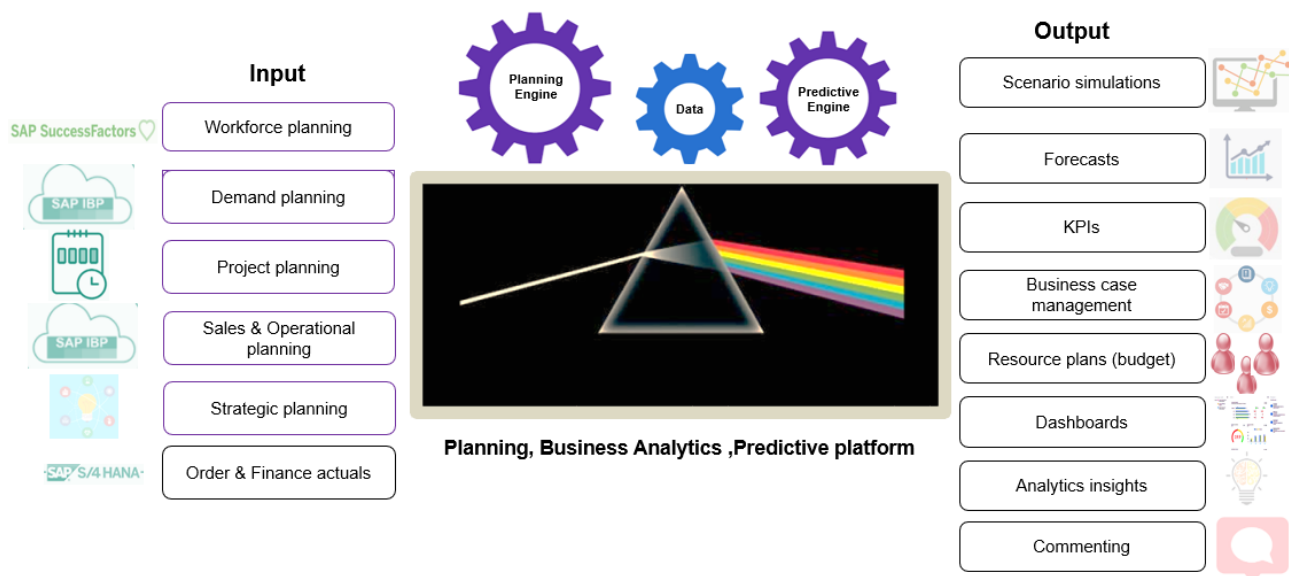


Figure: SAP Analytics cloud Planning

Finance

Use SAP S/4HANA content packages to jump-start your financial planning and analysis transformation.

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- Live connectivity between plans and actuals
- Automated allocations and multi-step planning processes
- Financial analytics dashboards.

Human Resource

Use SAP SuccessFactors content packages to jump-start your workforce planning and analytics transformation.

- Operational headcount planning including new hires, transfers, contingent workers
- Strategic workforce planning
- Organisational KPIs including staffing, positions, and attrition

Supply Chain

Use SAP Integrated Business Planning and SAP S/4HANA content packages to jump-start your digital supply chain transformation.

- Derive insights from design to operate with augmented analytics
- Extend and merge supply chain planning processes with financial, strategic and operational alignment
- Simulation cockpit available for outcomes based on supply chain and financial drivers

Solution Architecture point of view of HCLTech for SAC

- Flexible and consistent modelling of planning and simulation processes
- End-user-driven
- Augment financial analysis with artificial intelligence to create more accurate forecasts
- Single financial truth including all business dimension across entity and group level
- End-to-end transparency with full audit trail from Group Reporting to underlying accounting journals

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Architecture offering of SAC

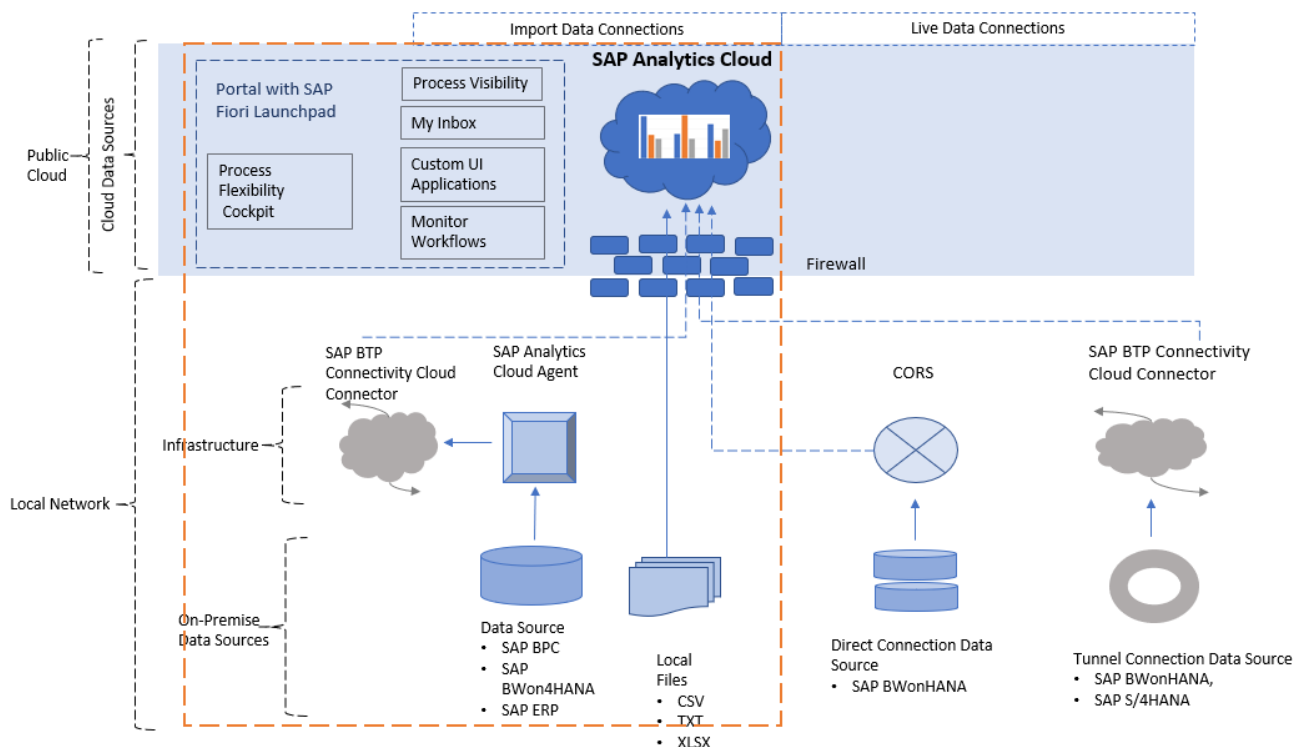


Figure: High Level SAC Architecture

Transition & On-boarding

In HCLTech, we follow the ASSET™ Transition Enablement Framework. The Transition methodology involves three stages namely:

1. Assessment
2. Service Transition
3. Steady state

In the assessment stage, due-diligence is performed by transition team. In this phase, the nature of transition required is identified.

The Service transition phase has four sub phases, thus.

Initiation

In the initiation phase, all preparation work for the transition is done. This involves identifying resources for the transition, defining a transition management plan, setting up connectivity to the customer's application.

Absorption

It is in this phase that the actual knowledge transfer is performed. Knowledge transfer (KT) sessions are conducted via workshops.

Replication

In the replication phase, a reverse KT would be performed by the support team.

Observation

In the observation phase, the support consultants would work on tickets under supervision from the existing support team.

The acceptance criteria for starting support are evaluated and on successfully meeting the acceptance criteria, the account goes into standard support mode (under an SLA observation period)

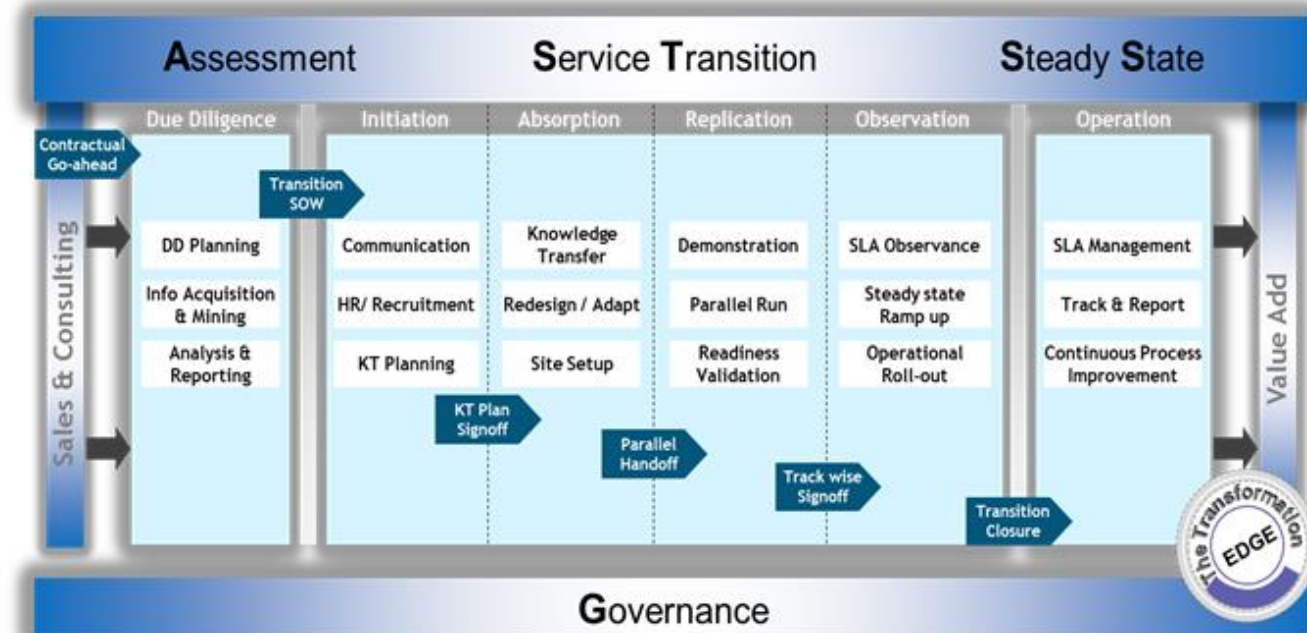


Figure: HCLTech's ASSET™ Transition Enablement Framework

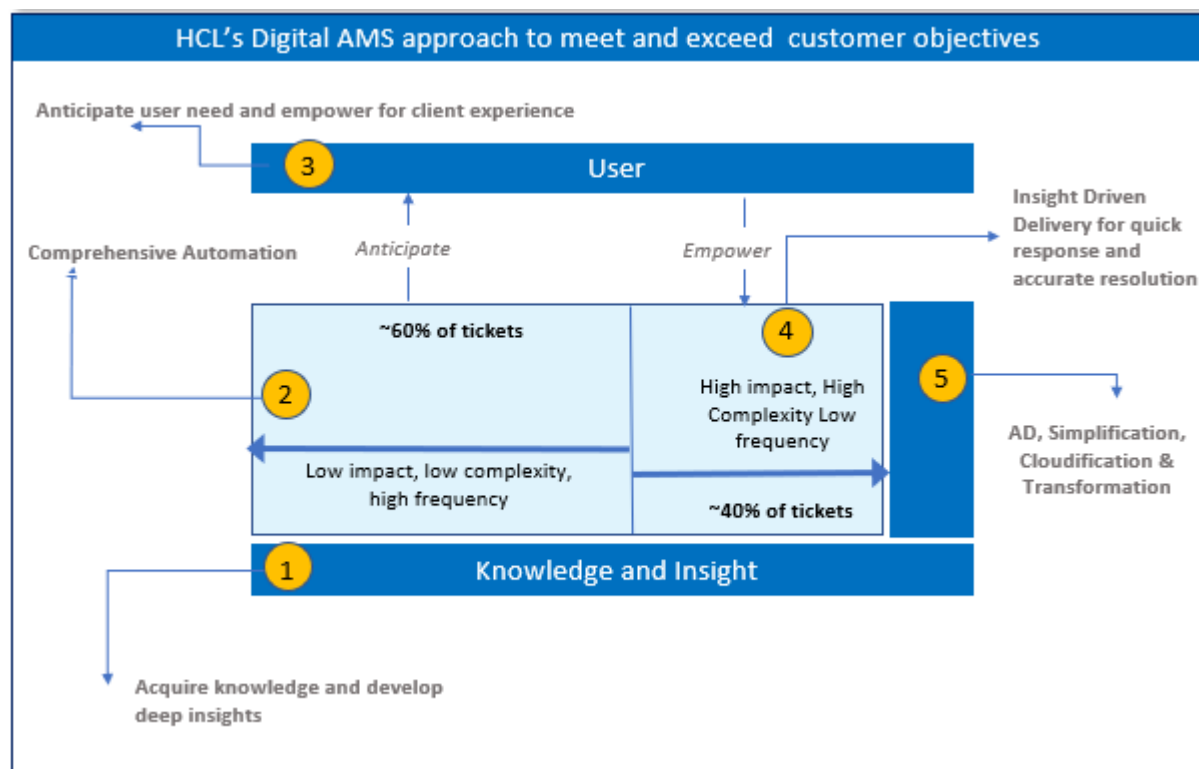
Implementation

On the commencement of our relationship with a customer, HCLTech would work within a Transition framework during the On Boarding and Knowledge Transfer stages, making sure the transition from the existing project/ support supplier to its in-house team is effective and executed in a planned and controlled manner, with a shadowing period and a set of acceptance criteria to be agreed and signed off prior to the service go live.

In a similar manner, in any service exit event, HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer of services.

Support Arrangements

Anticipate User Need - Empower User - Automate Low Impact/High Frequency Incidents – Faster/Accurate Response to High Impact, High Complexity Incidents



Key Principles

- 1 Relevant Knowledge at the Right Time**
 Automated NLP, ML driven knowledge extraction and Insight development
Lower Risk – Anticipate User Need – Faster Response
- 2 Comprehensive Automation**
 Integrated E2E, Ready to Deploy automation
High Productivity Gain – Empowered Users – Team Up-skilling
- 3 Improve User Experience**
 User activity, event monitoring and correlation. Business / IT KPI monitoring and analysis. Persona based reporting – Digital experience
Proactively Address User Needs – Empower Users to Meet Own Needs
- 4 Resolve Faster and Accurately**
 Cutting Edge Visualization and Autonomics enable faster and more accurate resolutions
Faster Diagnosis – Better Collaboration across Teams - Accurate Resolution
- 5 Core Flexi Model – Application Development**
 Tool driven assessment, Service Catalogue driven estimation, Factory model development, Knowledge Retention, HOTS
Faster Analysis – Industrialized Approach

Support Hours

Our standard support hours are 0800 – 1800 HRS for all Priority 2, 3 4 incidents. Support on Priority 1 incidents are provided 24/7

Service Management

Requests can be raised in HCLTech's ITSM Tool (Service Now) and where required we could either arrange for a Service desk for callers to speak to someone to have requests raised. Where the customer has their own ITSM tool, we would be happy to use them for all ITSM requirements. There are a variety of modules which can be configured in the ITSM tool for the customer. These are:

- Incident Management
- Change request management
- Service Request Management
- Problem Management.

Business Continuity/ Disaster Recovery

We provide business continuity/ disaster recovery/ High Availability solutions for many of our public sector customers. Based on the requirement, we will be able to provide a bespoke solution.

HCLTech has the delivery location model with focus on key objectives given below:

- **Right Shoring:** Right shore delivery model has been drafted so as to drive maximum benefit in terms of Cost of Operations, Scalability and Access to Skills. The added advantage of tapping talent pools in varied locations is on the business continuity side as leveraging different locations for support has an inherent people DR built into the delivery structure.
- **Business Continuity:** to ensure minimal impact on Day to Day operations in emergency situation.

HCLTech recommends dual node converged/ hyper converged solution which will enable full redundancy in terms of failover and avoid a single point of failure. In event of a node failure the clustered node would take over thereby ensuring business continuity with negligible downtime.

Data Backup/ Restore

We can offer a range of options for back up and Disaster Recovery solutions. The solution can be designed to meet customer specific requirements on a case by case basis.

HCLTech will provide a dedicated Storage & Backup Management team depending on requirement. The L2/L3 specialist team for storage & backup consists of Subject Matter Experts (SMEs) for different storage and backup technologies. The Business Cockpit will provide the 24x7 monitoring and the first level of support to the Storage and Backup infrastructure. Any issue that does not get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team.

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For instance, a Storage performance issue gets triaged to the L3 Storage Analyst. The L2/L3 storage & backup team will perform key activities, such as Incident Resolution, Storage Tiering, Configure and Manage Data Replication, Backup and Recovery, Problem Management and Root Cause Analysis.

HCLTech's solution aims at implementing a unified set of backup policies in line with the SLA requirements. HCLTech solution is aimed at standardising backup policy by providing homogeneous backup & retention policies across the organisation.

Security

HCLTech has been delivering SAP Security & SAP GRC Implementation for various customers and ensure that each release meets the goals as defined in the scope activities requested in the service catalogue.

SAP security services inclusive of:

- Supporting user authorisations, missing access and maintain roles and responsibility matrix.
- Administer user authentication, Security & Compliance, user profile management, supporting daily incidents, service requests and working with business teams to adhere guidelines for security recommendations as per requirements :
- SAP Licensing
- SAP Centralised User Administration (CUA), monitoring and automation.
- SAP Security Design strategy
- Security upgrade management
- Interface compatibility management
- Role re-design
- Security reporting – monitoring, SOD analysis, compliance and audit, security changes according to EWA, user checks and inactivity, risk mitigations and remediations.

SAP GRC Implementation, inclusive of

- Emergency Access Management
- SAP GRC management, AC and PC implementation
- SOX Compliance
- SAP Audit
- Access Risk Analysis
- Business Role Management
- Report Development for five reports to be defined and complexity agreed upon during the blueprinting phase.

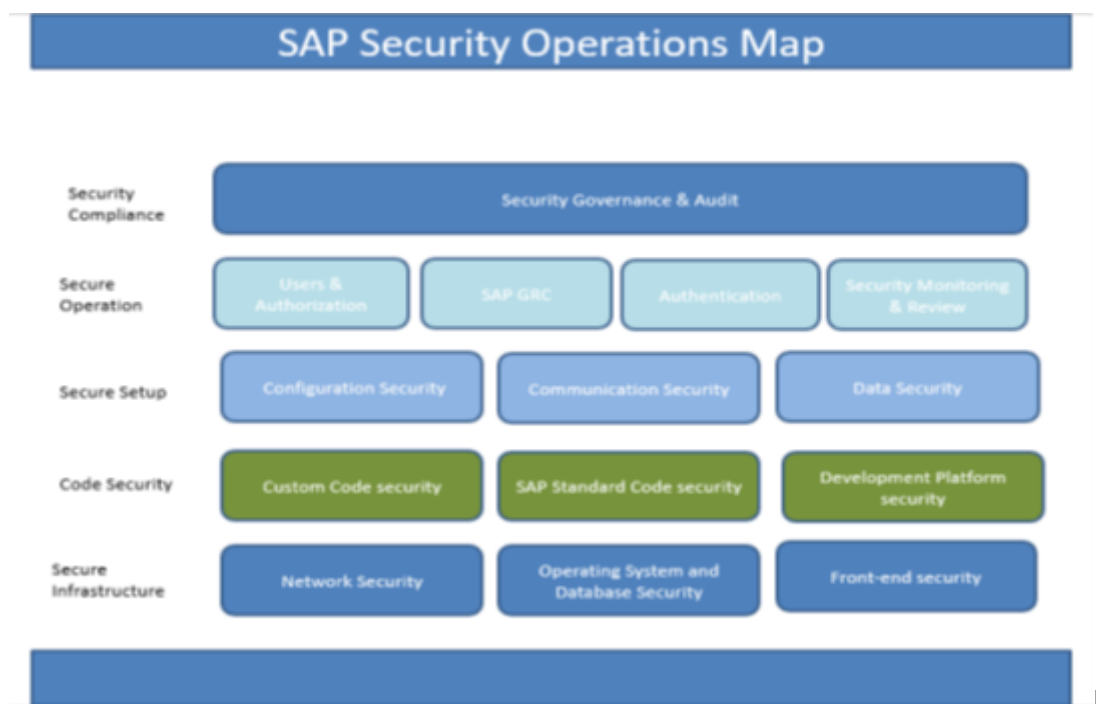


Figure SAP Security Operations

Exclusions

Below services are out of scope of the contract terms.

- Infrastructure and associated infrastructure support
- Remote connectivity to enable shared support
- Load balancer configuration
- 3rd party software licences
- External system connectivity
- Firewall settings for associated ports of external systems for all the environments, e.g. test, training and live, etc.
- Webservice schema for external systems to retrieve details for different business processes.

Account Management

A dedicated Account Manager and Service Delivery Manager will be appointed to discuss and manage issues, changes and enhancements to the service.

The location and extent of their involvement will depend upon the level of the engagement.

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