



G-Cloud 15

PwC Information Governance Services

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Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic challenge facing many private and public sector organisations, that require organisations to rethink not only their technology landscape, but also their operating model, governance and ways of working. We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications
- Smarter use of public cloud infrastructure for optimising existing business functions
- Using cloud for implementing new business services or digital operations
- Reducing cost by moving to consumption-based pricing models that only charge for the actual IT capacity and services used.

Migration to the cloud must be carefully planned and executed. We understand the practical business and technical risks involved and ensure these are identified, understood and mitigated before any move is made. Key considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the benefits of cloud transformation and the efficiencies it enables. Too often, cloud solutions are implemented to mirror existing ways of working, rather than using the opportunity to improve, standardise and simplify processes. We help clients make informed design decisions by balancing business, customer and technology requirements
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate lost revenue, unnecessary operational cost, or reputational damage that can disrupt business operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. Cloud services can be configured to support UK data residency, with access and processing configured to meet public sector and regulator expectations
- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud to be selected.

PwC provides frameworks and public sector delivery experience to support the implementation, operation and ongoing support of cloud-based services, to consider the combination of Business, customer experience and technology activities outlined above. There is no single answer that covers each and every client organisation and we tailor our frameworks to client circumstances to support them as a partner through the complete lifecycle of strategy to execution and support.

PwC Information Governance Services

Comprehensive Information Governance services that manage data risks, ensure regulatory compliance including GDPR, implement data retention and data classification, support cloud adoption and enable data-driven insights. Leveraging Legal, Technology Risk, Cyber Security, and Forensics expertise for secure cloud migration, data discovery, governance and AI readiness.

Information Governance Service Features	Information Governance Service Benefits
• Review of cloud migration requirements for compliance and business alignment • Assessment and profiling of data for effective cloud adoption • Identification and management of critical business and sensitive information • Discovery and classification of personal data to support GDPR compliance • Design and implementation of data retention policies and retention schedules • Development of taxonomies and business classification schemes for fileplans • Management of secure cloud migration minimising risks and costs • Training and guidance on cloud information governance best practices • Application of AI and machine learning for contract digitisation • Analysis of data risks, costs and inefficiencies of excessive data.	• Reduced migration costs and lower long-term storage costs • Enhanced decision-making from reliable, governed data insights • Defensible policy and process for improved information management and compliance • Discovery and triage of sensitive data or personally identifiable information • Higher rate of user adoption with governance processes • Reduced business disruptions and data breach incidents from improved security • Replaced manual tasks with technology to extract information cost effectively • Creation of a central repository of contract information 'Golden Source' • Automated contract data extraction saving time and costs • Organised and clean unstructured data for Security and AI readiness.

1. Identifying your current high priority risks and focus areas and defining a customised approach for managing information in the cloud to address them.

Deciding how to transform business using the cloud is one of the most complex decisions enterprises are grappling with. Cloud can provide significant cost reduction, eliminate technology bottlenecks, and facilitate rapid business innovation. Hosting data in the cloud comes with its own risks and data management techniques and controls can help you address these risks.

We help our clients understand how to approach these challenges when designing their information management processes for the data hosted in the cloud, and how to maintain the efficiency post-migration.

A common challenge is identifying a starting point:

- We will equip you to be able to readily identify areas of low maturity or high risk, allowing you to prioritise better
- We can perform assessments to identify gaps in the programme against our frameworks and best practice and highlight key risks and recommendations
- You will have an industry standard Strategy, policies, processes, controls and technology that can help reduce your data related incidents, create oversight and control of data assets, and reduce risk
- You will benefit from our knowledge and expertise of the market and regulatory landscape; we will provide practical insights across all stages
- We focus on making the processes of migrating your information to the cloud simpler and more effective for your users by helping you identify only what needs to be moved. Our business change specialists provide support to you throughout the migration process, enabling your people to adopt processes and technology to work together
- Positions the enterprise to take control of its information and turn potential liabilities into assets.

2. Data Breach Management and Remediation

Data breaches can happen to even some of the most prominent organisations if recent history is any indication. Every organisation therefore requires an immediate and effective Security Incident Management and Response Plan. We help organisations formulate the most fit-for-purpose management strategies and remediation measures in the event of a data breach.

- We will perform an immediate assessment of the breach to identify the root cause
- We have a multidisciplinary team to design a plan of attack that will remediate the immediate threat
- Simultaneously, we will support you in building the right technical and organisational measures to protect your organisation from a future breach. This can include creating a data governance structure that fits the profile of your organisation, analysing your security posture and controls against industry best practices, performing in-depth discovery and remediation on your structured and unstructured data landscape, embedding the right culture and awareness, strengthening third party/procurement processes, designing an audit readiness framework to fulfil GDPR duties, and creating a playbook to

ensure that your employees have a clear understanding of their roles and responsibilities in the event of a breach

- You can trust that we will leverage our network of SMEs from different lines of service to best manage a crisis.

A key component of cloud data migration roadmap is data quality management. Organisations often find themselves digressing from the core data migration activities to fix data quality issues and embark on long and resource intensive data cleansing activities.

We have a data quality framework which helps you with a tangible and customisable plan to remediate data cleansing and data quality management activities.

3. Incorporating data citizenship through risk assurance

We will help you introduce effective changes to the way that your people work with information in the cloud from how it is created, stored, and used to final disposal. Our team has expertise in information governance, discovery, data analytics, technology and business change. Together, we can:

- **Assess your information landscape.** Compare the information health of your organisation to industry good practice, providing you with a profile of your risk exposure. We will help you to identify your existing strengths and weaknesses
- **Define sustainable migration.** Determine a strategic blueprint and plan for profiling, indexing and migrating information of value, leaving the redundant and unwanted information behind to be remediated in line with policy
- **Work with a range of technology providers.** We regularly work with a range of leading technology providers to enable us to profile, migrate and remediate information based on its business value. Our tools assess your information to show:
 - Where you store different types of information and who uses it
 - What sensitive information is unsecured
 - The age profile of your information
 - The levels of redundancy and duplication across your systems (e.g. fileshares or email servers)
 - Information ownership and access provision.
- **Understand how you work and what you need.** Our workflow is designed to extract key descriptors about your information (i.e. metadata) to make it more understandable and offer you a

range of controlled actions to manage your most important information. We use the profile to determine the extent of your risks and define:

- Improved rules for governing your information
 - Areas or systems that require remediation
 - Structures that improve access to information
 - A roadmap for remediation.
- **Transform the way you treat information.** Design, build and implement an information governance framework to meet your strategic need, identify where your valuable information is and define processes and tools to bring it under control.

We provide a technology assisted solution to Data Discovery and Data Profiling. We work with you to improve the quality of your data by identifying where your valuable data is and remediating the redundant, out of date or obsolete information. This allows you to realise maximum value from your information assets.

4. Augmenting your Business as Usual with Data Governance and Data Privacy as a Service

We have a team of highly experienced and skilled professionals who have implemented data governance, and data management (including data privacy) for a number of clients. Our capability is complemented by a strong suite of tried and tested methodologies, frameworks, templates, tools and accelerators.

Our clients often require augmented support to address their business as usual data governance and management needs with minimal disruption to their own resource pool and infrastructure needs.

PwC's data governance as a service and data privacy as a service offering provides you with the resource augmentation and infrastructure to address your data governance and privacy needs in the cloud environment.

In addition, we offer staff augmentation with our subject matter experts to enable you to have a trusted source of advice.

5. Data Discovery and Data Profiling

We tackle data discovery by blending interview-based data mapping with a technology enabled approach. We use sophisticated technology combined with industry, legal and data expertise to understand your data and identify key issues. We can scan your network, from file shares and emails to laptops and the cloud, to look inside your files and locate the data that's causing you problems. This will ultimately give

you a better awareness of what you have, where it is and who can access it. We can then show you how to use that insight to manage risk, save money and time, and make better business decisions.

The requirement to understand your data depends on what type of data it is:

- **Sensitive data**, which is liable for regulatory scrutiny, such as personal data under the General Data Protection Regulation (GDPR), needs to be easy to locate if and when requested. You also need to be able to demonstrate that it is secure
- **Intellectual property**, you need to know who can access this and how it's being used
- **Vast quantities of more trivial data**, which can pose inherent risks if data is stored for too long or is obsolete. This volume of data could be taking up unnecessary space on your network and ultimately costing you money.

A robust data discovery and classification process allows you to confidently leverage AI capabilities while maintaining strict data governance and privacy. AI Readiness is increasingly critical as organisations adopt machine learning and artificial intelligence technologies. Understanding your data proactively ensures that these AI systems do not inadvertently process or expose sensitive or personal data, thereby mitigating legal, compliance and reputational risks.

6. Contract Digitisation

Our team of paralegals and solicitors work alongside our technology specialists who utilise machine learning and artificial intelligence techniques to extract key data points from a range of contracts. The right combination of people and technology can result in long, labour intensive, expensive tasks being completed quickly and in a much more cost effective way.

We have partnerships with several leading technology providers in this industry and can create our own bespoke solutions for our clients. These includes enhancing existing technology with end-to-end workflow solutions and advanced management reporting when required. We offer the following services:

- Extraction of data and codification of contracts
- Creation of a “golden source” searchable contract database
- Review, revision and repapering of contracts
- Review of third-party service provider agreements and commercial loan portfolios and preparation of associated contractual risk summaries.



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