

Powered Evolution (AMS - Application Managed Services)

A KPMG Service for G-Cloud 15



KPMG – About us Scale/ location/technologies

KPMG in the UK has a proud history in professional services: We provide capability in Audit, Tax, Legal, Deal Advisory and Consulting across all sectors -Financial Services, Corporates, National Markets and Infrastructure, Government & Healthcare businesses.

Our capabilities intersect with sectors in our performance groups so that partners and staff can work more cohesively for clients. We describe this model as being capability-led and market-informed and its aim is clear: We want to make it much easier for our clients to engage with the Firm, by letting them see more clearly where our specialist capabilities lie, which markets we cover and how they both fit together.

KPMG Powered Evolution has over 200 experienced, certified professionals working on Powered Evolution solutions across the UK and globally, supported by our network of member firms and our KPMG Global Services capability hubs.

We deliver our Powered Evolution approach based on leading practice, informed by KPMG methodologies, insights and governance.

We offer world class managed services – managed to ITIL standards using leading technology to manage every aspect of our engagement. Combined with our deep understanding and experience of the UK public sector.

Our service delivery managers have decades of experience and we are proud to be your ongoing transformation partner for continuous improvement and innovation of your SaaS platform

KPMG Powered Evolution – Managed Services that go beyond

Powered Evolution is a managed service that enables access to leading practices/technology, the most current KPMG Target Operating Model (TOM) and a disciplined and structured approach to deliver continued value to our clients' SaaS platform after implementation.

We provide ongoing transformation and support for the following platforms

- Microsoft
- Oracle
- Workday
- ServiceNow
- SAP
- Coupa
- Salesforce

Covering all functions including HR, Finance, Supply Chain Management and Procurement

A support model designed for all markets

- Higher Education
- Local Government
- Central Government
- Transport
- Healthcare
- Defence and Justice

Introducing KPMG Powered Evolution



Service Description:

KPMG Powered Evolution (AMS Application Managed Services) is an annuity-based service. Designed to help maintain your SaaS platform and be your continuous improvement partner for ongoing transformation across all functions including Finance, HR, Supply Chain Management Supporting all SaaS (Software as a Service) platforms from various vendors with whom KPMG has an alliance (Microsoft, Coupa, Oracle, ServiceNow, Workday, SAP, Salesforce). A support model designed for Central Government, Local Government, Higher Education, Transport, Healthcare, Defence and Justice

KPMG Powered Evolution comprises the following service elements:

- Base Services; including Service Desk, with full ticket handling)
- Continuous Improvement; includes Features adoption, Minor Enhancements , Report Writing, Integrations
- Governance; includes support for release, deployment, change and reporting demands



What are the benefits of KPMG Powered Evolution?

- Continuity of resources from your implementation to BAU Support
- Reduced pressure to retain Platform expertise as our Service provides constantly upskilled knowledge.
- Regularly updated Cloud platform aligned to leading practices.
- Enable faster adoption of emerging technologies; keeps you current
- Reduce risk, time and effort through automated testing
- Flexible hours coverage options to provide extra service capacity for peak demand
- Commitment to new ideas and innovation. Proactively search and propose relevant platform improvements
- Maintain agility; we can respond to changing business environment
- Maximise return on investment for cloud transformation project
- Named onshore dedicated service delivery manager to act as single point of contact
- Service Level Agreements & KPIs



Our service features

- Service Desk & Case Management –ticket handling for all Incidents and Requests. 24/7 portal access
- New feature adoption and Impact assessments for vendors' periodic updates
- Automated regression testing for release management
- Knowledge management including solution design documentation, configuration guides and end user training materials
- Delivery of minor enhancements for configuration, integrations and report writing
- Support for release planning and management, and deployment management
- Onshore and Offshore resourcing to meet your needs
- Full governance reporting through dashboards and MI report documents
- Vendor relationship management with SaaS platform provider
- Full coverage up to 24/7
- Appropriate Security clearance as required for all resources

Our Approach

Service Deployment Plan:

KPMG Powered Evolution (Managed Services) is established and delivered for subscribed clients via four key phases.

Discovery: Set up for success. We will work with product owners to agree scope, Roles & responsibilities, assumptions, Handovers, contracting and commercial mechanisms, SLAs.

Mobilisation: Transition to Managed Service. Key activities include; Documenting SOPs, Knowledge share, configure and enable system access, Finalise governance forums, establish communication channels and escalation procedures. Onboarding and induction of service team.

Evaluation: Monitor and adjust where required. Initial running of the service, Day to day case management, Release management, SLA monitoring, Governance forums. Baseline period used to confirm SLAs and resourcing

Run: Ongoing running of managed service, continuous improvement and ongoing

KPMG Powered Evolution service is delivered on an annual basis. A typical KPMG Powered Evolution arrangement lasts from 2 to 5 years, before the client and KPMG review extension options.

Onboarding and offboarding support

The range of on-boarding activities required for a client adopting KPMG Powered Evolution is agreed as part of the procurement of the service. Once procured, KPMG will carry out a set program, as outlined by the Service Deployment Plan, that covers all relevant activities, planned times, responsibilities and accountabilities.

Onboarding:

On-boarding activities typically include:

Establish a communication plan to establish roles and responsibilities, how and when in relation to the changes to the client's Business as Usual (BAU) operations.

Engage with client BAU teams to understand the 'as is' for BAU processes, systems, artefacts including test plans, and business and third party supplier touch-points.

Define collective roles and responsibilities ensuring individuals have appropriate security clearance where needed

Establish required changes to future processes, systems, and governance as parts of changes to the IS target operating model that will include Powered Evolution services for the client

Identify any knowledge gaps for client BAU teams and/or third party resources, and provide relevant information to help the client form part of the knowledge transfer plan.

Design and document in the Service Design Pack the end-to-end processes for delivering the services.

Confirm a robust governance framework for the service, including escalation procedures

Offboarding:

The service contract will have a defined notice period, Subject to the nature of the notice, during this period:

KPMG expects to continue the service in the agreed manner and to the agreed service levels.

Provide transition assistance to our client or to its selected service provider.

KPMG will help migrate client specific knowledge articles, and incident and service request tickets from its ITSM ticketing system to the client or its selected service provider, subject to agreed IP terms.

Service Details

Data Back-up, Restore and Disaster Recovery

The third party Cloud Platform Vendors, whose Platforms are used in the delivery of and/or are the subjects of this Service, are responsible for providing data back-up, restore and disaster recovery for their respective Platforms.

The following text applies to KPMG specific arrangements.

- i. KPMG has comprehensive business continuity and physical security procedures in place to cover its day to day and business operations.
- ii. The Business Continuity team follow the Business Continuity Institute best practice guidelines and comply with the International Standard ISO22301: 2012.
- iii. The firm has ISO27001 accreditation and includes Business Continuity Management across the UK firm –externally audited every six months.
- iv. Incident & Crisis Management response: role holders are trained and exercised.

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 Coordinators 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 risk.
- 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.

Service Details

BCDR Risk and Impact Mitigation, continued:

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.

Pricing overview, including volume discounts or data extraction costs

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.

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.

KPMG Powered Evolution accounts for vendor updates through a release management program that includes impact assessment of pending Platform changes, regression testing, and provision of On Demand configuration services to enable newly introduced functionality. KPMG Powered Evolution assists with maintenance activities including scheduling and vendor notifications of Platform availability.

Customisation

Powered Evolution (Managed Services) maintains an approach 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.

Most Cloud software vendors restrict the capability to customise the core application as it impacts on the ability to service and support a common code base and the associated business model(s).

Service Details

Service Levels

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

KPMG Powered Evolution (Managed Services) can provide its 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 you'll repay or 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.

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

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 on notice 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 can provide a range of services to assist users of this service post implementation ranging from managed services, staff secondment, impact assessments on the implementation due to cloud software vendor upgrade / major patches and associated regression testing.

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 Powered Evolution uses ServiceNow for its ITSM Platform ticketing, unless the client mandates that the service leverage the client's own ITSM Platform that KPMG deems acceptable for delivery of said services.

KPMG also uses a range of collaboration tools, as appropriate, to assist in the delivery of the Services. Microsoft Office 365 & Teams plus Skype are used by all colleagues within the firm. KPMG is also able to use other collaboration tools if used on client provided laptops.

Where a client's requirements demand, KPMG Powered Evolution staff resources will need to be provided with a software VPN and virtual machine or client laptop.

Additionally, the client may be required to provide specific security controls, including identity and access management, to ensure that KPMG Powered Evolution staff resources conduct service tasks to agreed security levels.



kpmg.com/uk

© 2026 KPMG LLP, a UK limited liability partnership and a member firm of the KPMG global organisation of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee. All rights reserved. Document Classification: KPMG Confidential

Document Classification: KPMG Confidential

CREATE. | CRT164925A January 2026