



G-Cloud 14

Service Definition Document

Cloud-enabled Investigations

May 2024

Contents

1. Introduction	2
2. Service detail	4
3. Key contacts	9

1. Introduction

EY is delighted to participate in the latest release of the G-Cloud framework. We have been a supplier through G-Cloud since its inception and, in line with digital trends, have evolved our services over this time.

Digitalisation strategies and adoption of cloud technologies are a core enabler in tackling today's challenges such as energy transition and net zero, cyber-security and data loss, workforce skills gap, and ethical and regulatory changes. With enterprise technology evolving at an unprecedented pace, it is critical to work with a partner that can help you navigate these challenges and that brings an in depth understanding of how to leverage the broader technology ecosystem (e.g., ServiceNow, Microsoft, SAP) and emerging technologies (e.g., AI, Augmented Reality) in the context of cloud solutions to do so.

With 135,000 consultants globally, of which 17,000+ are cloud professionals providing services across Azure, AWS, GCP, IBM and Alibaba Cloud, we support all aspects of digital business transformations pivoting around cloud. We deliver end to end services from cloud strategy and migration to solving specific business challenges through building cloud native digital solutions. These technology-driven services are supplemented by our business and people capabilities allowing for holistic transformational change and adoption.

EY offers a range of cloud services that help organisations globally to modernise their business core, build data centricity and connect distributed ecosystems (see Figure 1):

Data modernisation through cloud -

Migrate data to cloud, transform data foundations with intelligent cloud data platforms and infuse AI to accelerate and optimise operations and workflows such as our Advanced Analytics and Data Science service.

Distributed cloud - Develop, deploy and manage distributed architectures across multiple public clouds and edge, building resiliency, security and compliance such as our Cloud Strategy and Architecture service.

Industry cloud - Accelerate speed to market with EY industry clouds, through sector-specific use cases and opportunities to co-create solutions with industry specialists and ecosystem partners such as Microsoft, SAP and ServiceNow.

Sustainability cloud - Design cloud solutions that reduce carbon emissions and embed energy-efficient architecture and methods into cloud-based solutions such as our Microsoft Sustainability Manager solution.

Trusted cloud - Embed strong governance into cloud architecture that helps you comply with rapidly evolving legal and regulatory requirements.

Cloud economics - Create transparency on your cloud consumption and strengthen governance of costs and controls, enabling data-driven decisions and optimisations.

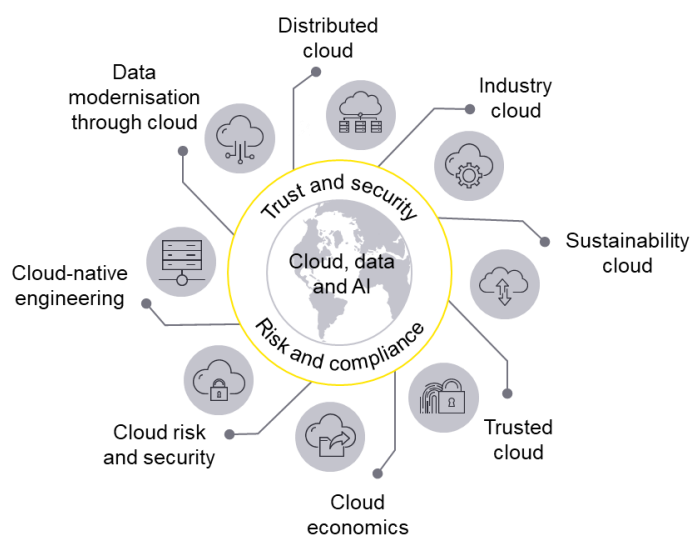


Figure 1 - EY Global Cloud Services

Cloud risk and security - Secure trust in critical business applications and data platforms hosted in multi-cloud environments from the onset, enabling innovation and transformational change.

Cloud-native engineering - Develop and deploy data and insights-driven microservices and composable architectures, enabled by industrialised DevOps.

For G-Cloud 14, we have curated a range of services grouped into themes (see Figure 2) which align to our Global Cloud Services and that can be procured separately or together to meet your specific requirements.

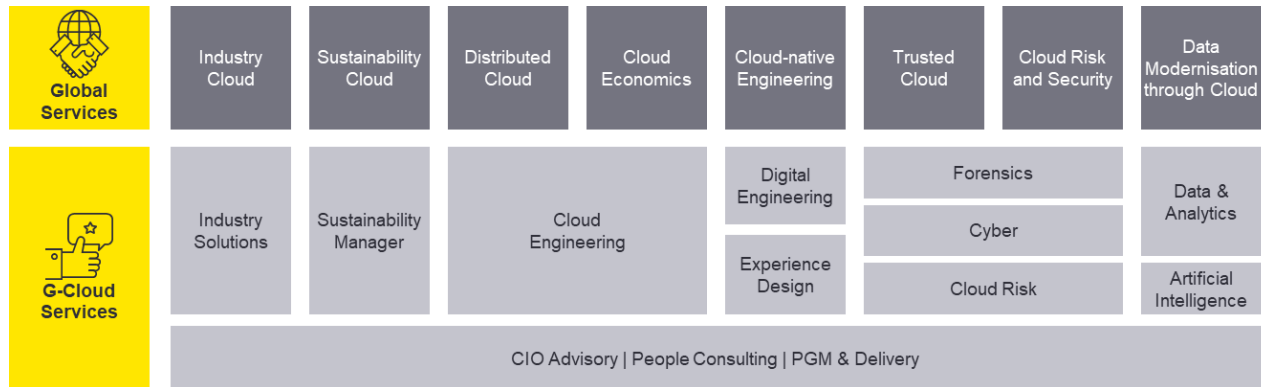


Figure 2 - EY G-Cloud 14 Service Themes

EY has been recognised as a:

- ✓ Leader in the Gartner Magic Quadrant for completeness of vision and ability to execute and have scored highest in Strategy and Consulting, Data Management and Governance Use Cases.
- ✓ Leader in Cloud Security and Microsoft Implementation Services by IDC MarketScape
- ✓ Top cloud professional services provider, based on an analysis of our capabilities and strategies by IDC MarketScape
- ✓ Leader in the 2023 Cloud Services in Insurance PEAK Matrix by Everest Group

2. Service detail

2.1. Introduction to the Service

EY provides advanced analytics and data science services to derive actionable insights from owned, acquired and open data sources. Spanning descriptive, diagnostic, predictive and prescriptive analytics, we identify, develop, industrialise and integrate analytical models to enhance business outcomes with proven expertise in data science, machine learning, artificial intelligence and process optimisation.

These digital services are aligned towards several key forensic use cases such as:

- Management of fraud and error risk in Government schemes, disbursements and procurement by combining extensive investigative experience with cutting-edge analysis of data and risk management practices
- Prevention and resolution of disputes with suppliers, agents and public bodies with services spanning the entire lifecycle from monitoring of contracts, to the Discovery of documents and detailed analysis of claims
- Promotion of integrity in publicly funded schemes by combining advice on topics such as fraud risk assessment and management, compliance, whistleblowing, third party risk, software asset management etc. with robust analytics for quantification

Outcomes that these analytic techniques support can cover a range of G-Cloud services, each with specific features aligned to contemporary public sector needs and business objectives. Including:

- **Forensic Data Analytics**

- ✓ Forensic Data and Analytics
- ✓ Quantexta-powered entity resolution and network analytics
- ✓ AI-enabled Data Analytics for Forensic, Risk and Integrity services

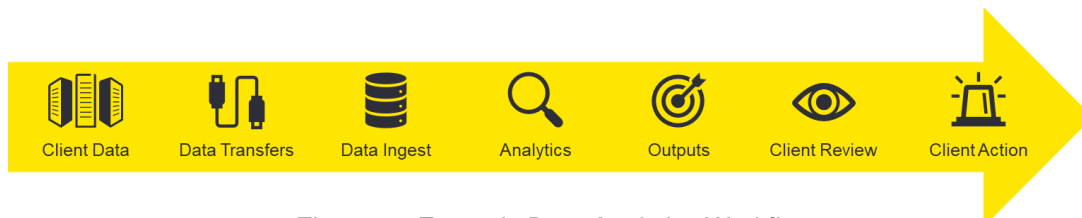


Figure 3 - Forensic Data Analytics Workflow

- **Fraud and Investigation Services**

- ✓ Cloud-enabled Investigations
- ✓ Cloud-enabled Whistleblowing
- ✓ Cloud-enabled Fraud Risk Management
- ✓ Cloud-enabled fraud maturity assessment
- ✓ Cloud-enabled Assurance against counter fraud functional standards

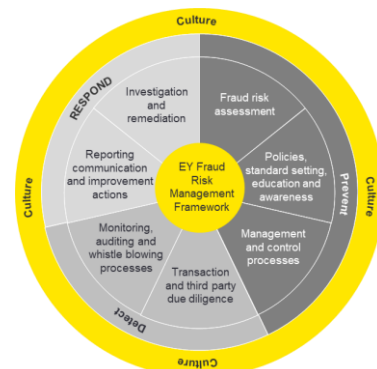


Figure 4 - EY's Fraud Risk Management Framework

- **Compliance Services**
 - ✓ Cloud-enabled Compliance & Integrity
 - ✓ Cloud-enabled Third Party Risk Management
- **Contract & Dispute Services**
 - ✓ Forensic Contract Advisory
 - ✓ Dispute Services
- **Software Asset Management**
 - ✓ Software Asset Management
- **Electronic Discovery**
 - ✓ eDiscovery Strategy and Advice
 - ✓ Document Review Services
 - ✓ Cloud E-discovery Hosting Services

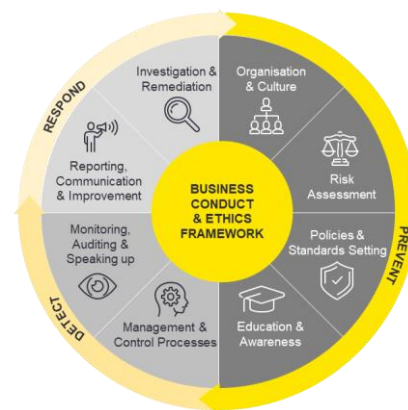


Figure 5 - EY's Business Conduct & Ethics Framework

To enable these outcomes, EY designs, implements and employs cloud hosting and associated analytics platforms and tools to support the full analytics lifecycle; from initial use case to fully implemented, secured and scalable service. We use tested approaches to rapidly provision environments on client platforms (cloud tenancies) or can host for clients on our accredited Client Technology Platform; a wide-ranging and secure service hosted on Microsoft's Azure platform.

Identifying the right datasets, assessing the privacy and security implications and crafting the right data sharing agreements is key to the success of any data-dependent project. EY has successfully helped hundreds of clients through this stage, dealing with varied sector-considerations, regional data-handling rules and complex regulatory requirements.

EY also brings extensive experience in data engineering to ingest, integrate and structure datasets so that large, disparate, multi-formatted datasets can be built into a cohesive whole. Our history of hundreds of successful projects shows that building a unified, cleansed, interconnected data foundation underpins insight discovery and enables data scientists to deliver solutions with quick turnarounds while adding the greatest value.

This capability combined with EY's comprehensive capabilities across the public sector value chain, positions us to be your analytics, forensics and Discovery partner of choice.

2.2. Service Description

EY's teams of investigators, forensic accountants, compliance specialists and technology professionals can help organisations respond rapidly to instances of alleged misconduct, as well as provide support throughout any subsequent regulatory, civil or criminal proceedings.

Using advanced cloud-based forensic technologies and data visualisation tools, EY teams gather facts and quickly identify relevant evidence to help mitigate potential damage caused by misconduct.

Misconduct risks that may trigger an investigation include:

<ul style="list-style-type: none">• Fraud<ul style="list-style-type: none">✓ Financial mis-statement✓ Financial misrepresentation✓ Asset misappropriation✓ Abuse of position• Bribery and Corruption – e.g. Conflicts of interest• Sanctions	<ul style="list-style-type: none">• Money Laundering• Market abuse – e.g. insider trading• Facilitation of tax evasion• Illegal activity/Misconduct• Whistleblowing reports• Internal policy and control breaches• Improper conduct by third parties
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Investigations can be triggered either internally or externally.

Internal triggers	External triggers
<ul style="list-style-type: none">• Whistleblowers• Third party due diligence• Data analytics enabled monitoring of behaviours• Control violations• Internal audit• Ethics and compliance	<ul style="list-style-type: none">• External stakeholders e.g. via a public inquiry• Media/investigative journalists• Third party complaints• Tax and other authorities• Whistleblowers• Court of law

Our forensic investigation approach:

Our multidisciplinary teams can investigate situations where you suspect there is an instance of misconduct. We will explore with you the nature of the allegation to advise on immediate actions and establish the specific technology, language and other skills required, as well as assess the need to engage through legal counsel.

Each investigation would be initiated with a scoping discussion to establish communication and reporting protocols, estimate the budget and timelines and determine whether additional legal considerations need to be applied, to ensure our investigation approach is proportionate to the issue at hand.

The diagram below summarises our approach to delivering investigations. We can also help you take preventative measures and minimise the risk of such problems occurring in the first place.

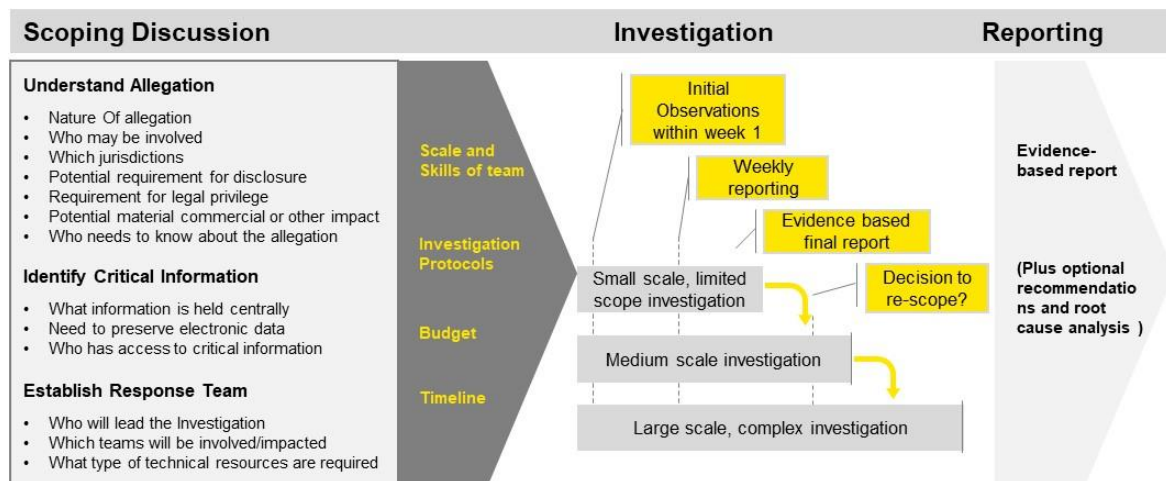


Figure 6 - How we would deliver an investigation

Our forensic team is highly trained and experienced in investigations, legal and regulatory compliance, business intelligence, data capture, data analytics and e-discovery. It includes former regulators who bring insights into the enforcement process and priorities. We also have a number of individuals with deep experience of performing investigations in public sector organisations. Depending upon the specifics of the case, we can quickly pull together and deploy the right team with the right range of skills to meet your needs.

The investigative steps will be determined based on the nature of the allegations and the scope of work. EY has the skillset and capability to perform the following investigative activities:

- Investigative interviewing
- Forensic document review and analysis
- Financial modelling
- Asset tracing
- Business intelligence and background checks
- Forensic data technology (eDiscovery, imaging, recovery and analytics)
- Dispute readiness and advice
- Project management

Our Forensic Methodology

We use a transparent process to ensure our procedures are performed in a forensically sound manner. This relates not only to the capture and review of electronic data but also the way in which we obtain hard copy data, business intelligence and carry out interviews. This ensures the evidence we present is robust and supportable and capable of being used directly in formal proceedings.

Our forensic investigative tools and technology are cloud based which enable efficient collaboration and ways of working. This includes the use of Forensic data analytics across large volumes of data and disparate data sources to identify patterns of misconduct through key risk tests.

Our professionals have diverse investigative experiences and backgrounds but together have an unerring focus on ensuring delivery of unbiased objective investigations, conducted in good faith and in a manner fair to all parties involved.

Professional scepticism is what makes our teams thrive. It is difficult for a single definition or demonstration to capture the full meaning of a fundamental concept such as professional scepticism but to us it includes:

- The provision of an independent, unbiased viewpoint not affected by internal or political influences
- Not accepting information and explanations at face value
- Critically assessing information and explanations provided to us
- Being alert to inconsistent or contradictory information and explanations
- Being aware of the potential for incompleteness or bias in information and explanations provided, depending on the context/purpose in/for which it is provided and/or the identity/competence/motivation of the provider

We will work collaboratively with you to provide the right support to ensure we develop the best solution for your situation.

Benefits	Features
<ul style="list-style-type: none"> • Rapidly and transparently investigate allegations of wrongdoing • Robust preservation of evidence and data • Efficiently satisfy legal demands for information (e.g., from public inquiries) • Prepare to litigate in response to issues identified • Demonstrate to taxpayer that actions have been taken to mitigate • Strengthen anti-fraud and/or anti-bribery controls • Stop further loss and recover lost funds 	<ul style="list-style-type: none"> • Proven and rigorous investigations methodology that uncovers the facts • Investigation of fraud, corruption, unethical behaviour and policy breaches • Specific risks application fraud, procurement fraud, employee misconduct • Investigation of whistleblowing / speak up reports • Support response to government investigations such as public inquiries • Stop, quantify and recover losses • Cloud enabled tools including machine learning and artificial intelligence • Secure data/evidence in a sound, robust way • Analysis of data to uncover links, patterns and anomalies • Transparent fact-based reports that withstand public scrutiny

2.3. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g., time & materials, fixed price, etc.

3. Key contacts

For further information please get in touch via the email address below.



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EY | Building a better working world

About EY

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