KPMG Microsoft Business Solutions

G Cloud 14 Service Definition Catalogue

KPMG Services for G-Cloud 14

KPMG – About us
Scale/location/technologies

KPMG Microsoft Business Solutions (MBS) specialise in delivering technology led digital transformation using Microsoft cloud technologies.

KPMG MBS numbers over 600 experienced, certified professionals. Our global network of Microsoft professionals is over 2,000. We deliver Microsoft cloud solutions based on leading practice, informed by KPMG methodologies, insights and governance.

We offer certainty of outcome and have a deep understanding and experience of the UK public sector.

A Strategic Microsoft Partner
KPMG MBS is a 'full stack' Microsoft Partner, with capabilities covering Microsoft 365, Dynamics 365, Power Platform and Azure. KPMG is a strategic global, Microsoft Gold Partner, holding over 20 Microsoft accreditations.
KPMG is one of 12 partners globally that sit on the Dynamics 365 advisory board, guiding the evolution of Dynamics 365 alongside Microsoft.

KPMG MBS and our Microsoft Alliance

- 2022 – Dynamics 365 Finance (winner)
- 2022 – Advisory Services (finalist)
- 2022 – Global SI & Advisory Digital Transformation
- 2023 - Defence & Intelligence (winner)
- 2023 – Advisory Services (finalist)
- 2023 – Inclusion Changemaker (finalist)

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"KPMG's deep industry and process expertise, combined with the power of our trusted cloud –spanning Azure, Dynamics 365 and Microsoft 365 –will bring the best of both organisations together to help customers around the world become more agile in an increasingly complex business environment"

Satya Nadella, CEO, Microsoft

Microsoft Dynamics 365 Services

KPMG Powered Finance enabled by Microsoft Dynamics 365

Service Description:

KPMG Powered Finance solution delivers a public-sector ready, pre-built, next generation finance function, leveraging KPMG's know-how across finance, tax, risk and controls.

At the heart of KPMG's Powered Finance solution is a pre-built target operating model for finance that is enabled by the capabilities of the Microsoft Dynamics 365 ERP SaaS platform. Our target operating model considers 6 key layers:

- Functional process
- People
- Service delivery model
- Technology
- Performance Insights & data
- Governance

The delivery method brings together the leading practice end to end process view of finance with a user centred design focused around key personas and user journeys to deliver process driven outcomes.

What are the benefits of KPMG Powered IT service?

- Enables organisation-focussed outcomes, beyond a system Implementation Service

- Incorporates leading practice from Microsoft, and KPMG combined experience

- Reduces Implementation Services time, releasing time for business partnering

- Enables flexible subscription-based usage - client pays for capacity required

- Offers clearly defined outcomes and system functionality

- Employs a proven methodology designed specifically for cloud service

- Reduced Implementation Services cost and lower total cost of ownership

- Reduced implementation risk as using standard, pre-tested functionality

- Greater certainty of outcomes through pre-configured assets

- Enables easier future updates - no system customisation constraints

Our service features

- A leading practice finance Target Operating Model design

- Design includes finance organisation, processes, roles, control and reporting framework

- A Cloud Integration Framework allowing integration of legacy systems

- KPMG's services including tax, assurance and financial controls

- Governance accelerators including Project Definition, Quality Plans, RACI Matrices

- Pre-defined testing strategy, role and process aligned test scripts

- Pre-defined reporting strategy and custom reports with process mapping

- Pre-defined data migration strategy with analysis and upload accelerators

- Certified by Microsoft Global Implementation Services Partner

- Machine Learning / Copilot

Microsoft Dynamics 365 CRM Customer Engagement Advisory, Design and Delivery Services (D365CE)

Service Description:

Microsoft Dynamics 365 Customer Engagement is a Microsoft cloud service offering Customer Relationship Management capabilities. It provides capabilities around Sales, Service, Communications and Marketing that help you engage with customers / citizens and streamline business processes.

KPMG offers assessment, advisory, design, implementation and project governance services for the delivery of Microsoft Dynamics 365 Customer Engagement cloud CRM solutions.

We support with key challenges from cloud transition to operational transformation, delivering end-to-end solutions that enable organisations to optimise customer experience, streamline process and provide a consistent service

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the all UK Industry sectors

- Experienced with delivering Government Digital Service (GDS) compliant services

- Expertise in delivering relationship management, process automation and citizen engagement

- Fast Track: Microsoft FastTrack Partner for Dynamics 365 Customer Engagement

- Knowledge and skill transfer to build internal capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365 Customer Engagement CRM

- Dynamics 365 Sales, Customer Service, Marketing, Field Service, Customer Insights

- Programme and project management, covering design, implementation and operation

- Strategy and Governance assessment, advice, planning and business case creation

- Design and customisations review, and optimisation report for existing deployments

- Upgrade assessment and technical upgrade / cloud migration

- Integration with other Microsoft technologies and external line-of-business systems

- Process automation, embedded AI, KPI management, reporting and integrated communications

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Online Customer Engagement from Microsoft Dynamics 365CE

Service Description:

Microsoft Dynamics 365 Customer Engagement is a Microsoft cloud service offering Customer Relationship Management capabilities. It provides capabilities around Sales, Service, Communications and Marketing that help you engage with customers / citizens and streamline business processes.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Expertise in delivering relationship management, process automation and citizen engagement

- Fast Track: Microsoft FastTrack Partner for Dynamics 365 Customer Engagement

- Knowledge and skill transfer to build internal capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365CE (Customer Engagement) CRM

- Programme and project management, covering design, implementation and operation

- Dynamics 365 Sales - core customer / citizen engagement

- Dynamics 365 Customer Service - case management and omni-channel communications

- Dynamics 365 Marketing – email, social, events, customer journey, automation

- Dynamics 365 Field Service - scheduling, remote assist, IoT integration

- Dynamics 365 Customer Insights - enriched single-view-of-the-customer from disparate sources

- Integration with other Microsoft technologies and external line-of-business systems

- Process automation, embedded AI, KPI management, reporting and integrated communications

- Machine Learning / Copilot

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

Microsoft Dynamics 365 Finance & Operations Advisory, Design and Delivery Services (D365 F&O)

Service Description:

KPMG offers assessment, advisory, design, implementation and project governance services for the delivery of Microsoft Dynamics 365 Finance, Supply Chain, Project Operations and Human Resources (formerly-known-as D365 Finance & Operations).

We support with key challenges of cloud transition to operational transformation, delivering end-to-end cloud ERP solutions to optimise back-office functions.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- KPMG expertise in public sector financial management, with CIPFA-accredited specialists

- Experience in delivering CIPFA, IFRS and GAAP compliant accounting solutions

- Fast Track: Microsoft FastTrack Partner for Dynamics 365 Finance

- Knowledge and skill transfer to build internal capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365 Finance & Operations

- Dynamics 365 Finance; Supply Chain Management; Project Operations; Human Resource

- Programme and project management, covering design, implementation and operation

- Strategy and Governance assessment, advice, planning and business case creation

- Design and customisations review and optimisation report for existing deployments

- Upgrade assessment and technical upgrade / cloud migration

- Integration with other Microsoft technologies and external line-of-business systems

- Process automation, embedded AI, KPI management, reporting and integrated communications

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Finance & Operations for Local Government

Service Description:

Dynamics 365 Finance and Operations for Local Government is a pre-configured CPFA compliant solution based on Dynamics 365 enabling Councils to transform their finance functions.

At the heart of KPMG's Finance & Operations solution for Local Government is a pre-built target operating model for finance that is enabled by the capabilities of the Microsoft Dynamics 365 ERP SaaS platform. Our target operating model considers 6 key layers for Local Government:

- Functional process
- People
- Service delivery model
- Technology
- Performance Insights & data
- Governance

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- Adopt not Adapt, resulting in no changes to core functionality
- Seamless Microsoft365 integration, removing manual keying of data in spreadsheets
- Save time, money and deliver more efficient services to users
- Leading practice, informed by KPMG methodologies, insights and governance
- Certainty of outcome from a strategic global Microsoft Gold Partner
- KPMG expertise in public sector financial management, with CIPFA-accredited specialists
- Fast Track: Microsoft FastTrack Partner for Dynamics 365 Finance
- Knowledge and skill transfer to build internal capabilities
- Post-implementation helpdesk support, managed service and 'evergreening' service
- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Pre-built finance function for Local Government featuring leading practice design
- Built on Microsoft Dynamics 365 Finance & Operations ERP
- Designed by CIPFA-accredited accountants specifically for Local Government
- Fully featured chart of accounts designed for CIPFA reporting
- Accounts templates: Local Authority Balance Sheet; Movement in Reserves Account, Comprehensive Income and Expenditure Statement; Cash Flow Statement
- Reporting: SeRCOP; WGA; NFI; Partial VAT; Fees and Commissions Transparency
- CIPFA compliant non-current asset accounting
- Programme and project management, covering design, implementation and operation
- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition
- Machine Learning / Copilot
- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Finance & Operations for Healthcare

Service Description:

Dynamics 365 Finance and Operations for Healthcare is a tailored solution based on Dynamics 365, enabling health organisations to transform their finance functions.

At the heart of KPMG's Finance & Operations solution for healthcare is a pre-built target operating model for finance that is enabled by the capabilities of the Microsoft Dynamics 365 ERP SaaS platform. Our target operating model considers 6 key layers for Local Government:

- Functional process
- People
- Service delivery model
- Technology
- Performance Insights & data
- Governance

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals
- Leading practice, informed by KPMG methodologies, insights and governance
- Certainty of outcome from a strategic global Microsoft Gold Partner
- Deep understanding and experience of NHS and UK healthcare
- KPMG expertise in public sector financial management, with CIPFA-accredited specialists
- Experience in delivering CIPFA, IFRS and GAAP compliant accounting solutions
- Fast Track: Microsoft FastTrack Partner for Dynamics 365 Finance
- Knowledge and skill transfer to build internal capabilities
- Post-implementation helpdesk support, managed service and 'evergreening' service
- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365 Finance & Operations
- Dynamics 365 Finance; Supply Chain Management; Project Operations; Human Resource
- Integration with healthcare-specific functions, such as clinical coding and FHIR
- Strategy and Governance assessment, advice, planning and business case creation
- Integration with other Microsoft technologies and external line-of-business systems
- Process automation, embedded AI, KPI management, reporting and integrated communications
- Programme and project management, covering design, implementation and operation
- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition
- Machine Learning / Copilot
- Technical and programme assurance utilising trusted KPMG methodology

Regulatory Platform with Microsoft Dynamics 365

Service Description:

KPMG offer a design and implementation service for delivering a Regulatory Platform with Microsoft Dynamics 365.

This service supports digital transformation within regulatory bodies and is based on experience of delivering Microsoft cloud solutions for UK regulators. This approach enables a faster, lower-risk implementation and accelerated realisation of benefits

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of UK regulatory landscape

- Informed and backed by the KPMG Connected Regulation methodology

- Transformational solution to reduce regulatory risk and optimise processes

- Proven success with leading UK healthcare and financial regulators

- Knowledge and skill transfer to build internal capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Regulatory Platform with Microsoft Dynamics 365

- Built on Microsoft Dynamics 365 Customer Engagement and Power Platform

- Leading practice solution for registration, inspection, monitoring, enforcement and fees

- Single platform for contacts, case and certification / accreditation data

- Document management through seamless integration with Microsoft SharePoint

- Self-service (self-certification) enabled through secure, integrated Power Apps Portal

- Insights and analytics to inform decision making and monitor performance

- Programme and project management, covering design, implementation and operation

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Business Central ERP Advisory, Design and Delivery Services

Service Description:

KPMG offers advisory, governance, assessment, implementation and support services for the successful delivery of Microsoft Dynamics 365 Business Central (formerly NAV) cloud provisioned ERP solutions.

We support with key challenges from cloud transition to operational and financial transformation in order to deliver successful end-to-end business processes and technical solutions.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- KPMG insight and leading practice finance transformation experience

- Improved services with coordinated delivery across multiple functions service providers

- Cost savings during implementation and ongoing support

- Speedier realisation of ERP benefits

- Sustainable, always up-to-date solution

- Supports transformation to lower cost base

Our service features

- Design and implementation of Dynamics 365 Business Central ERP

- Help best fit your D365BC deployment to your business requirement

- Programme and project management, covering design, implementation and operation

- Assessment and technical upgrade / cloud migration from Dynamic NAV

- Design and customisations review and optimisation report for existing deployments

- Rapid delivery methodology for faster, smarter and optimal cost deployment

- Integration with other Microsoft technologies and external line-of-business systems

- Integrates KPMGs services including tax, assurance and controls expertise

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Upgrade and Cloud Migration

Service Description:

KPMG offers assessment, advisory, design, implementation and project governance services for upgrade and cloud migration of Microsoft Dynamics 365 Customer Relationship Management (CRM), Dynamics 365 Finance & Operations (D365F&O) and Business Central (D365CE and NAV).

We support the entire process of migration from legacy Microsoft Dynamics systems to the modern Microsoft cloud, SaaS-based Dynamics 365 platform

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Rapid migration to modern cloud versions of Dynamics 365

- Reduce risk and Total Cost of Ownership (TCO) related to on-premise / legacy systems

- Enable integration with wider Microsoft cloud technologies

- Microsoft Fast Track Partner for Dynamics 365 CE and Dynamics 365 F&O

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Migration assessment, recommendations, readiness and planning for Dynamics 365 migration

- Dynamics CRM on-premise / private cloud migration to D365 CE

- Dynamics F&O on-premise / private cloud migration to D365 F&O

- Dynamics AX on-premise / private cloud migration to D365 F&O

- Business Central on-premise / private cloud migration to D365 BC

- Dynamics NAV on-premise / private cloud migration to D365 BC

- Dynamics GP on-premise / private cloud migration to D365 BC

- FastTrack tools / approach: Microsoft Lifecycle Services, OP2OL Migration Factory

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Technical and programme assurance utilising trusted KPMG methodology KPMG

Microsoft Dynamics 365 Marketing Advisory, Design and Delivery Services

Service Description:

Microsoft Dynamics 365 Marketing helps organisations optimise communications by moving beyond basic email marketing to include unified digital, social and events marketing along with customer journey automation and nurture.

KPMG offers advisory, design, implementation and project governance services for the delivery of Microsoft Dynamics 365 Marketing.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Expertise in digital marketing; customer journey automation; personalisation; automated nurture

- Improve ROI with embedded intelligence and analytics that track performance

- Knowledge and skill transfer to build internal marcom team capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365 Marketing

- Standalone implementation or with Dynamics 365 Sales / Customer Service

- Advice on tailoring D365 Marketing to your specific marcom needs

- Programme and project management, covering design, implementation and operation

- Strategy and Governance assessment, advice, planning and business case creation

- Design and customisations review and optimisation report for existing deployments

- Integration with other Microsoft technologies and external line-of-business systems

- Process automation, embedded AI, KPI management, reporting and integrated communications

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Field Service Advisory, Design and Delivery Services

Service Description:

Microsoft Dynamics 365 for Field Service helps deliver a seamless, end-to-end service experience. Built-in intelligence helps you resolve service issues before they occur, reduce operational costs, and deliver positive service experiences.

KPMG offers advisory, design, implementation and project governance services for the delivery of Microsoft Dynamics 365 Field Service.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365.

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Expertise in Field Service implementation across a number of sectors

- Enable customer self-service and automation to deliver efficiency gains

- Improve ROI with embedded intelligence and analytics that track performance

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Dynamics 365 Field Service

- Enhance service experience with integrated scheduling, intelligence and resource management

- Innovate with integration to IoT, remote assist and HoloLens mixed-reality

- Enable field-based workers / engineers with mobile optimised service capabilities

- Programme and project management, covering design, implementation and operation

- Deploy alongside case management and asset management for end-to-end transformation

- Design and customisations review and optimisation report for existing deployments

- Integration with other Microsoft technologies and external line-of-business systems

- Full Dynamics 365 lifecycle implementation: delivery, testing, training, service transition

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Dynamics 365 Support and Managed Service

Service Description:

KPMG can support your Microsoft Dynamics 365 implementation with a mix between functional and technical resolution support, covering Levels 2, 3 and combination of 3 and 4 (managing vendor issues).

We provide a tailored service based on:

- A full Managed Service;
- Proactive Support and Break Fix
- Reactive Support

Our support models include:

- Service Management;
- Continuous Improvement;
- Monitoring; and,
- Incident analysis

Our service covers Microsoft Dynamics 365:

- D365 Customer Engagement
- D365 Customer Insights
- D365 Finance & Operations
- D365 Business Central

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals
- Best-in-class support from a strategic global Microsoft Gold Partner
- Certainty of outcome from a service underpinned by ITIL principles
- Service Level Agreement (SLA) backed support agreement - see below for standard SLAs
- Support models include Service Management; Continuous Improvement; Monitoring; Incident analysis
- Structured service transition and ongoing UK-based service management
- Single helpdesk covering all Dynamics 365, Power Platform and Azure
- Remote and onsite support available
- Support call logging via web portal, telephone and email
- Service designed to maximise value and mitigate risks for Dynamics 365

Our service features

- A tailored support framework to suit your requirements and affordability
- Support for Dynamics 365 Customer Engagement (CRM)
- Support for Dynamics 365 Finance & Operations ERP
- Support for Dynamics 365 Business Central ERP
- Full Managed (tailored) Service: incidents; minor enhancements; data support; Evergreen
- Evergreen service: covering upgrades and continuous improvement
- Proactive Support: incident response and management, plus change request delivery
- Break Fix / Reactive Support: incident response call-off
- Full Dynamics 365 lifecycle support: delivery, testing, training, service transition
- Underpinned by our ITIL based core service provision model

Microsoft Power Platform

Microsoft Power Platform Design and Implementation Services

Service Description:

KPMG Microsoft Power Platform design and implementation service helps clients build innovative solutions across the Microsoft Power Platform, including Power Apps, Power BI, Power Automate, Power Virtual Agents, Power App Portals, Dataverse, Azure, and Artificial Intelligence. KPMG also offers Power Platform managed services, training and governance services.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365.

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Modern, secure web and mobile-enabled low-code / no-code business solutions

- Reduce risk, data loss and shadow IT through centralised controls

- Knowledge and skill transfer to build internal Power Platform capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of low-code / no-code Power Platform solutions

- Model Driven Power Apps and Canvas PowerApps configuration and integration

- Power Automate (Flow) for workflow automation, RPA and low-code integration

- Power BI for data analytics, reporting, interactive dashboards and visualisation

- Power Virtual Agents, configuration and integration of AI-enabled 'chatbots'

- Power Apps Portals for self-service website access to Dataverse data

- Power Platform Governance, Centre of Excellence (CoE) and training delivery

- Integration with other Microsoft technologies: Teams; Dynamics 365; Azure

- Full Power Platform lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Power Apps Design and Implementation Services

Service Description:

KPMG Microsoft Power Apps design and implementation service helps to identify value, build innovative solutions and have impact by leveraging low-code / no-code Model Driven Power Apps and Canvas Power Apps capabilities within the Power Platform suite. KPMG also offers Power Platform managed services, training and governance services.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365.

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Modern, secure web and mobile-enabled low-code / no-code business solutions

- Reduce risk, data loss and shadow IT through centralised controls

- Knowledge and skill transfer to build internal Power Platform capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of low-code / no-code Power App solutions

- Model Driven Power Apps and Canvas PowerApps configuration and integration

- App modernisation and redevelopment leveraging Power Platform capabilities and security

- Power Apps within Dynamics 365; Power BI; Microsoft 365; Teams

- Strategy and Governance assessment, advice, planning and business case creation

- Review and optimisation report for existing Power Apps deployments

- User experience (UX) human-centred design and implementation

- Power Platform Governance, Centre of Excellence (CoE) and training delivery

- Full Power Platform lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Power Automate Design and Implementation Services

Service Description:

KPMG Microsoft Power Automate design and implementation service helps to identify value and deliver digital automation solutions, using Microsoft's low-code / no-code Power Automate (aka Flow) platform. This enables KPMG clients to benefit from Power Automate for process automation through workflow, Robotic Process Automation (RPA) and embedded Artificial Intelligence.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Modern, secure web and mobile-enabled low-code / no-code business solutions

- Reduce risk, data loss and shadow IT through centralised controls

- Knowledge and skill transfer to build internal Power Platform capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of low-code / no-code Power Automate solutions

- Digital process automation delivery, workflow and end-to-end cloud business flow

- Integration to systems and external data sources through connectors

- Robotic Process Automation (RPA) to automate processes with legacy systems

- Building Artificial Intelligence into processes, delivering intelligent automation and insights

- Process automation within Dynamics 365; Power BI; Microsoft 365; Teams

- Power Platform Governance, Centre of Excellence (CoE) and training delivery

- Strategy and Governance assessment, advice, planning and business case creation

- Full Power Platform lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Power BI Design and Implementation Services

Service Description:

KPMG Power BI design and implementation services helps clients build self-service data analytics, reporting, interactive dashboards and visualisation solutions using Microsoft Power BI. We bring expertise in analytics, data modelling, integration, data science and the wider Microsoft Azure platform. KPMG also offers Power Platform managed services, training and governance services.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Expertise in data and analytics, Power BI development and training

- Accelerate time to value with KPMG's trusted approach and methodology

- Knowledge and skill transfer to build internal Power BI capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Utilise Power BI to share analytics with citizens and customers

Our service features

- Design and implementation of Power BI interactive data visualisation solutions

- Power BI for data analytics, reporting, interactive dashboards and visualisation

- Enable self-service analytics through leading-practice Power BI implementation and training

- Optimised PowerBI MI capability including Power BI centre of excellence

- Azure data platform implementation including architecture, integration, pipelines and modelling

- Data assessment: Understanding your data estate, maturity, governance and vision

- Strategy and Governance: Advice, planning and business case creation

- Machine Learning / Copilot

- Integration with other Microsoft technologies: Teams; Dynamics 365; Azure

- Full Power BI lifecycle implementation: delivery, testing, training, service transition

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Power Virtual Agents / Chatbots Design and Implementation Service

Service Description:

KPMG Microsoft Power Virtual Agents design and implementation services delivers AI-enabled chatbot and assistant capabilities to address the needs of customer and employee interactions across all digital channels. KPMG also offer Power Virtual Agent managed services, training and governance services, alongside our wider Microsoft Power Platform services.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Automate customer and employee processes through self-service, AI-powered chatbots

- Handle common questions, complex conversations, data interaction and agent escalation

- Knowledge and skill transfer to build internal capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of Microsoft Power Virtual Agents 'chatbots'

- Low-code / no-code rapid configuration of AI-enabled chatbots

- Programme and project management, covering design, implementation and operation

- Strategy and Governance assessment, advice, planning and business case creation

- Integration with other Microsoft technologies: Teams; D365 Service; Azure

- Embed in websites, apps, Facebook, other Azure Bot Framework-supported channels

- Training to enable your team to configure Power Virtual Agents

- Process automation, embedded AI, KPI management, reporting and integrated communications

- Full Power Platform lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Customer Self-Service Portals - Microsoft Power Apps Portals Design and Implementation Services

Service Description:

KPMG Microsoft Power Apps Portals design and implementation service delivers self-service web portal solutions that connect customers and citizens to the data you hold on them and to your services. Portals connect to Dynamics 365 and Power Apps via Dataverse. KPMG also offers Power Platform managed services, training and governance.

KPMG is a Microsoft Gold Partner, providing full lifecycle services for Dynamics 365

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Experienced with delivering Government Digital Service (GDS) compliant services

- Modern, secure web and mobile-enabled low-code / no-code business solutions

- Optimise customer journey and process efficiency with KPMG-design self-service model

- Knowledge and skill transfer to build internal Power Platform capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Design and implementation of low-code / no-code Power Apps Portals

- Self-service portals connected to Dynamics 365, Power Apps and Dataverse

- Customer self-service; partner engagement; community portal; employee self-service; custom portals

- Integrations: Active Directory OAuth; Power BI; Power Virtual Agents; SharePoint

- Responsive design suitable for all devices; styled to your branding

- Strategy and Governance assessment, advice, planning and business case creation

- User experience (UX) human-centred design and implementation

- Power Platform Governance, Centre of Excellence (CoE) and training delivery

- Full Power Platform lifecycle implementation: delivery, testing, training, service transition

- Machine Learning / Copilot

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Azure

Microsoft Azure Assess & Implementation Service

Service Description:

KPMG offer assessment and implementation services across the entire Microsoft Azure technology stack. Our range of assessments cover operational excellence, performance efficiency, security, risk, cost effectiveness, reliability and cloud migration readiness. Our implementation services help to accelerate Azure migration, optimise existing deployments and introduce new capabilities, based on leading practice.

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Benefit from full-stack Microsoft Partner: Azure; Dynamics 365; Microsoft 365

- De-risk and optimise your Azure performance based on KPMG expertise

- Maximise ROI and efficiency through full adoption of Azure capabilities

- Knowledge and skill transfer to build internal Azure capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Azure health check high-level assessment: Spend; Architecture; Security; Operations; Performance

- Deep-dive Azure assessment: Benchmark your architecture vs. Azure Well-Architected Framework

- Deep-dive Azure assessment: Cost Optimisation; Well-Architected Review; Security and Risk

- Migration assessment: Review, recommendations and planning for Azure cloud migration

- Implementation: Infrastructure; Applications; Security; Endpoint Management; Virtual Desktop; DevOps

- Implementation: Data analytics platform; Machine Learning and Artificial Intelligence (AI)

- Azure Engine: Accelerated Landing Zone deployment following leading practice patterns

- Full Azure lifecycle implementation: delivery, testing, training, service transition

- Managed Service: Tailored management and support for your Azure estate

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft 365 (M365) Assess and Implementation Service

Service Description:

KPMG offer assessment and implementation services across the full range of Microsoft 365. Our assessments cover strategy, operational excellence, performance efficiency, security, risk, cost effectiveness, reliability and governance.

Our implementation services help to accelerate M365 adoption, optimise existing deployments and introduce new capabilities, based on leading practice

What are the benefits of KPMG Powered IT service?

- KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Deep understanding and experience of the UK public sector

- Integration of M365 with other Microsoft services, plus third-party systems

- De-risk and optimise Microsoft 365 based on KPMG expertise

- Maximise ROI and efficiency through full adoption of M365 capabilities

- Knowledge and skill transfer to build internal Microsoft 365 capabilities

- Post-implementation helpdesk support, managed service and 'evergreening' service

- Programmes designed to accelerate time to value and maximise ROI

Our service features

- Microsoft 365 health check high-level assessment: Identity; Communications; Security; Adoption

- Deep-dive assessment: Microsoft 365 tenant; Active Directory; Collaboration; M365 licencing

- Deep-dive assessment: Hybrid Cloud Security; Threat Protection; Identity (IAM); Controls

- Migration assessment: Review, recommendations and planning for Microsoft 365 migration

- Identity and security implementation: Azure Active Directory; Defender; Sentinel; MFA

- Productivity implementation: Exchange Online; OneDrive; Teams; Viva; SharePoint; InTune

- Governance and adoption: Drive adoption with structured processes and controls

- Compliance: Ensure your Microsoft 365 meets GDPR and other regulations

- Managed Service: Tailored management and support for your Microsoft 365

- Technical and programme assurance utilising trusted KPMG methodology

Microsoft Azure Data Science Capability Adoption Partner

Service Description:

KPMG can help you leverage Microsoft Azure services to implement decision making driven by data science. Our alliance with Microsoft brings you the power of the Azure platform and our own leading insights expertise, offering you a data science partner to meet your business needs. From pilot to enterprise transformation.

What are the benefits of KPMG Powered IT service?

- Adoption in the cloud with confidence

- Gain access to experts in Microsoft Azure and data science

- Benefit from KPMG's scientific methodology from data to decision

- Consultation and guidance on question formulation and exploratory analysis

- Make better decisions based on existing data and open sources

- Harness Azure's full capability: Stream Analytics; IoT; Cognitive Services; Databricks

- Understand Azure data science 'art-of-the-possible' and create pilot solutions

- Leading practice, informed by KPMG methodologies, insights and governance

- Certainty of outcome from a strategic global Microsoft Gold Partner

- Knowledge and skill transfer to build internal capabilities

Our service features

- Advanced analytics with Azure Cognitive Services and Azure Machine Learning

- Implement Machine Learning models for business challenges and process automation

- Extract meaning from text with natural language processing (NLP)

- Drive analytics and information enrichment with sentiment analysis

- Use predictive modelling techniques such as neural networks

- Understand your physical presence with geospatial analytics

- Development of bespoke R and Python solutions

- Find the right techniques such as regression, decision trees, clustering

- Develop an Azure analytics and data science roadmap

- Bring analysis alive though Power BI visualisations

- Approach data science

Microsoft Data Platform & Analytics Assess & Implementation Service

Service Description:

KPMG offer assessment and implementation services for Microsoft Data Platforms and Analytics. Our assessments cover of current data landscape and vision, with recommendations for consolidations and migration.

Our implementation services create optimised data platforms and analytics solutions using Microsoft Azure components, including ML and AI, along with Power B

What are the benefits of KPMG Powered IT service?

• KPMG Microsoft Business Solutions numbers over 600 experienced, certified professionals

• Leading practice, informed by KPMG methodologies, insights and governance

• Certainty of outcome from a strategic global Microsoft Gold Partner

• Deep understanding and experience of the UK public sector

• Extract maximum insight, intelligence and value from your organisation's data

• Integrate analytics into Dynamics 365, Power Apps, Teams, SharePoint, websites

• Leading practice data governance, policies, procedures and Target Operating Model

• Knowledge and skill transfer to build internal data analytics capabilities

• Post-implementation helpdesk support, managed service and 'evergreening' service

• Programmes designed to accelerate time to value and maximise ROI

Our service features

• Assessment: Review of current data landscape, maturity, strategy and vision

• Assessment: Recommendations and options for migration to Microsoft Azure cloud

• Implementation: Microsoft Data Platform using Azure Synapse and Data Lake

• Data architecture and engineering: Re-engineering data solutions into Azure cloud

• Data ingestion and transformation: Azure Data Factory; Synapse Pipelines; Databricks

• Data Science: Azure Cognitive Services (AI) and Azure Machine Learning

• Analytics and visualisation: Dashboards built using Power BI

• Collaboration: Enable controlled data sharing for collaboration with partners

• Managed Service: Tailored management and support for your Data Platform

• Technical and programme assurance utilising trusted KPMG methodology

Self-Service Analytics - Enabled by Microsoft

Service Description:

Our solution securely integrates data from disparate systems into a data platform, hosted on the Microsoft cloud, before translating it into understandable business terminology. This, combined with a suite of co-developed reporting dashboards and AI-based analytics allow staff to analyse data with minimal training – with full service desk support.

What are the benefits of KPMG Powered IT service?

- Intuitive, natural language Q&A to undertake analysis with minimal training

- Multi-channel system access provides insights and collaboration from anywhere

- Ability to collate and visualise a citizen single view

- Security and privacy guaranteed through role based, auditable access

- Able to scale users and processing power as required

- Data assets translated into understandable business terminology through semantic layer

- Intuitive collaboration/ communication tools included to challenge insights/ reports iteratively

- Fully supported managed service including service desk and incident management

- Automatically maintained security, software and cloud environment limit overhead costs

- Provides a strong foundation for secure, external partnership working

Our service features

- Microsoft cloud-hosted solution enabling flexible scaling of capability and capacity

- Access Azure technology suite, including Machine Learning and cognitive services

- Support and co-development of most impactful reports and use-cases

- Secure architecture with end-to-end encryption and privacy-by-default and design principles

- Rolling-release programme delivers new innovative services as they are released

- Flexible integration of new data sources with limited technical burden

- Multi-channel and multi-device deployment of system access and services

- Full suite of pre-prepared data and analytics products and services

- Single sign-on integration with Office365, Dynamics365 and Microsoft technology stack

- Fully supported managed service including service desk and incident/problem management

KPMG Approach

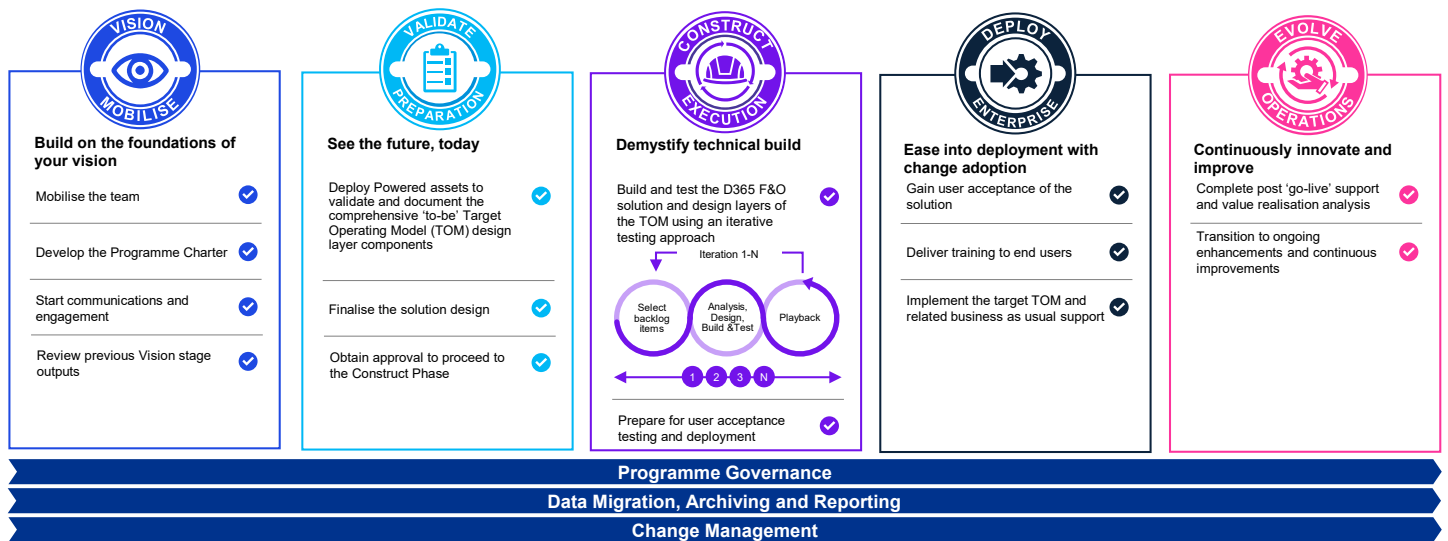# Our Implementation approach

Implementation Plan:

Powered projects are delivered over five phases. The Vision; Validate; Construct; Deploy; Evolve.
This approach fits well with user-centric and agile method. It supports the Government Digital Service (GDS) way to deliver services through Alpha, Beta and Live phases as follows:

Implementation timescales are driven by a number of variables including the scale and complexity of each Customer's scope together with quality of data and availability of resources.
We would agree the implementation plan, resource requirements and project milestones as part of the process of procuring our services

VISION MOBILISE

Build on the foundations of your vision

- Mobilise the team ✓
- Develop the Programme Charter ✓
- Start communications and engagement ✓
- Review previous Vision stage outputs ✓

VALIDATE PREPARATION

See the future, today

- Deploy Powered assets to validate and document the comprehensive 'to-be' Target Operating Model (TOM) design layer components ✓
- Finalise the solution design ✓
- Obtain approval to proceed to the Construct Phase ✓

CONSTRUCT EXECUTION

Demystify technical build

- Build and test the D365 F&O solution and design layers of the TOM using an iterative testing approach ✓

Iteration 1-N

Select backlog items — Analysis, Design, Build &Test — Playback

1 2 3 N

- Prepare for user acceptance testing and deployment ✓

DEPLOY ENTERPRISE

Ease into deployment with change adoption

- Gain user acceptance of the solution ✓
- Deliver training to end users ✓
- Implement the target TOM and related business as usual support ✓

EVOLVE OPERATIONS

Continuously innovate and improve

- Complete post 'go-live' support and value realisation analysis ✓
- Transition to ongoing enhancements and continuous improvements ✓

Programme Governance

Data Migration, Archiving and Reporting

Change Management

Vision:

In this phase the high level scope, the project plan, the approaches and strategies for how the Platform will be implemented during the remainder of the project are documented and accepted.

We consult leaders at all levels about the project vision, milestones and success criteria.

We map the vision to the technology capability identifying areas of opportunity and those requiring further discussion

Validate

We validate and document a comprehensive 'to-be' Finance target operating model (TOM), finalise the solution design and document the clients you can achieve.
We run process and design decision workshops.
We hold playback sessions to showcase the technology and identify any partial fits and gaps.

We engage with client teams to understand the criticality of these requirements and create a prioritised backlog of things to change.

In this phase the designs for the items in scope / Platform will be finalised, documented and accepted by the Customer to facilitate entry into the Construct phase.

Construct:

In this phase the platform is configured, and integrations built in accordance with the design.

We configure the solution and reports, design and develop integrations and complete unit, system, and integration testing.

We execute unit tests and system test scripts and work with clients to prepare a list of business scenarios with clear acceptance criteria. These scenarios form the basis of User Acceptance Testing (UAT)

Data is also cleansed in preparation for migration and tests will be conducted to confirm the ability to migrate and reconcile data from the legacy platforms to the new platform.

Deploy:

During this phase the platform is subject to user acceptance test, users are trained, data is migrated and the project transitions from implementation to Production.

Evolve:

During this phase the new platform is in production and the Customer starts operating the target processes on it, with the agreed level of post go live Hypercare support

KPMG Approach

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Onboarding and offboarding support

The range of on boarding activity required for clients adopting a KPMG Powered service would be agreed as part of the procurement of the service. As part of the service we build and agree a plan covering all relevant activities, planned times, durations, responsibilities, accountabilities and outputs.
Typical elements comprise:

Onboarding:

- Development of the project charter, if needed, and associated project guiding principles

- Assistance to develop / articulate the case for change

- Change management and communications strategy to aid who needs to be communicated with, how and when in relation to the changes the project is planning to implement

- Provision of orientation sessions in the Powered Methodology, Powered assets, Platform principles, Powered Execution Suite tools to prepare clients teams for the program, including workshop execution

- Engagement with client teams to understand the 'as is', to take into account in change impact assessment during workshops

- Definition of collective roles and responsibilities including that for outputs

- Execution of a Project kick off event and associated materials to formally launch the project and to aid new joiners in orientation

The migration of client data is often a critical path item on the on boarding plan. We work with our clients to assist them to transition data to the new Platform. As part of this we would provide standard templates and knowledge transfer to allow the client and/or their existing service provider to extract and provide data in the correct format.

Offboarding:

Each implementation has a post go live ("Evolve phase") in which KPMG will provide post go live support working with each Clients Business as Usual (BAU) team to fully transition on going service delivery to the Clients' BAU support team according to the agreed plan.

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans.

KPMG has comprehensive business continuity and physical security procedures in place to cover its day to day and business operations.

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The KPMG Business Continuity and Readiness Statement Executive summary dated November 2022 includes the following:

The Business Continuity team follow the Business Continuity Institute best practice guidelines and comply with the International Standard ISO22301: 2012

The firm has ISO27001 accreditation, the scope of the external audit extended for the first time in 2010 to include the Business Continuity Management across the UK firm externally audited every six months.

Incident & Crisis Management response: role holders are trained and exercised.

Service Details

Business recovery Readiness

Strategy

The firm's recovery strategy is based on the use of the KPMG UK office network to provide workplace and Information & Communications Technology contingencies in the event of the loss of one (or more) of the firm's offices.

The firm's business recovery strategy is based on using the offices throughout the UK as alternate site contingencies for building denial events with remote working at home and client site completing the response by leveraging KPMG's agile working capability: high capacity VPN, all staff have laptops and Smart phones.

Plans

Business Continuity Co-ordinators are responsible for the maintenance and execution of client service recovery plans.
The business recovery plans are reviewed within an ongoing programme of scenario based tabletop exercises.

The plans are maintained and centrally monitored using business continuity planning software. These plans are supported by the firm's infrastructure (ITS, Facilities and HR) support plans

Exercising

Business Recovery plans: exercised once every year.

Detailed audits of the content of all plans are completed annually

BCDR: Risk and Impact Mitigation

KPMG has a three lines of defence Risk Governance model:

i.   Operational teams (ITS, HR, Physical Security etc) responsible for implementation of activities / adherence with policies and standards and day to day ownership & management of

ii.   Oversight - BCM as part of a wider Information Protection team within the Quality & Risk Management function defines strategy / policies, ensures compliance and provides assurance.

iii. Independent Assurance – Internal Audit overseen by the Audit & Risk Committee, external audit (ISO27001 BCM audit on a biannual basis) and Client audits.

KPMG operates a twin data centre model, providing provision to manage disruptions affecting hosted IT infrastructure and business applications.

The primary and secondary data centres are dedicated data halls hosted in purpose built UI Tier III equivalent facilities. The buildings are separately owned by two of the market leaders in data centre colocation.

KPMG operates a twin data centre model, providing provision to manage disruptions affecting hosted IT infrastructure and business applications.

The data centres are sufficiently physically separated to minimise exposure to shared risk/threat occurrence, whilst within distances to support synchronous replication of data to minimise data loss opportunity in the event of DR.

Both facilities are located in the UK. Production IT systems are typically hosted on an active passive infrastructure design, providing high availability and managed failover between data centres, underpinned by resilient fibre links.

KPMG provides a disk to disk backup strategy supplemented by snapshot and clone solutions to provide the lowest RTO. Disk backups are replicated between data centres for additional assurance. Long term data retention is provided through a choice of archive disk or tape backup where required.

The KPMG network is fully resilient, with all offices linked by dual network paths into an MPLS Wide Area Network, providing connectivity to KPMG's Data Centres.

KPMG has several risk assessments for suppliers in place, which cover business continuity, health and safety and data security.

KPMG provides related consulting services to clients.

Why KPMG

Pricing Overview including volume discounts

Consulting Prices are as per the G Cloud 14 rate structure.

Projects can be charged using either Fixed Price and Time and Materials approaches, according to the situation, and can be delivered on site and/or remotely.

Volume discounts would be considered on a case by case basis.

Typically, data extraction is addressed by clients with input from KPMG but we work closely with our clients to develop the data migration strategy and plan, providing templates with the target Platform format, to enable our clients to cleanse and map extracted data. We can apply varying levels of data migration automation techniques to address large volumes or complex requirements.

Service constraints like maintenance windows or the level of customisation allowed

Maintenance:

Cloud software is updated regularly to apply minor fixes and to a schedule for more significant updates. These types of maintenance activities are usually well documented and pre advised by the Cloud software vendor and, where notified, are considered in project planning and particularly design and regression testing activities. The Cloud software vendors which are the subject of a Powered implementation typically apply updates at times aimed at minimising disruption to project and day to day operational use.

Customisation:

The Powered approach is to 'configure rather than customise', adopting standard Cloud software functionality to enable ease of upgrade and to take advantage of new updates and releases with minimal issues. ServiceNow provides the ability to create Scoped Applications for any customisation that is necessary to protect the core platform from changes that would impact upgrades. KPMG has leveraged this feature and aligned with ServiceNow recommendations for leading practice Application creation for the Powered IT services.

Service levels like performance, availability and support hours

The service levels and support hours for Cloud software vendors are per the relevant authority's direct agreement with that vendor.

KPMG can provide managed services with extended support hours coverage and would be happy to discuss this and specific service level requirements on a case by case basis.

How we will compensate buyers if you do not meet Service Levels

Any service credit regime for Cloud software vendors are per the relevant authority's direct agreement with that vendor.

KPMG can discuss specific service credit requirements on a case by case basis.

The ordering and invoicing process

The ordering process for G Cloud services is laid out in the 'G Cloud buyers' guide on the www.gov.uk website.

Invoicing arrangements will be as per the agreed G Cloud order form and will vary from engagement to engagement.

Why KPMG

How buyers or suppliers can terminate a contract

How buyers or suppliers can terminate a contract:

Our terms provide for a range of scenarios where both Buyer and Supplier are able to terminate contracts, to defined notice periods, for:

- Convenience,

- Failure to remedy a material breach and

- Insolvency.

In addition, Supplier has the right to terminate if: (a) circumstances arise or have arisen which KPMG reasonably considers does or may impair its impartiality, objectivity or independence in respect of the provision of the Services; or (b) for legal, regulatory or other justified ethical reasons.

After sales support

KPMG Microsoft Business Solutions is able to support a full managed support service across the range of Microsoft software solutions to suit a clients' needs whilst remaining affordable.

Our support service operates from our Global Delivery Network centre in Malta, delivering seamless round the clock service to our clients. Our approach is based on these four pillars:

- Operational Excellence;

- Subject Matter Expertise;

- Tools and technology; and, Data

- Data.

In principle, the after sales support we offer should be considered as a menu from which our clients can select the things they need to support the on-site activity that they decide to deliver themselves

Any technical requirements

Each Cloud software vendor provides details directly of their supported web browsers and personal computer and related requirements. These are not onerous and typically do not present an issue for the majority of organisations.

KPMG also uses a range of collaboration tools, as appropriate, to assist in the delivery of the Services. Microsoft Office 365 & Teams are used by all colleagues within the firm, with other tools such as Jira and Confluence being used if required for the project. KPMG is also able to use other collaboration tools if used on client provided laptops.

Project team members will need to be provided with a software VPN and virtual machine or client laptop.