



G-Cloud 15

Contract Discovery and Analytics Platform 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 requires 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.

Contract Discovery and Analytics Platform Services

This section describes in more detail the service features and benefits included within this service definition document.

Contract Discovery and Analytics Software Services

The services described in this document are focused on contracts but are equally applicable to a wide range of other unstructured document types. These services can:

- Help understand contract contents, for legal, compliance and procurement analysis
- Support in data extractions for e-discovery, civil, criminal, regulatory and investigation matters.

The software utilises AI (Artificial Intelligence) techniques to automatically categorise and extract text and values from contracts. These capabilities are designed to drive cost efficiencies to the contract review and analysis process.

Contract Discovery and Analytics Platform Services Features	Contract Discovery and Analytics Platform Services Features Benefits
• Secure access to repositories of contracts and other documents • Scalable solution allowing flexible growth or reduction of usage • Custom configuration for review workflows and automated data point extraction Support of conceptual searching, AI powered extractions and document analytics • AI capabilities to categorise and segment contracts and other documents • Identification of sensitive or personal data for GDPR compliance • Fully audited system allowing identification of user activity • Production features that meet local and global legal standards • Configurable access controls based on role and user • Real time visual reporting dashboards for tracking review workstreams.	• Access a leading document management, repository, and data extraction solution • Cost effective contract discovery and review through AI powered extractions • Improved case management and collaboration through standardised workflows • Efficient filtering and culling to prioritise relevant documents • Secure management and segregation of document repositories • Fully administered service providing controlled deployment of projects / workspaces • Data recovery and support through cloud redundancy management • Reduced infrastructure costs • Greater management of costs through transparent usage-based licence model • On call service support.

Our view on the service features and benefits in this service definition document are presented in the remainder of this response.

1. Bespoke Document and Contract Review Platform

Our main document review platform is the Relativity system. Relativity includes Contracts functionality which we have tailored to provide bespoke reporting and cost savings for our clients. Our platform is web-based, fast, fully scalable and includes all of Relativity's advanced features such as Technology Assisted Review, email threading, near-deduplication and foreign language identification. All which come together to ultimately make the search, extraction and review processes more efficient and cost effective.

Our cloud-based document and contract review software helps us to effectively manage large volumes of data through prioritising key stages in the processing, extraction and review stages. The solution includes workflow and MI reporting to enable the successful management of the project.

Our advanced investigative and analysis approach will help you to target and prioritise the most important data sets and data points first. We can help you to answer important questions from the beginning such as: "what data points will be most relevant?", "what information is contained in my contracts?" and "what types of contracts do I have"?

2. Categorisation, Segmentation and Data Point Extraction

Categorisation and Segmentation: With every industry and business unit having different types of contracts and related documentation, we can use AI capabilities to recognise and tag the documents to categorise them. This process can also be used to segment the contracts into recognised sections of text, e.g. introduction, force majeure, costs etc. Categorisation and segmentation can be used to drive the prioritisation of data extractions and review, or to triage relevant documents onto different review workstreams and actions.

Data Point Extraction: AI powered data extractions can be used to automate the extraction of specific pieces of information and text (also called data points) from the contracts. These can be a selection of out of the box data points that cover general contract information, or customised extraction rules that we can generate in conjunction with your input. This capability makes the review and analysis processes more efficient by reducing the amount of human time and effort required.

3. Advanced Data Profiling and Analysis

Profiling: We can profile the source data as part of an assessment process using a relevant visualisation solution. Before processing, we will organise and profile the data and can share a visual representation with you to identify the various components and types of data that should be processed and extracted.

Post Review Analysis: After the necessary data points have been extracted and review completed, we can perform a detailed analysis with you to provide insight and understanding of the contracts that you hold. This is also completed using visualisation software.

Gap Analysis: Where you need to consider multiple data sources, it can be hard to determine if your data set is complete and fully representative of the relevant time periods. We can perform a gap analysis to identify holes in your data. You may, for instance, find that you're missing specific periods of years or document types in your data set and we can help you to address this before it becomes an issue.

4. Driving efficiencies through technology

Our Relativity platform supports a range of advanced analytics and processing capabilities that can help you to drive further efficiencies during a review.

Primary Language Identification (PLI): This functionality analyses all of your data and determines the main language for each document from a choice of eighteen. With this, you can make appropriate decisions on extraction and review strategy, the language requirements for your review team and whether you require translation services

Machine Translation: Relativity Translate functionality enables the translation of individual or multiple documents written in various languages into a chosen target language. This tool offers functionalities such as automated or assisted translation, language detection, and support for multiple languages

Auto Redactions: Relativity Redact functionality allows for the markup and redaction of documents directly on the platform. This can be done either manually by the user, or rules can be created to automatically identify and redact content in the documents, allowing for consistent application of redactions at high speed and volume

Smart Compare: Contracts Compare functionality allows for redlined comparison of multiple contracts or sections to enable a more efficient review of material. This can, for example, support in identifying variations between contract drafts or in comparing of adopted clauses in the contracts against pre-approved provisions

Accelerated Discovery: PwC developed cloud-based integration with RelativityOne. This integration streamlines technical steps such as data ingestion, processing and workspace preparation, helping users reach a review-ready state more quickly. The approach includes configurable reporting and dashboards within the platform to provide visibility of progress and data volumes throughout the lifecycle of a matter.



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