

Evidence-backed Site Reliability Engineering (SRE)

A KPMG Service for G-Cloud 15



KPMG About us

KPMG is one of the largest AI Platforms & Cloud Engineering Advisory and Implementation providers in the UK. We bring end-to-end services across the entire cloud life-cycle from Strategy and Planning, to Architecture and Build, through to running Secure cloud-native applications. This is enabled by our diverse, industry-leading and multi-disciplined experts.

 AI Platforms & Cloud Engineering in its 10th year	 1000+ AI Platforms & Cloud Engineering Team (670+ Engineers & Architects, 500+ Advisory & Delivery consultants)	 2000+ AI & Cloud certifications in Azure, Google, AWS	 £30M + AI Platforms & Cloud Engineering spend supported annually	 600+ AI Platforms & Cloud Engineering projects completed	 50%+ Focused on highly regulated industries
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AI Platforms & Cloud Engineering Practice

- Deep domain experience across a wide range of Cloud providers and technologies
- Leading and award-winning scaled engineering capability
- Long established consulting approach and methodologies

Our Principles

- Industrialised approach reusing assets and accelerators
- Automate everything
- Deliver value for money
- Pride ourselves on high quality outcome deliverables

How we Operate

- Sprint based projects for fast iterative results
- Delivering with our clients using outcome focused multi-disciplinary teams
- Strong, established network to ensure partnering excellence

Our Core Propositions

Besides the core propositions we deliver **240+** services mentioned in our Service Catalogue

Operational Excellence 	AI Powered Modern Platform 	Modern Engineering 	Value & Sustainability 	AI Powered Application Modernisation 
• Cloud CoE & Target Operating Model • Cloud Programme Risk and Assessment • Cloud Maturity Assessment	• Cloud Design, Build, Migrate & Transform • Cloud Risk Controls & Cyber • Cloud Security Architecture	• DevOps & DevSecOps • Secure SDLC • Site Reliability Engineering (SRE)	• ESG • Sustainable Technology • Cloud Cost Management & Financial Optimisation (FinOps)	• Gen AI • Cloud Data & Analytics • Logging and Monitoring

Across our many delivery centres, we work with clients of all industries, specialising in complex, high risk or regulated sectors.

London |
Manchester |
Leeds
(Onshore)

UK
Malta
(Nearshore)

India
Bangalore | Pune |
Noida | Gurugram |
Hyderabad
(Offshore)

Combining our expertise with our alliance tech solutions, we harness the power of smart technologies. Together, we solve your most complex business issues to create sustainable success.



Site Reliability Engineering (SRE)



Service Description:

KPMG's evidence-backed Site Reliability Engineering (SRE) service strengthens the resilience, performance, and operability of cloud platforms and applications.

We assess SRE readiness, define the SRE operating model, establish governance and observability frameworks, and provide managed or federated SRE support aligned to organisational maturity and scale.



Service Categories

- 24/7 or 8x5 SRE Managed Services
- Observability Assessment and Implementation
- SRE Maturity Assessment and Roadmap
- SRE Operating Model and Rollout Strategy
- Centralised or Federated SRE Team Models



Service Benefits

- **Improved Reliability & Availability** through clear Service Level Objectives (SLOs) and proactive reliability engineering
- **Lower Operational Effort and Cost** by automating manual work ("toil") and optimising cloud operations
- **Faster and Safer Delivery** using practices aligned to DevOps Research and Assessment (DORA) metrics
- **Enhanced Visibility & Control** through comprehensive observability across metrics, logs, traces and alerts
- **Better User & Customer Experience** enabled by more stable, predictable and resilient services



Service Features

- SRE readiness assessment, maturity baseline and target operating model design
- Centralised or federated SRE managed service options
- Observability strategy, tooling evaluation and implementation across metrics, logs, traces and alerting



Our Approach

Our approach applies Site Reliability Engineering to improve the reliability, performance and operability of your cloud services. We combine SLO-driven governance, automation of manual operational tasks, enhanced observability, and resilience-by-design practices to reduce incidents, accelerate recovery, and strengthen service stability. Through continuous measurement and data-led improvement, we help teams deliver more predictable, scalable and efficient services while optimising operational effort and cost.



Requirements

- Current operating model, roles and service processes
- Overview of cloud architecture and key applications
- Level of cloud-native adoption (IaC, containers, CI/CD)
- Existing observability tooling and telemetry coverage
- Capability and maturity of operations/engineering teams
- Current KPIs, SLAs and any defined SLOs



Activities

Reliability Engineering & Automation

- Reduce manual toil through targeted automation
- Apply reliability patterns to increase system stability

Scalability & Performance

- Right-size scaling and performance based on real usage
- Improve throughput and reduce bottlenecks

Observability & Monitoring

- Strengthen metrics, logs, traces and alerting
- Use AIOps to detect and respond to issues earlier

Resilience & Fault Tolerance

- Design for failure with redundancy and recovery patterns
- Implement robust failover and continuity measures

Continuous Improvement

- Use telemetry and incident reviews to drive optimisation
- Guide improvements using KPIs, SLOs and DORA metrics



Outcomes

- Clear visibility of reliability gaps and a defined path to a more stable, efficient operating model
- More reliable services, fewer incidents and reduced operational effort through automation
- Improved user experience driven by SLO-focused performance and predictable service levels
- Faster issue detection and resolution through stronger observability and AIOps insight
- Proactive prevention of service disruption using predictive analytics and automated remediation



High-Level Timelines

- 4–6 weeks: SRE Maturity Assessment and Operating Model Design
- 6–24 weeks: Observability Implementation and Automation Uplift
- Ongoing: SRE Managed Operations with defined SLAs and SLOs

Why KPMG



Top Professional Brand

KPMG has a strong brand and excellent reputation. We are focused on customer needs and have a pragmatic approach for the design and delivery of our Projects. Our team has a proven track record of delivering similar engagements and an intimate knowledge of challenges faced by our clients.



Constructive Input and Challenge

We consider it to be our responsibility to bring an independent perspective and constructively challenge existing processes and systems. We will highlight and share with you both internal and external leading practices.



We Employ a Collaborative and Integrated Team Approach

We deliver a full suite of evidence-backed recommendations in collaboration with KPMG sector and technical experts in all parts of our business around the globe. By working in multi-disciplinary teams, we can deliver holistic thinking and insights for even the most complex challenges.



We Have Strong Relevant Recent Credentials

We have worked across multiple industries and will bring insights from other sectors to challenge your thinking. We have vast Cloud and DevOps expertise within our technology practice in the UK region alone, who cover everything from hosting strategies to building landing zones. We produce agile, resilient and efficient IT functions that support the wider enterprise.

Our Team, Stories and Solutions

Business Outcomes Powered by Cloud

Our Solutions

Cutting-edge technology, business focused solutions

Our Stories

Discover the impact we've made in the Cloud industry

Our Insights

What are the big issues at the top of your business agenda? Read our latest thinking and research to stay on top of change.

AI and Machine Learning

Thought-leadership, expert analysis, and guidance on all things AI.

AI and Machine Learning

Technology and innovation

Trusted insights and actionable advice on emerging technologies.

Technology and Innovation



The CEO Guide to AI Value

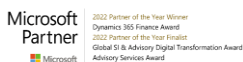


Agentic AI: the what, the why and the how

And many more....

KPMG Industry Analyst Recognition

Industry analysts recognition and accolades - KPMG Global



Microsoft Partner of the Year for 2023
Microsoft Prestige Award for Supplier of the Year



KPMG named a **Global Leader** in Verdantix Green Quadrant: **ESG and Sustainability Consulting 2024**



Global Partner of the Year 2024
Google Cloud DE&I Partner 2024



2x Guinness World Records for DevOps and Cloud Upskilling

DevOps upskilling in KPMG and the community



2020, 2021, 2022

Highly Commended / DevOps Leader of the Year 2023



The Forrester Wave™: Cybersecurity Consulting Services in Europe, Q1 2024





Contact Us



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