G-Cloud 14

Service Definition Document

Cloud-Enabled Counter-fraud and error maturity assessment

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EY

Building a better working world

Contents

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.

Figure 1 - EY Global Cloud Services

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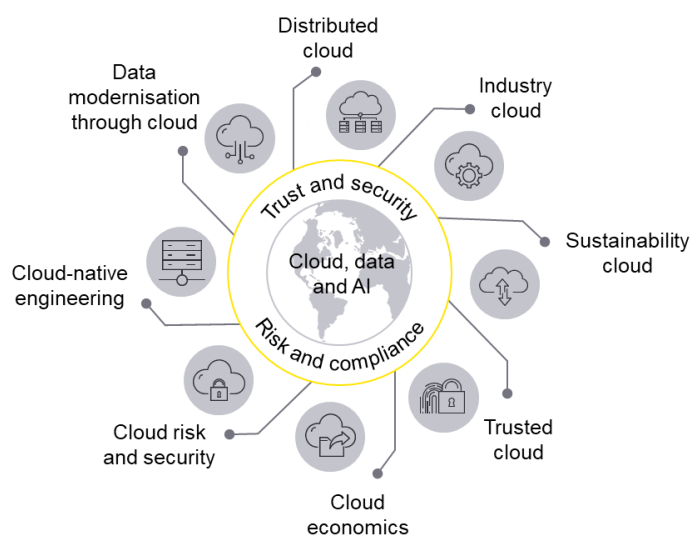
Cloud risk and security - Secure trust in critical business applications and data platforms hosted in multi-cloud environments from the onset, enabling innovation and transformational change.

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.
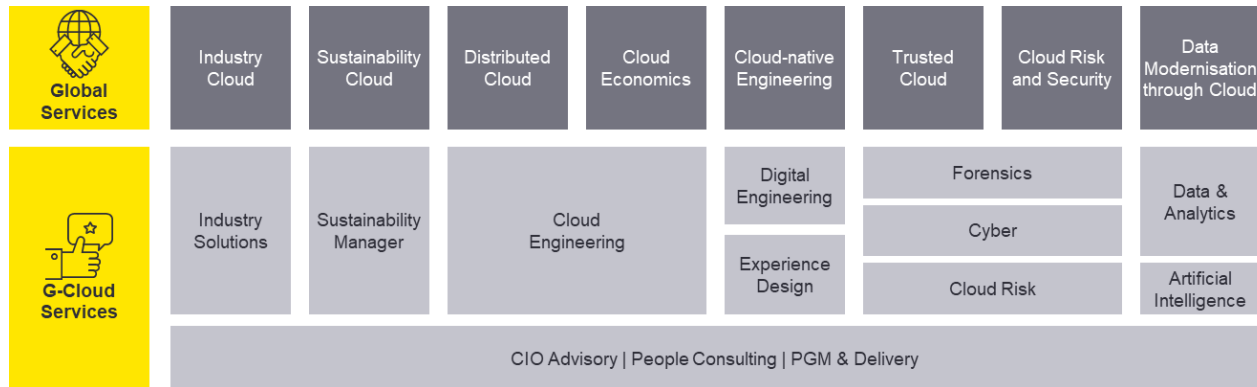
Figure 2 - EY G-Cloud 14 Service Themes

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

    - ✓ Quantexa-powered entity resolution and network analytics

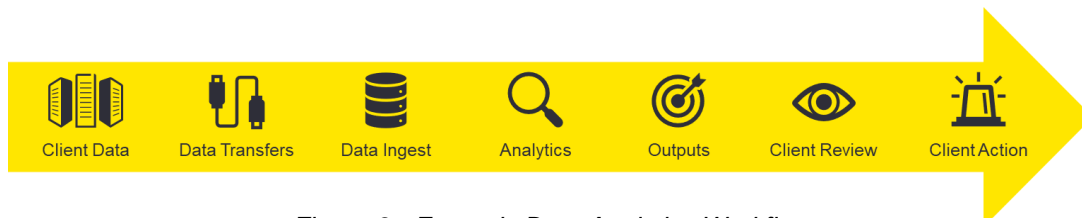   - ✓ AI-enabled Data Analytics for Forensic, Risk and Integrity services

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

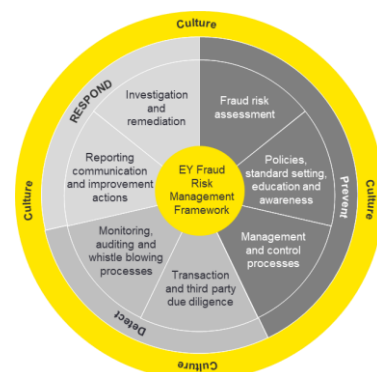   - ✓ Cloud-enabled Assurance against counter fraud functional standards

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
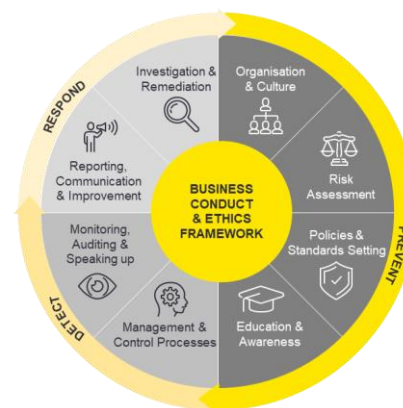 - ✓ Cloud E-discovery Hosting Services

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

Each organisation has a unique profile, resulting in different levels of exposure to fraud and error. Existing standards for assessing counter fraud and error maturity are unlikely to be easily and directly applicable to different organisations. We develop tailored maturity assessment frameworks which are responsive to your organisation's operations, strategy and risks.

Our service enables organisations to:

- **Develop a meaningful framework for understanding its maturity:** This gives stakeholders confidence that all critical elements of counter fraud and error frameworks are identified and assessed, using a tailored taxonomy. We will agree with you the standards and dimensions which are most relevant to your organisation and its stakeholders.
- **Identify current maturity:** We will collect and analyse evidence of your organisations' current maturity against each element of the framework, providing and independent, third-party view to inform your decision-making.
- **Benchmark against peer organisations:** We will support you to understand how your organisation's maturity compares with other organisations where we have also performed maturity assessments. This gives you insights and clarity about current trends, success stories and challenges.
- **Design remediation/maturity improvement plan:** We will support you to design a maturity improvement plan. This will help your organisation bridge the gap between its current and desired maturity levels.
- **Implementation support:** We will support you to implement the maturity improvement plan, including through the use of cloud-based preventative, detective and reactive controls. As part of this, we can also support your organisation to improve its fraud and error strategy and action plan, policies, fraud risk assessments, fraud and error measurement and assurance activities, among other critical policies, procedures and artefacts.
- **Ongoing monitoring and review:** We will support you to periodically monitor and review your maturity against the framework, enabling you to assess your progress in reaching your target maturity.

Benefits	Features
• Holistic view of the organisation's counter-fraud and error response strength • Customised remediation and maturity enhancement plan • Improved response to fraud/error, enhancing ROI on counter fraud/error activities • Protect and enhance an organisation's reputation	• Design of a tailored counter fraud and error maturity assessment framework • Cloud-enabled Initial and ongoing assessment against the maturity framework • Cloud-enabled maturity Benchmarking against peer organisations • Cloud-enabled support to the implementation of improvements & enhancements

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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About EY

EY exists to build a better working world, helping to create long-term value for clients, people and society and build trust in the capital markets.

Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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