

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

SAP Support

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 30th, 2026.

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About HCL

HCLTech 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 224,700+ 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 18 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.

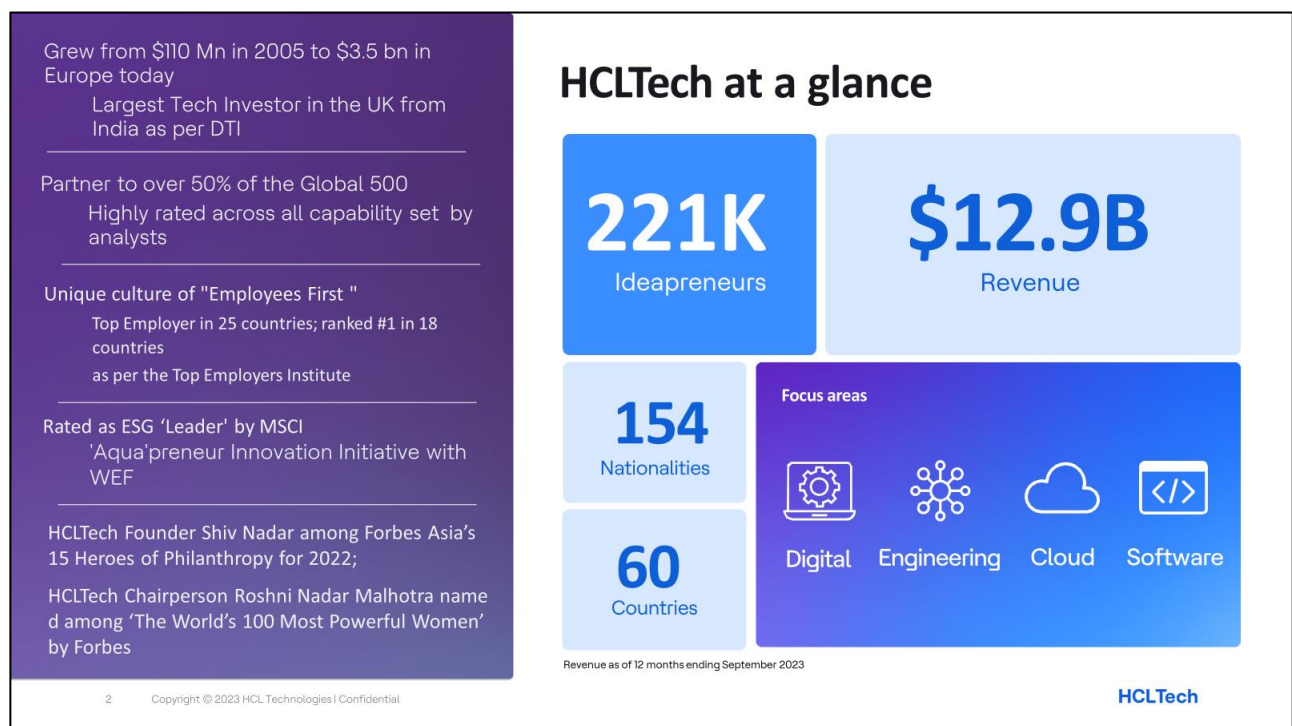


Figure: HCLTech Overview



Figure: HCLTech SAP Capability Overview

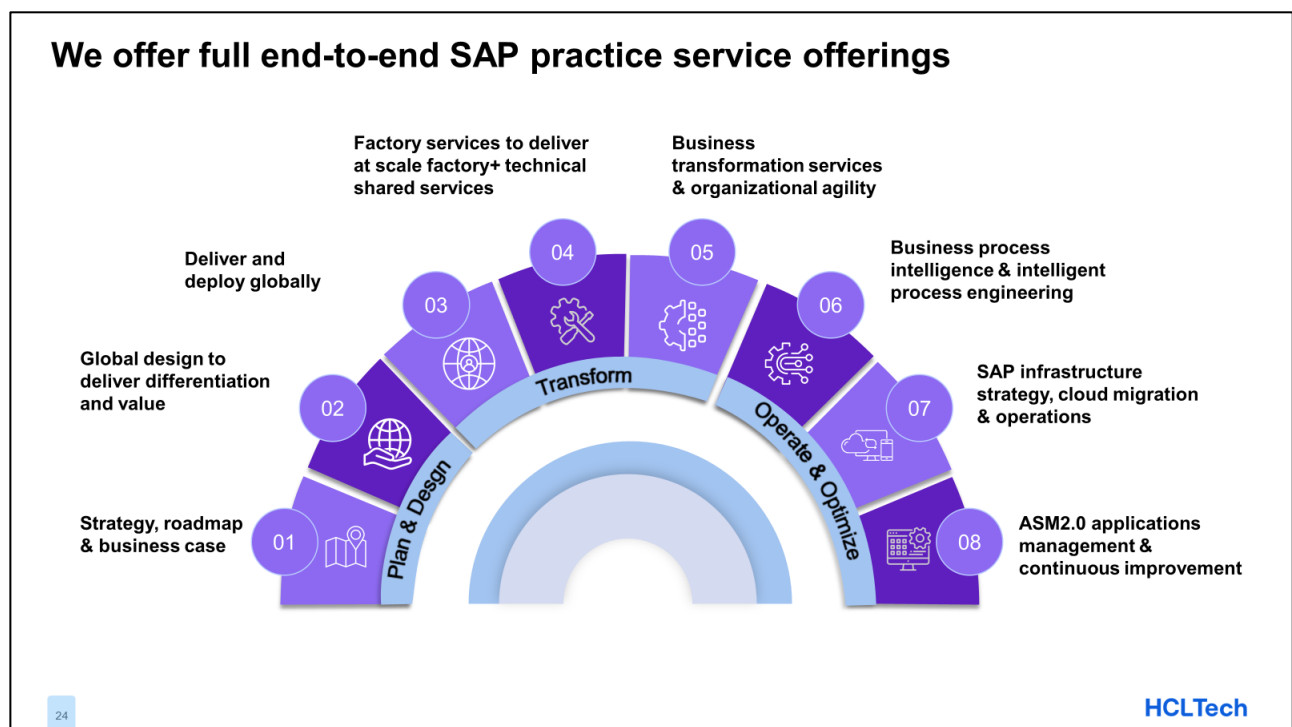


Figure: HCLTech SAP Service Offerings Overview

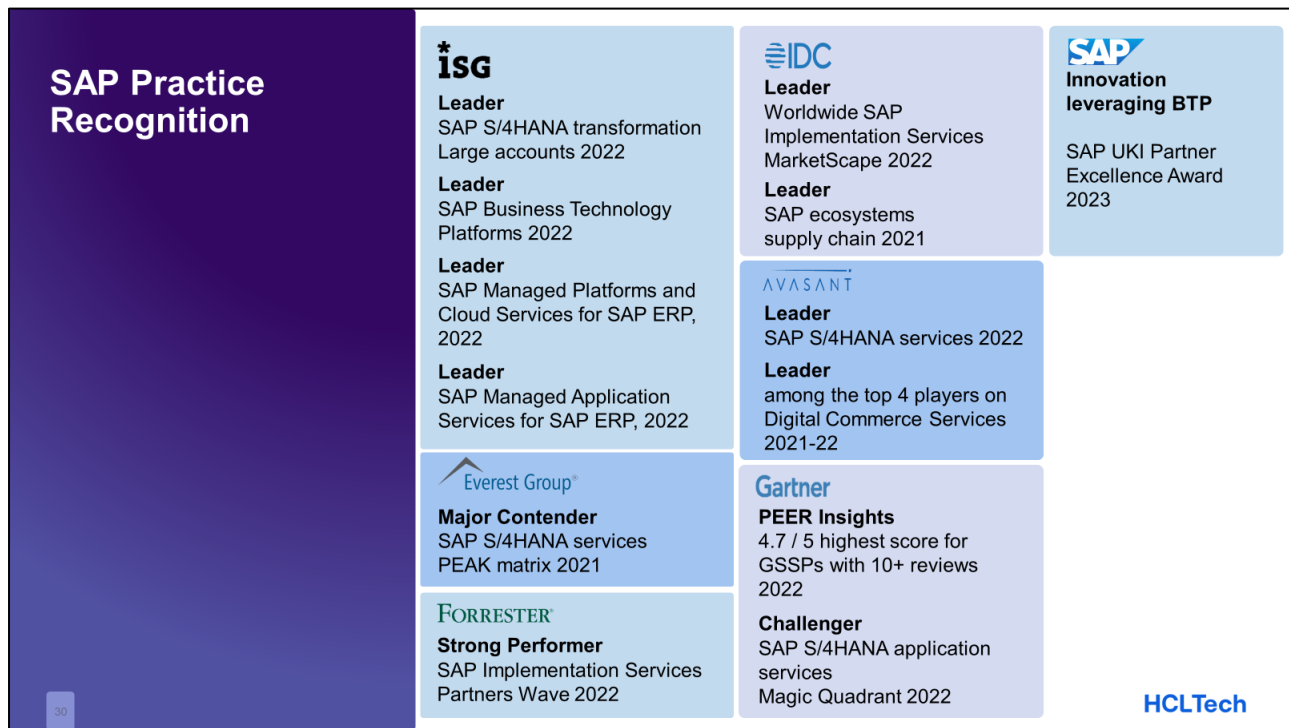


Figure: HCLTech SAP Practice – Analyst Recognition

Service Description

HCLTech has managed services offerings which covers the entire spectrum of customer's SAP and Non-SAP needs. We work collaboratively with our customers to define and drive the SAP roadmap taking into consideration any constraint and special needs. The Public sector vertical is a key focus area for HCLTech and we are currently helping several of your peers in transforming the way they do their business and improve their competitiveness.

We approach new application maintenance and support (AMS) deals by performing a volumetric analysis and by identifying support scope (in terms of functional / technical streams and support hours). The volumetric analysis would help measure the number of man-days of support required in every stream. Based on our understanding of your requirement, we would propose a mix of consultants onsite & offshore from the Shared services resource pool. Resources from the shared services pool also cater other government customers and have sector specific expertise. Given that these resources are not completely deployed in a given account, customers get to gain in terms of costs as the number of Full-Time support consultants drastically comes down.

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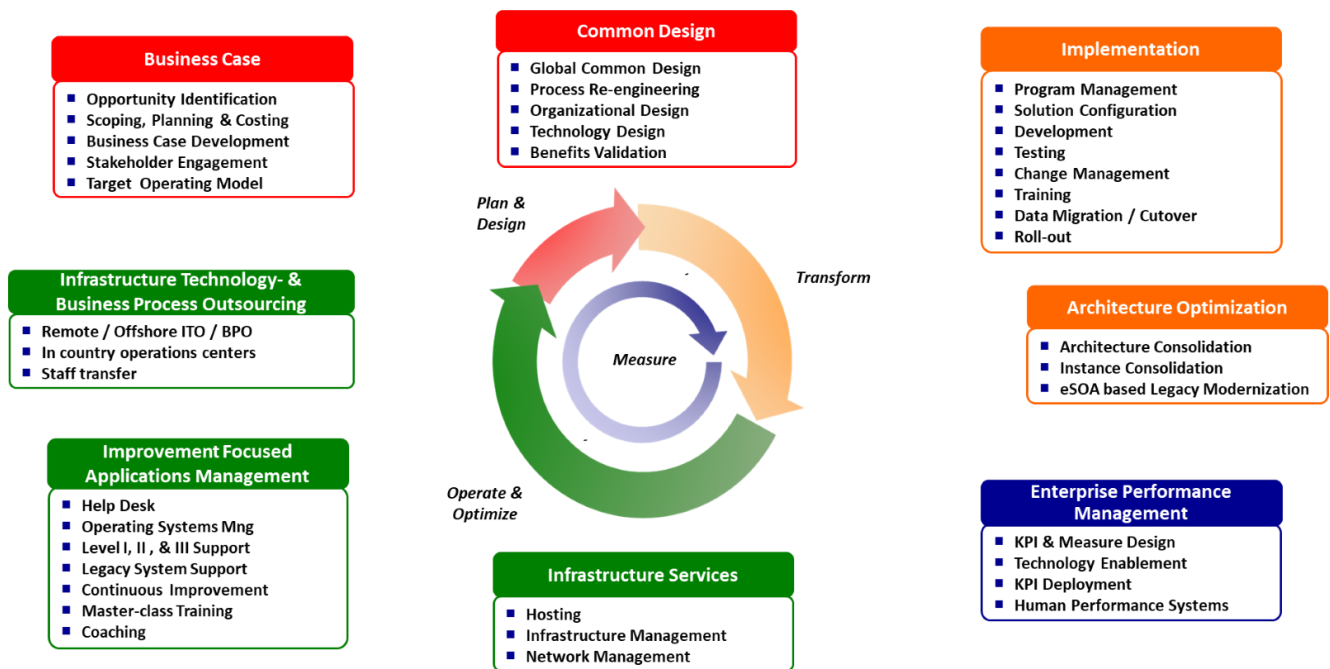


Figure: Overall SAP Services

Features

Implementation & Support across multiple modules:

- SAP BASIS - S&A
- SAP BASIS - S/4 HANA
- SAP ABAP, S/4 HANA ABAP, WD ABAP, UI5, Fiori, ODATA
- SAP WORKFLOWS
- SAP FI
- SAP MM
- SAP HR/HCM
- SAP SRM
- SAP CRM
- SAP MDM
- SAP SuccessFactors
- SAP Ariba
- SAP Concur
- SAP BPC
- SAP Analytics/BW

Partnerships with cloud vendors such as SAP RISE, AWS, Azure etc.

- Large scale ERP transformations that overhaul process operations
- Digital re-invention through migration to SAP S/4 HANA.
- Migration of SAP solutions to any cloud platform.
- Transformation with SAP S/4 HANA
- HR transformation with SAP Success factors
- Procurement transformation with SAP Ariba
- Methods, accelerators and tooling based on significant delivery experience.
- Remote Support across several countries
- Shared resource model to optimise cost

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- ITIL based support processes with 24x7 Support Services
- We offer one-stop-shop SAP solutions
- Experienced SAP Support Consultants average >15 years
- Dedicated SAP Service Delivery Management.

Benefits

- Provision of AMS shared services across all the SAP areas required
- Support provided from a multi-disciplinary team, with years of expertise on SAP technologies
- Extended resource pool available for new requirements or short-term demand
- SME's expertise available to advice and guide on emerging SAP technologies and development of strategic road map
- Flexibility to deploy resources for planned major change and project work.
- Access to local UK Service Delivery and Account Management teams.
- Competitive Time and Materials rate card.
- Technical and development support for Operational and minor change provisioning.
- Enables cross - enterprise business transformation
- Proven experience of migration to hybrid cloud driving business value
- Pre-configuration, accelerators and tools support for rapid deployment
- Utilises Design Thinking, automation and agile for rapid value acceleration
- Real-time analytics to provide more business insight.

 Improved Customer Experience	 Improved Change Agility & Process Efficiency	 Stable & Seamless Service
 Business Command Center	 End to End SLA	 Innovation Driven Delivery
• Proactive monitoring • Effective first call resolution - consolidation of Infrastructure and Application helpdesk • Providing required support coverage	• End to end SLA Ownership in an Integrated model • Automation First • Process Scandalization • RPA enabled operation	• Value portal • Key identified areas for innovation covering SAP and Non-SAP modernization • 2 POC's / year
 Robust Event Management	 Automation and Transformation	 Knowledge Management
• Regular Health checks • SOLMAN – Exhaustive SAP landscape monitoring • Reporting - Focus Inbuild & MyXalytics	• Tools - Run.Advisor, HWA, uDeploy • Test Automation • S4/HANA and Business KPI	• Knowledge academy • Independent Health Check • Tex-Academy- training resources in new technologies

Figure: Proven Benefits

Technical Specifications

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

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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, for example:

Initiation -

In the initiation phase, all prep 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 sessions are conducted via workshops.

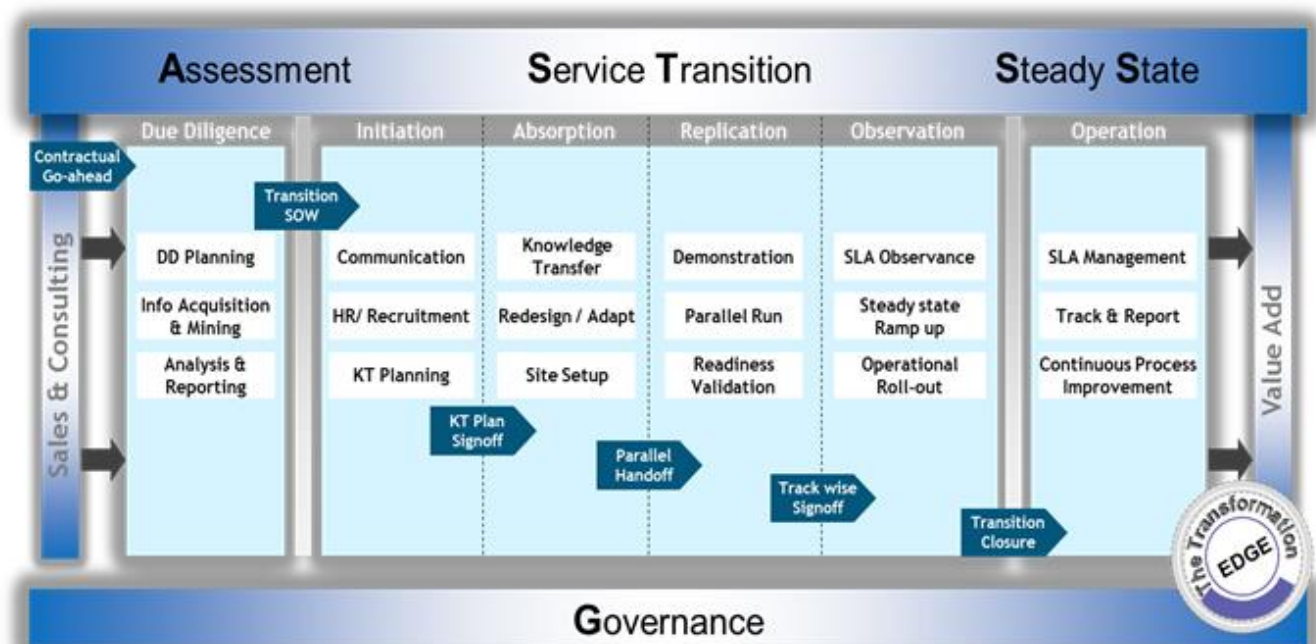
Replication -

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

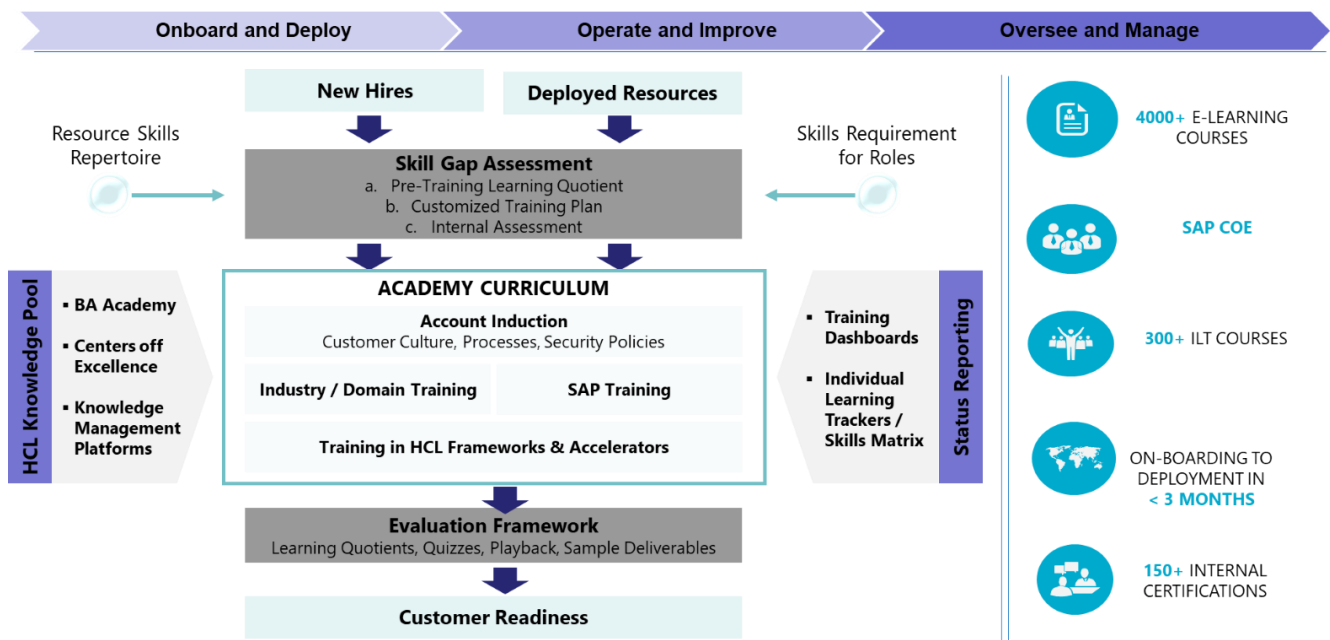


Implementation

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.

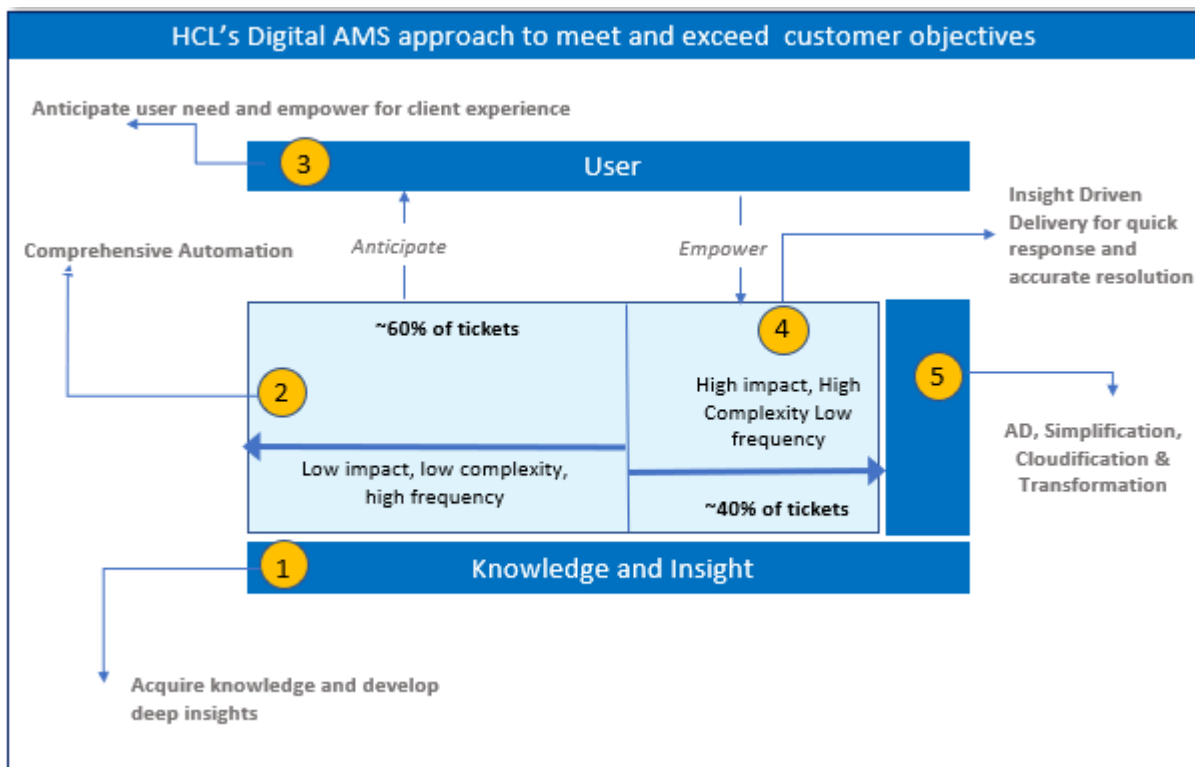
In a similar manner, in any service exit event HCLTech aims to maintain the contracted levels of service and the commercial terms of service exit are agreed with our customer, including a planned strategy for exit arrangements and the new supplier's transition timescales to ensure a seamless transfer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

On-boarding / Off-boarding



Support Arrangements

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



Key Principles

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Relevant Knowledge at the Right Time

1

Automated NLP, ML driven knowledge extraction and Insight development

Lower Risk – Anticipate User Need – Faster Response

Comprehensive Automation

2

Integrated E2E, Ready to Deploy automation

High Productivity Gain – Empowered Users – Team Up-skilling

Improve User Experience

3

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

Resolve Faster and Accurately

4

Cutting Edge Visualization and Autonomics enable faster and more accurate resolutions

Faster Diagnosis – Better Collaboration across Teams – Accurate Resolution

Core Flexi Model – Application Development

5

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

IT 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 like -

- 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.

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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 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 doesn't get resolved at the cockpit will be transferred to the respective specialist of the Storage and Backup Management team.

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 proposed 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 Redesign
- 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 5 Reports to be defined and complexity agreed upon during the blueprinting phase.

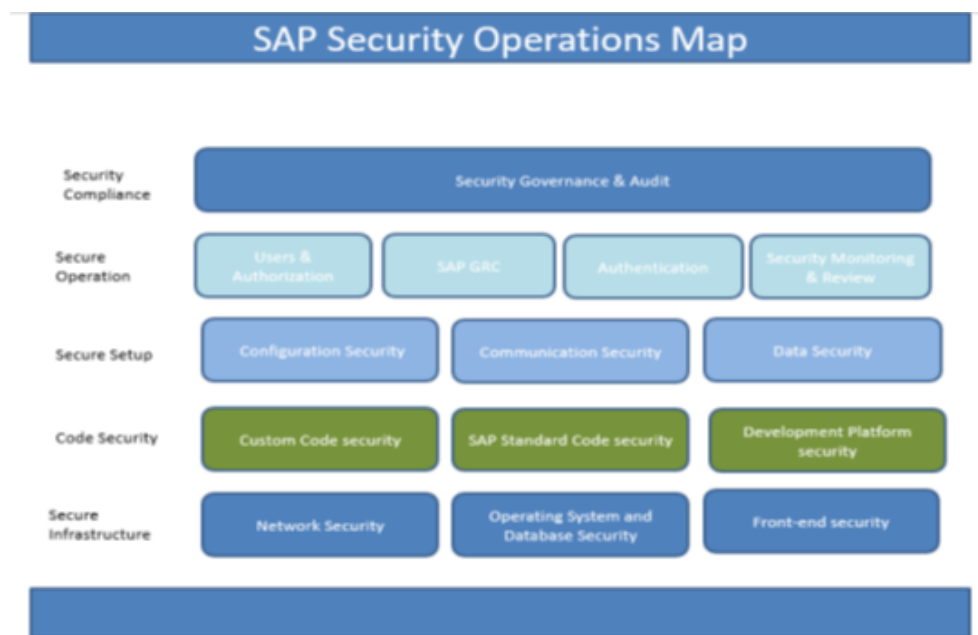


Figure: SAP Security Operations

Exclusions

Below services are out of scope of the contract terms.

- Infrastructure and associated infra 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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