



G-Cloud 15 Service Definition

Accenture Fraud & Error Transformation

Jan 2026

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1.0 Scope of our services

Citizens are shifting towards digital payment channels and making more online payments. Criminal gangs are targeting customers and employees with new APP Fraud (scams) and phishing tactics every day. Business' operating models have changed with more home working and more complex working arrangements with 3rd party suppliers. All of this presents challenges in effectively detecting and preventing fraud.

Fraud is taking place everywhere. 1 in 2 UK (United Kingdom) businesses are impacted by fraud along with an estimated 4.6 million individuals affected by fraud every year. Fraud is the largest contributor to UK crime, accounting for 39% of all crimes reported. Fraud takes places in many forms, exploiting vulnerabilities at any opportunity

There is a rise in Public Sector Fraud

- Bounce Back Loan's early estimates indicate fraud approx. 26%
- Universal Credit at an all-time high of 14.5%
- Coronavirus Job Retention Scheme, estimated fraud, and error losses of 5% to 10% of scheme expenditure
- Procurement Fraud – High risk of fraud in PPE (Personal Protective Equipment)
- Housing Fraud continues to be high concern
- Grants fraud during COVID increased, specific increase in schemes such as Green Space scheme

It is key and pivotal for organisations to embrace the latest tools and technology utilising cloud to stay ahead of the fight against fraud.

We deliver enterprise-wide solutions or augment existing systems to extract additional value, by providing services in these key areas to prevent, identify and respond to fraud:

Fraud Target Operating Model	• Accenture creates a partnership approach across the enterprise to design and deliver a fraud target operating model which is underpinned by cloud services. • We embed fraud prevention into an organization's daily practices, reducing dedicated fraud teams due to automation tooling using cloud and building a positive and proactive fraud citizen experience.
Fraud Policy Design, Strategy & Implementation	• Define & design the fraud policy including using cloud technologies for fraud prevention • Design the strategy for fraud prevention and moving from a detective to a preventative model utilising the latest tooling using a variety of SaaS solutions • Support with fraud cultural changes within the workforce and designing with fraud in mind including training
Process Optimisation & Automation	• Identifying opportunities to remove duplication from processes, automate processes and ensure the citizen experience is simple and easy but remains a strong barrier to fraud losses

	- Identifying how cloud services and solutions can be used to leverage scalability and performance for fraud prevention and detection when optimising existing processes - Identify methods to improve processes to enhance management information which can in turn support the use of analytics for prevention which can be produced real time leveraging cloud tools
Risk Assessments	- Design a fraud risk assessment - Undertake/perform fraud risk assessments to identify gaps in services/spend which can lead to prevention and savings, including vulnerabilities when migrating to the cloud - Support identification of fraud typologies including the latest trends and recommended preventative controls
Project Management	Provide project management to support implementation of new fraud processes and technology
Technology Market Scanning & Selection	- We bring our array of in-house tools and capabilities and provide access to our ecosystem of fraud prevention vendors, alliances, and partners, to implement innovative and powerful intelligent-based fraud solutions - Identifying and assessing fraud solutions in the market against cloud requirements (e.g., on premise, hosted, self-hosted, SaaS, PaaS, IaaS) - Supporting in the identification and down selection of fraud suppliers - Support to identify final selection for tender including facilitation of demo scheduling and access to our partner network
Platform Implementation	- Deployment of new fraud platforms on premise or hosted - Design the integration of the new solutions with existing systems and deployment methods (including cloud hosting). - Document functional & nonfunctional requirements to support implementation - Support with migration of existing fraud tools to the cloud, including migration approach - Support with implementation of the technology solutions including analytics and data engineering where required
Data Engineering and Analytics	- Accenture's assets and accelerators help clients respond with agility in the face of continuously evolving landscape of fraud attack using advanced analytics, machine learning and artificial intelligence. - We have developed a robust methodology, supported by actionable industry insights and knowledge to reduce fraud losses

	• We can provide data scientists and data engineers to create bespoke fraud models to identify fraud including expertise in leading technologies such as Quantexa • We can deploy these techniques using the latest cloud-based tools
Citizen Treatment Strategies	• We can define and design bespoke treatment strategies for citizens who have suffered from fraud • Providing tailored responses for different fraud typologies ensuring each fraud threat is treated appropriately
Operations Outsourcing	• Providing operations to run, manage and augment existing teams • Ranging from reviewing transactions, review of historical activity, checking for account takeover and completing fraud investigations
Threat & Vulnerability assessment	• Our Threat Intelligence services team provides deep insight into threats and vulnerabilities to prioritise investment and capability development. • Identifying new targets and using the dark web to identify gaps and opportunities fraudsters are planning to exploit • Accenture brings experience from all sectors to help our customers implement leading fraud management practice

The Benefits of our Services & Approach

The benefits of our approach are:

- Reduction in fraud losses, saving taxpayers money
- Improved processes and identification of fraud
- Designing with fraud at mind
- Utilising the benefits of cloud to improve scalability & performance for fraud technologies
- Improving and moving to real time fraud detection and prevention using the benefits of big data tooling from cloud-based platforms and cloud based fraud solutions

Accenture has 30+ years' experience working with UK & Global Governments for fraud prevention. We have 20 Accenture Innovation Centers including 5 in Advanced Analytics and our Global Centre of Excellence for Fraud Analytics based in Dublin globally. With over 5000+ Risk (Fraud & Compliance) Professionals and over 1000+ UK Government experienced professionals we can provide leading expertise. Furthermore, we have over 850+ Consultants who are SC (Solution Contingency) Cleared/

2.0 Assets and Tools

Accenture has a suite of assets to enable delivery and value to our clients ranging from leading fraud prevention frameworks to fraud taxonomies to support organisations to identify their gaps with underpinned to enable organisations prevent fraud while utilising the latest cloud technologies.

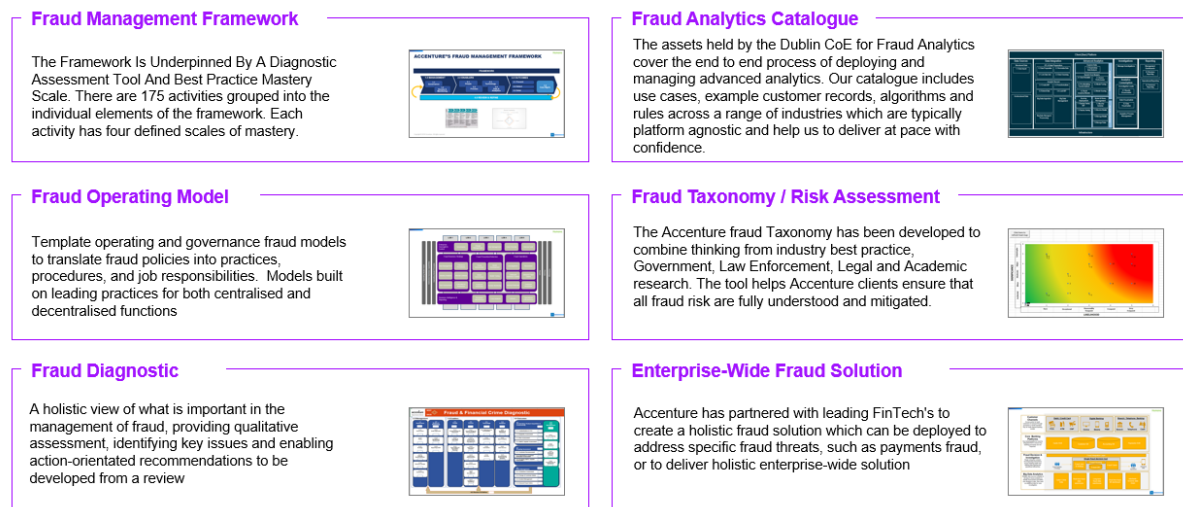


Figure 1: Accenture Fraud Assets

Accenture has developed alliances & partnerships with leading fraud prevention vendors which enable us to deliver at pace. Below is a non-exhaustive selection of key technology partners we work with including some of our key cloud ecosystem partners:

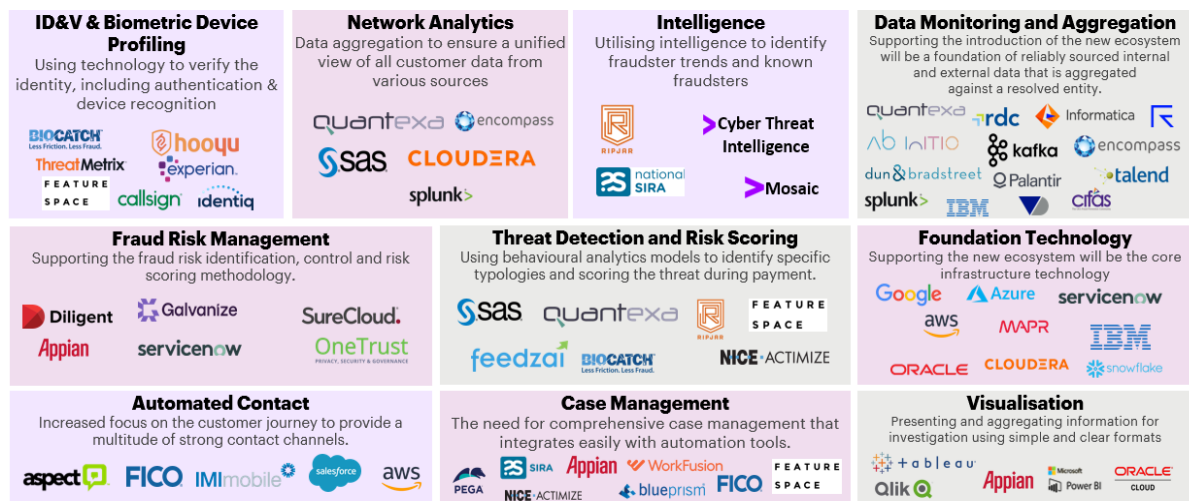


Figure 2: Accenture Fraud Technology Ecosystem Partners

3.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

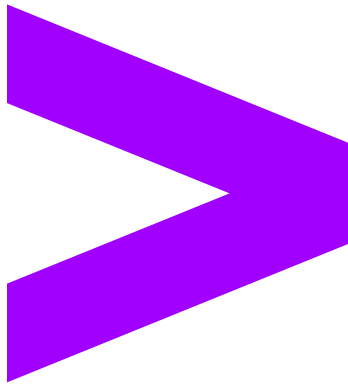
4.0 **Contacts**

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5.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



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