

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

SAP Ariba

Service Description

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The contents of this document may not be published, disclosed or used for any other purpose.

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.

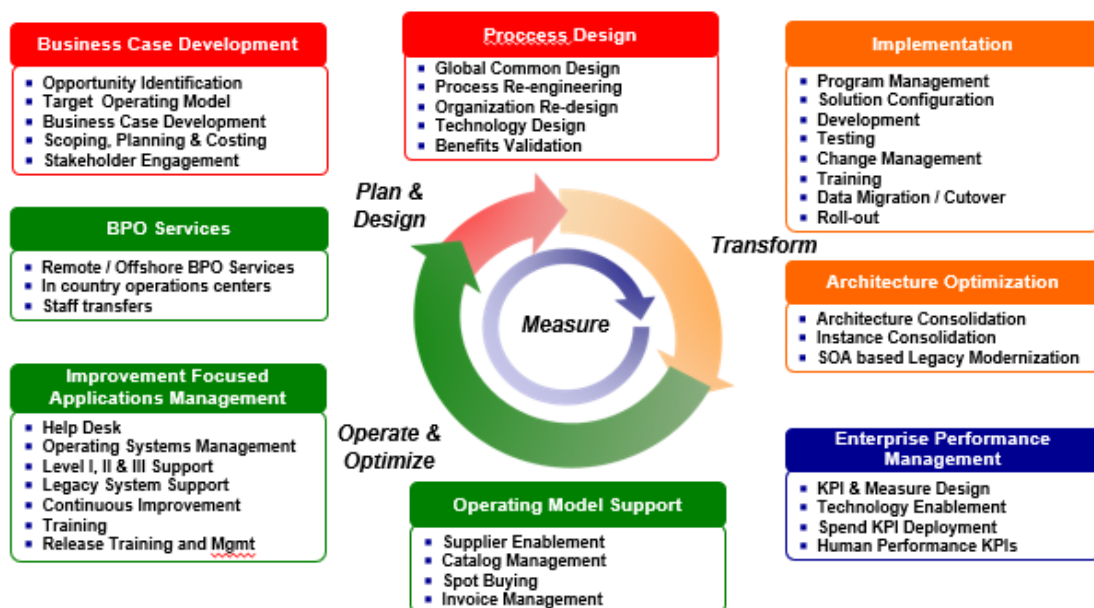
Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital,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

Service Description

HCLTech can lead all phases and workstreams on Ariba projects. We can also work alongside Ariba and the customer to ensure the optimal process and maximum value is achieved by providing best-practise process, data and integration knowledge and advice and through delivering using our templates, accelerators and methods. Our UK consultants have passed the necessary Ariba accreditations now required through the SAP Certification Hub.

Details of our business advisory and road mapping exercises in the project planning stage through to implementation, support and Business Process Outsourcing (BPO) services are shown below:

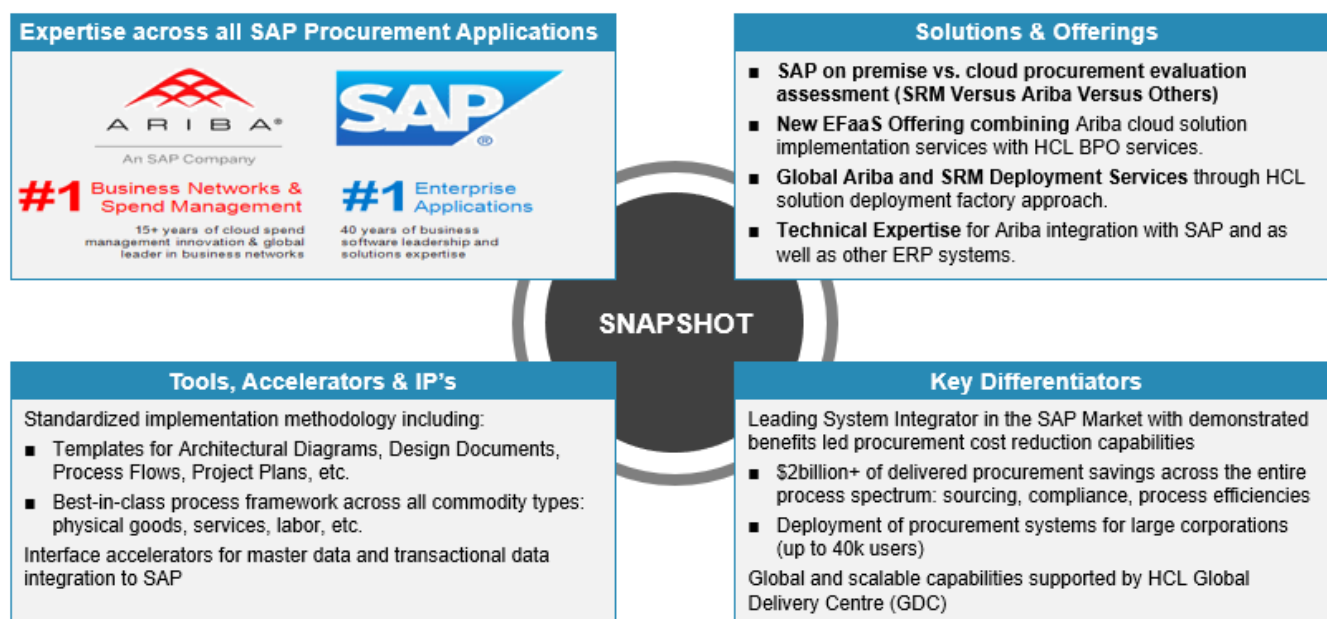
Proven Procurement Transformation Services



We offer tools, accelerators and methods for Ariba customers to smooth the path to delivery, maximise value from the investment, ensure robust integration and minimal run costs after go-live.

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These details are shown in the snapshot below:



HCLTech tools, accelerators and methods for Ariba customers to smooth the path to delivery

Additional Information:

- Over 20 UK-based SAP S2P (Source-to-Pay) consultants who understand best-practise process, benefits and solution details
- Ariba Supply Chain Collaboration (SCC) project experience and best practices
- All required Ariba partner certifications now available via SAP PartnerEdge
- Application Management Support (AMS) provision for UK Ariba customers
- BPO (Business Process Outsourcing) capability (including Ariba BPO offering)
- Many customer references in all verticals
- Ability to deliver using our own agile method called 'Activate+'
- Ariba test automation provision through our HCLTech's 'OneTest' portfolio of test tools.
- Experienced using agile, waterfall or hybrid methods.

Our Procurement Capability

- New Enterprise Function as a Service (EFaaS) offering, combining Ariba cloud solution implementation services with HCLTech's Application Management Services (AMS) and BPO services.
- Leading System Integrator in the SAP Market with demonstrated benefits led procurement cost reduction capabilities;
 - \$2billion+ of delivered procurement savings across the entire process spectrum: sourcing, compliance, process efficiencies
 - Deployment of procurement systems for large corporations (up to 40,000 users)
- Engagement Types;
 - £150,000 implementation (Royal Mail) to £10m+ global rollouts (Xerox, ConocoPhillips)
- Solution advisory, high level design, IT roadmap and business case services
- Solution design, implementation and support services
- Highly experienced with major procurement cost reduction programmes
- Presence in all industry sectors.

HCLTech also offers experienced consultants who provide overall project management, change management (including training) and data management services as 'wrap around' services to complement and work in tandem with our Ariba delivery teams.

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We provide the full range of services a customer could require for Ariba, from business advisory and road mapping exercises in the project planning stage through to implementation, support and Business Process Outsourcing (BPO) services. We are well placed to lead and manage the solution delivery of both the Ariba solutions themselves and the integration to backend systems. HCLTech has extensive integration experience and will be able to use our templates, tools and knowledge to ensure the integration is complete and robustly tested.

Features

- Leading System Integrator in the SAP Market with demonstrated benefits led procurement cost reduction capabilities;
- \$2billion+ of delivered procurement savings across the entire process spectrum: sourcing, compliance, process efficiencies
- Deployment of procurement systems for large corporations (up to 40,000 users)
- £150,000 implementation (Royal Mail) to £10m+ global rollouts (Xerox, ConocoPhillips)
- Solution advisory, high level design, IT roadmap and business case services
- Solution design, implementation and support services
- Highly experienced with major procurement cost reduction programmes
- Presence in all industry sectors.

Benefits

- Leading System Integrator in the SAP Market with demonstrated benefits led procurement cost reduction capabilities;
- \$2billion+ of delivered procurement savings across the entire process spectrum: sourcing, compliance, process efficiencies
- Deployment of procurement systems for large corporations (up to 40,000 users)
- £150,000 implementation (Royal Mail) to £10m+ global rollouts (Xerox, Conoco, Phillips)
- Solution advisory, high level design, IT roadmap and business case services
- Solution design, implementation and support services
- Highly experienced with major procurement cost reduction programmes
- Presence in all industry sectors.

Technical Specifications

HCLTech provides experienced consultants who are specialists in the source-to-pay process and can help organisations with the following activities during deployments of the SAP Ariba cloud solutions:

- Strategic IT roadmap and solution architecture advisory services
- Ariba high level design and process advisory services
- Ariba design workshop leading, facilitation and blueprint completion
- Ariba Master Data Management and Integration
- Ariba Catalogue Management
- Overall Project Management of Ariba with other cloud applications and amendments to the Enterprise Resource Planning (ERP) backend process or data
- Ariba integration advisory services
- Ariba integration delivery services, including integration via Cloud Integration Gateway (CIG).

HCLTech can take the lead on integration of Ariba cloud solutions with your backend ERP system. In particular, we specialise in the following integration services and have references and tools for the new Cloud Integration Gateway (CIG) integration:

- Ariba integration team lead/ project management
- Ariba integration design
- Ariba integration build
- Ariba integration test
- Ariba integration cutover and go-live
- Ariba interface support (to and from Ariba and ERP backend systems).

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We can provide all levels of training, from providing a professional to support production of a training strategy, through to full bespoke training material production, role analysis, scheduling and delivery. We use the latest production and delivery tools to maximise efficiency.

Implementation

Listed below is the high-level implementation approach and plan for your reference:

- Due Diligence;
 - Process assessment and walkthrough of the existing environment
 - Security and performance requirements
 - Requirement gathering.
- Use Case Development & Integrations;
 - Use case design finalisation, case configuration and testing
 - Development and Test environment readiness
 - User Acceptance Testing.
- Go-Live;
 - Go Live
 - Use Case Handover and Documentation.

This is customised based on the customer's requirement and environment.

Support Arrangements

We provide 24-hour issue logging using our onshore and offshore support centres. Our ticketing systems are generally fully integrated with our clients ensuring no new processes are necessary for end users to learn. Where we are supporting SaaS software with periodic and mandatory upgrades, we provide a full regression testing support process to identify and remediate any potential issues.

Primarily, two different types of support models are available for the customers, looking deploy the solution on-prem or consume it as a service.

- Dedicated Support Model – 100% FTE allocation in a dedicated manner; SLA Support as per the agreed support window
- Shared Support Model - % based FTE allocation; SLA Support as per the agreed support window

To assist the users, a comprehensive set of documentation is available on demand. It includes Installation Guide, Configuration Guide, Prerequisite Guide, User Guide, Troubleshooting Guide and Integration Guide.

Additionally, based on the severity of the issue, the following response and resolution SLAs are defined:

1. P1 - Incident Ticket - Response SLA – 2 hours; Resolution SLA - 12 Hours*
2. P2 - Incident Ticket - Response SLA - 2 hours; Resolution SLA – 1 day*
3. P3 - Incident Ticket - Response SLA - 1 working day; Resolution SLA – 2 to 5 days*
4. P4 - Incident Ticket - Response SLA - 1 working day; Resolution SLA - 2 to 7 days*

Note* - Resolution SLAs are for those issues which are not at NLP service provider's end.

Business Continuity/ Disaster Recovery

HCLTech Technologies recognises the potential impact associated with major service disruptions and the importance of maintaining viable recovery strategies. Business Continuity Management System (BCMS) implementation is key to meet strategic, operational, contractual, legal and regulatory requirements. The HCLTech Board has endorsed having a strong business continuity culture across our organisation which shall drive successful enterprise wide and sustainable BCMS. This programme has been implemented using a defined Business Continuity Management System (BCMS) which is based on the leading industry standard ISO 22301:2012.

The Business Continuity Plan (BCP) is a set of documented activities/ processes that guide the required teams to respond, recover, resume and restore service to a pre-defined level of operation, within a predetermined time frame, following a business disruption.

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HCLTech is committed to its employees, customers and interested parties to ensure that applicable requirements are met, critical client services are resumed at predefined levels in the event of any untoward incident and necessary efforts are made to safeguard the life and safety of personnel.

Towards this, HCLTech provides for a Business Continuity Management System that is appropriate to the purpose of the organisation and acts as a framework for identifying applicable requirements, setting objectives for business continuity and achieving them, while evaluating performance and continually improving them.

HCLTech has a common framework for developing business continuity and crisis management plans. This framework is referred to as HCLTech Business Continuity Management System (BCMS), which is based on leading industry standard ISO 22301:2012 (Societal security Business continuity management systems – Requirements). Some of the areas that are included in this framework are as follows:

- BCMS manual
- Actions to address risks and opportunities
- BCMS legal and regulatory requirements
- BCM communication
- Business Impact Analysis (BIA)
- Risk assessment
- Crisis management
- Business continuity procedures
- BCM recovery
- BCMS maintenance, measurement, analysis and evaluation.

As far as the platform and solution offerings are concerned, the platform/ product architecture supports deployment in High Availability mode.

In case of dedicated deployments, this will be taken care of by the customer at the infrastructure level as per their defined policies and requirements.

Data Backup/ Restore

Data backup and restore timelines and levels depend on the customer requirement and environment.

Security

HCLTech provides enterprise grade security and complies with security governance standards, such as ISO/IEC 27001.

As part of its asset protection policies, users get to specify where the data is stored and processed.

- Support for Security Assertion Markup Language (SAML) based authentication enabling users to leverage existing Single Sign-On and Active Directory integrations
- All sensitive information (data at rest and data in transit) is encrypted using various mechanisms, e.g.
 - Data in Transit: TLS (Version 1.2 or above)
 - Data at Rest: services follow standard encryption techniques. Additional encryption can be performed as per requirement.

Exclusions

None.

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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