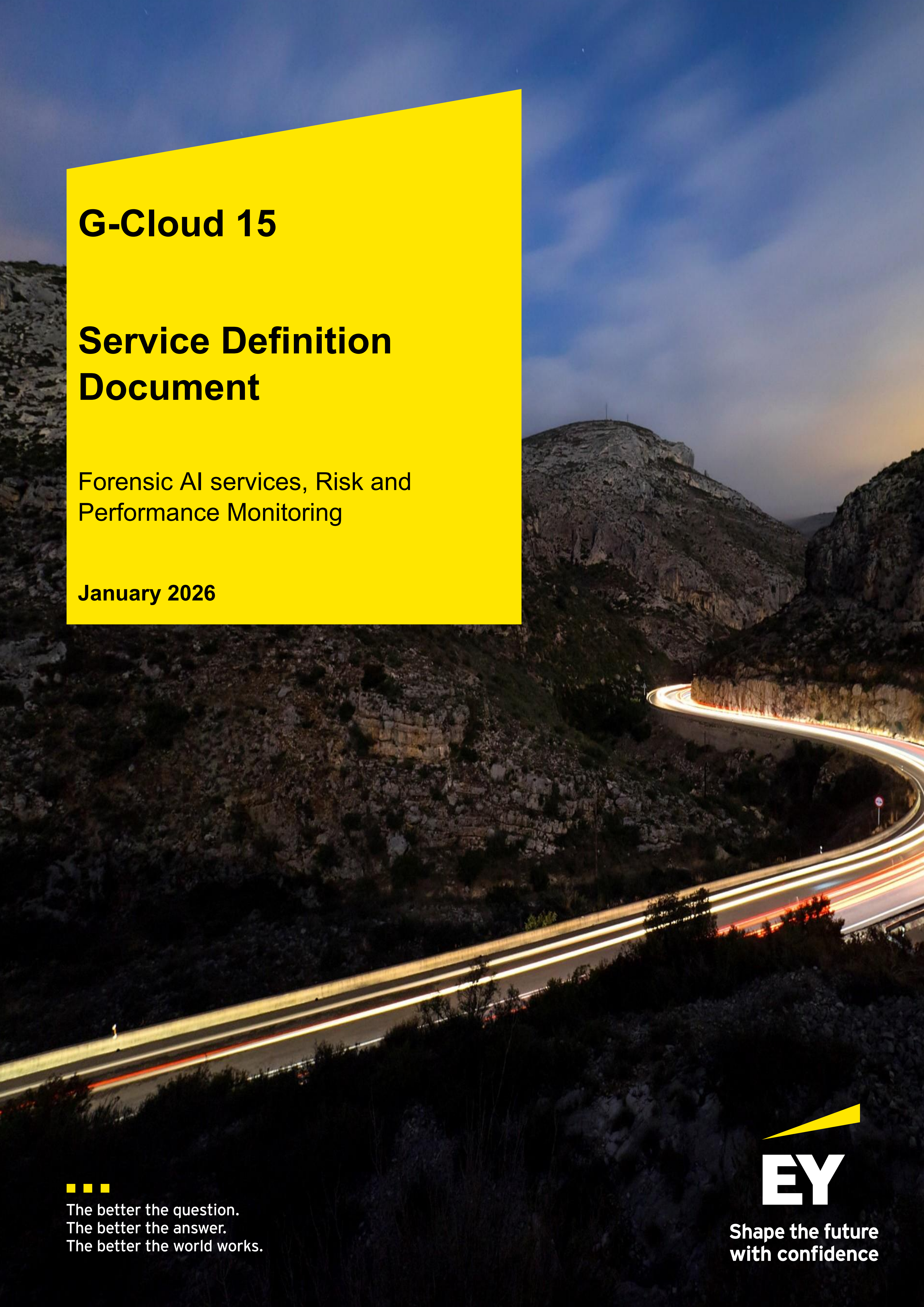

G-Cloud 15

Service Definition Document

Forensic AI services, Risk and Performance Monitoring

January 2026

The better the question.
The better the answer.
The better the world works.

Shape the future
with confidence

Contents

1. Service detail

Successful organisations depend on their reputation for keeping promises, respecting laws and behaving ethically to maintain stakeholder trust. EY Forensic & Integrity Services professionals help organisations protect and restore enterprise and financial reputation. We assist companies and their legal counsel to investigate facts, resolve disputes and manage regulatory challenges. We put integrity at the heart of compliance programs to help better manage ethical and reputational risks. We use cloud, technology and AI as the foundation of all our services to leverage the power of data, enhance productivity and improve accountability.

This service combines the deep investigative expertise of EY's professionals with advanced analytics, machine learning (ML) and artificial intelligence (AI) skills to deliver robust, cutting-edge applications and solutions for risk management, compliance, and integrity challenges. Working with multimodal data – including structured and unstructured sources - solutions incorporate enriched pdf documents, chatbots and custom interfaces to deliver actionable insights, highlight risk, identify fraud, increase transparency and foster integrity.

The exponential growth in data volumes and the rapid evolution of AI technologies have transformed the landscape of forensic analytics. Traditional data analytics has provided many solutions to help businesses track their processes, identify possible fraud and mitigate compliance risk. The increasing adoption of artificial intelligence (AI) has significantly enhanced this ability, enabling forensic data scientists to perform analysis on data that had previously not been considered machine-friendly, to identify textual and contextual similarity and perform multimodal analyses across diverse data formats such as text, video, audio, images and heterogeneous data. For example, EY built an autonomous AI enabled investigations system capable of reading and analysing documents, images, audio, and other evidence. This enabled client to significantly reduce the time spent on triage and low risk investigations, enabling the team to focus on increasingly complex cases.

Agentic AI systems have also enabled automation of complex tasks and workflows. EY has experience in building agentic AI systems such as EY Smart Reviewer. This tool can parse pdfs with text, charts, and images, verifying information against clinical trials and foundational data. Content review workflows were completed in minutes, automating repetitive tasks and supporting complex verification processes whilst also mitigating risks with continuous monitoring for quality and compliance.

Our portfolio of AI application and platform services includes:

- Custom solutions to compare policies against transaction records, such as travel and expense transactions and claims
- Specialized AI tool for automated report writing on compliance findings, reducing authorship time from two weeks to just four hours
- EY Smart Reviewer, a bespoke content/document compliance review platform which can be used for regulated marketing compliance and ensuring product packaging labels are accurate

Additionally, the widespread use of AI has created new organisational risks which companies are required to manage, including regulatory uncertainty, data privacy concerns, and the need for robust governance, with companies having to adapt to a fluid environment with limited resources. EY's subject matter experts bring in deep technical knowledge, broad experience and extensive knowledge of regulatory compliance, to help identify, calibrate and mitigate these new risks. For instance, EY's AI Governance Maturity Assessment helps guard against rapid deployment of AI-powered decision-making tools without proper oversight. Evaluating AI deployment against EY's Responsible AI principles helps protect against unintended data privacy breaches or regulatory non-compliance while emphasising the need for continuous monitoring, robust governance and comprehensive guidance.

As organisations increasingly rely on AI to improve efficiency and drive competitive advantage, the integration of advanced analytics with AI capabilities enables more proactive risk detection and fosters greater transparency across business operations. By leveraging these tools, organisations can not only identify and respond to emerging threats with greater speed and accuracy but also enhance compliance and integrity across complex regulatory environments. The combination of specialist knowledge and technological innovation thus empowers our clients to adapt swiftly to the challenges presented by the evolving landscape of AI, ensuring that responsible governance and sustainable value creation remain at the centre of their digital transformation initiatives.

Recognizing the transformative potential and risks of AI, EY embeds Responsible AI principles and governance throughout our solutions. Our AI risk and governance services include:

- **Responsible AI Framework:** EY's proprietary framework spans nine domains, supporting over 1,000 AI applications globally. It ensures solutions are transparent, fair, explainable, and compliant with evolving regulations (e.g., ISO/IEC 42001, EU AI Act, NIST AI RMF). EY leverages this framework to provide Responsible AI services including strategy, policies and risk assessment.
- **AI Assessment Toolkit:** Our Gen AI Assessor (GAIA) toolkit provides platform-agnostic, quantitative evaluation of AI applications, measuring quality, diversity, safety, and security. Metrics such as coherence, relevance, groundedness, and faithfulness are used to benchmark and continuously improve AI performance.
- **Governance Maturity Assessment:** EY offers top-down and bottom-up reviews of AI deployment, providing RAG ratings and benchmarking across people, process, and technology. This includes maturity mapping, gap analysis, and actionable recommendations for improvement.
- **Continuous Performance Monitoring and Compliance:** Continuous monitoring of AI systems ensures outputs remain fit for purpose, comply with regulations, and remain trustworthy throughout their lifecycle.
- **AI Incident Response, Investigations, and Claims Support:** EY provides comprehensive investigative reviews in cases of data loss, exfiltration and other breaches resulting from unauthorized or inappropriate use of AI. Our methodology facilitates prompt response, effective incident management, thorough analysis, comprehensive impact assessment and options for remediation.

Benefits	Features
• AI-assisted techniques enable analysis of large volumes of multimodal data	• Custom solutions generated with state-of-the art AI techniques

• Wide variety of AI / ML techniques provide flexible solutions • Large technical toolkit provides pattern/anomaly recognition beyond traditional data analytics • Accessible, intuitive interfaces enable decision-making based on multimodal data • Industry-standard, auditable, repeatable analytics results provide reliability • Scalable solutions support large, complex and time-sensitive analysis • Underpinned by Responsible AI policies, governance and compliance • Continuously monitored AI tools enables quality control and improvement • Skilled multidisciplinary teams available together under one umbrella • AI integration into workflows to help reduce task time	• Forensic, regulator-quality evidence and outputs • Combination of technological, analytical, forensic and industry-specific expertise • Industry-leading analytical practice standards • Technology agnostic, using best fit for the problem at hand • Seamless teaming with other Forensic and consulting functions • Responsible AI risk management, governance and compliance services offered • RAG-based AI governance maturity across people, process and technology • Continuous Performance Monitoring strategies designed for trustworthy AI outputs • Generating actionable insights (including behavioural) delivered for impact and ROI

Our Approach

Problem Definition

- We collaborate with you to determine their requirements and identify the forensic and/or risk issues at hand.

Data Preparation

- With the defined problem in mind, we work along you to identify the most appropriate data sources and infrastructure to use. Following that, the infrastructure is provisioned, the data is ingested and data quality checked for completeness and accuracy.

AI Solution Development

- Our data science team will determine the best AI technologies and algorithms for each project, taking into consideration your requirements, dataset modalities and consulting with domain specialists. At this stage EY will employ their Responsible AI framework to ensure that the solution being developed addresses well-known issues such as bias and error alongside other considerations such as transparency, explainability and accountability.

Testing & Validation

- We will test our devised solution comprehensively and iteratively with a feedback loop including all key stakeholders to ensure that the end-product is of high quality and fit for purpose. We use toolkits like GAIA to measure, calibrate and fine-tune the solution.

Deployment & Continuous Monitoring

- Once the solution has been validated, it is deployed to production to deliver value. This service includes help with cloud infrastructure (with data migration, if needed), solution deployment, training, knowledge transfer and ensuring that the business processes are modified to reflect the new system. At this stage of the process, a continuous monitoring set up is recommended to manage performance and mitigate specified risks.

Case Studies

Client: Client in the Energy industry The requirement was to develop a tool to check names of individuals/corporations against various publicly available sanctions lists to verify the effectiveness of the client's screening process.
EY Role: EY ingested publicly available sanctions lists and kept them updated to ensure continuous compliance. The team then created an AI-enabled text similarity algorithm that identified possible matches on the sanctioned list. Empowered by the AI component, the text comparison was not limited to only exact matches, rather considered names that were highly similar but mis-spelt, re-ordered or aliases of common names.
Value delivered: This product delivered tangible benefits for our client as it provided a snapshot health-check of the client's due diligence process. Alerts from the system were used to remediate the client's Sanctions screening pipeline.

Client: Client in the Pharmaceutical industry The client was looking to automate, speed up and de-risk the review of marketing material to assess its compliance with regulations ahead of release.
EY Role: EY built an agentic AI system capable of parsing pdfs with text, charts, and images, verifying information against clinical trials and foundational data. The solution incorporated document parsing, index structuring, retrieval optimisation, and prompt engineering, all refined through multiple improvement cycles to maximise performance and reliability.
Value delivered: Using the EY solution, content reviews were completed in minutes, automating repetitive tasks and supporting complex verification processes, mitigating risks with continuous monitoring for quality and compliance.

Client: Client in the Life Sciences industry The requirement was to automate the review of routine internal policy infringements to reduce manual workload and improve consistency across investigations.
EY Role: EY built an autonomous AI enabled investigations system capable of reading and analysing documents, images, audio, and other evidence. The solution generated an investigative plan, executed it end-to-end, applied relevant policies, and produced structured, regulator ready reports. AI Agent roles were designed and calibrated to minimise bias and ensure consistent decision making.
Value delivered:

The client significantly reduced the time spent on low risk investigations, enabling the team to focus on complex cases. The AI produced reports improved consistency and quality, and the client subsequently integrated the system into their formal investigations workflow to enhance efficiency and reliability.

Client: Client in Audit Services The requirement was to help project team improve speed, accuracy and reliability of research outputs of their AI-powered assistant, while reducing manual effort.
EY Role: Using their GAIA performance-monitoring framework, the team conducted a thorough evaluation the AI solution's outputs for quality, accuracy, and relevance to user queries. Measures ensured the AI tool's responses were fact-based rather than hallucinated and aligned to user queries. Furthermore, GAIA metrics were incorporated into the ongoing monitoring process. This enabled client to track the reliability of the AI system over time and to quickly identify any signs of model or data drift, ensuring sustained performance and trustworthy outcomes throughout the project lifecycle.
Value delivered: The use of GAIA metrics improved confidence in AI-generated insights by ensuring accuracy and factual grounding. Ongoing monitoring enabled the client to maintain consistent performance and trust in the AI application, enhancing the robustness and repeatability of their strategic analysis workflows.

Client: Client in the Professional Services Industry The client was looking to automate the production of an action plan using results from their quarterly employee satisfaction survey
EY Role: EY identified the client's underperforming areas based on the results of the employee survey. Building upon that, EY created key risk indicators (KRIs) to aid in the continuous analysis of the client's performance. In combination with KRIs, EY used generative AI to produce an action plan to enable the client to improve upon their employee relations.
Value delivered: EY's solution helped the client demonstrate that a combination of KRIs and generative AI could be used to identify areas of highest risk and propose action plans tailored to improving employee engagement and satisfaction in specific teams in the organisation. It also demonstrated the value of providing actionable initiatives to leaders who may not have the time or the inclination to digest and act upon data-heavy reports and dashboards.

Pricing:

Please refer to the attached pricing document.

2. Key contacts

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

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

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