

Contract & Supplier Governance Services for Cloud Services

A KPMG Service for G-Cloud 15



Service Definition

Introduction to KPMG's Contract and supplier governance services for cloud services



Service Description:

KPMG's Supplier Governance Services (SGS) leverages a powerful combination of leading practice processes, proprietary KPMG tools and experienced sourcing and governance professionals to optimise and protect the performance, cost, quality and risk of outsourced services and service providers on behalf of your organisation.



The benefits of this service include:

- Shift your focus from administrative tasks to strategic decision making;
- Enables quick start-up of governance support solutions for existing contracts;
- Can reduce your governance overhead by up to 50%;
- Typically realises between 5-15% productivity and cost avoidance savings;
- Builds "one version of the truth" reporting and management information;
- Creates 100% transparency on service portfolio performance and spend;
- Proactively monitors and tracks supplier regulation and compliance obligations;
- Allows greater focus on high-value activities of strategic importance;
- Provides snapshot of current client commercial capability;
- Gives you access to KPMG's experienced governance professionals.



Our service features

- Delivering control, driving supplier performance, evidenced contract compliance;
- Monitoring service provider performance and highlighting identified areas of concern;
- Reconciling invoices and billing through contract vs. finance analysis;
- Tracking regulatory or legislative compliance and associated contract adherence;
- Complex contract change control and external and internal compliance management;
- Creating governance MI and reports utilising best practice models;
- Facilitating performance and governance meetings including risk and issue resolution;
- Stakeholder satisfaction and relationship management tracking and resolution;
- Contract process re-design by Six Sigma/Lean Belted Practitioners;
- End-to-end contractual process management by ITIL Certified Sourcing contract experts

KPMG Approach

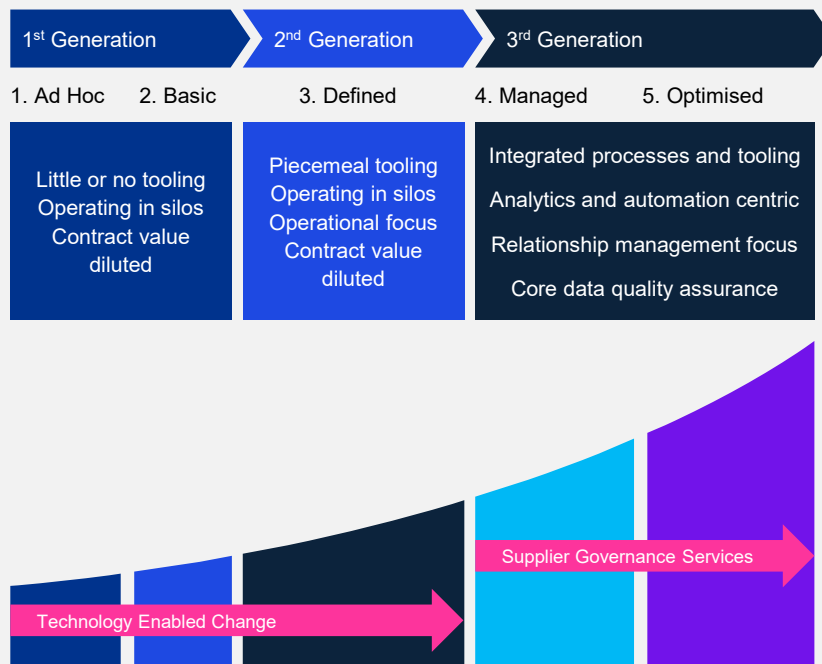
For organisations with large annual outsourcing spend (often in the tens of millions of pounds, we are often surprised by how little investment there is in the people, processes and technology to secure the expected value of those contracts. KPMG's Supplier Governance Service (SGS) methodology and approach transforms how contract management is delivered.

Supplier Governance Services (SGS) helps organisations address the loss of value by transforming contract management through technology enabled change.

SGS achieves this by:

- Designing and implementing an enterprise governance delivery model based upon; leading practice governance processes, automation, collaboration, data analytics, search and source system interfaces that combine to answer the question 'how did we get here?'
- Providing a holistic single 'pane of glass' to visualise service provider performance across nine contract management processes and maintaining a "single version of the truth" to increase governance effectiveness.
- Validating that client and service provider compliance, regulation and audit obligations are being executed.
- Providing back office core data management to ensure ongoing data quality.
- Providing back office invoice, consumption and performance validation

Contract management transformation journey



How do we DELIVER supplier governance services (SGS)

Phase	Evaluate and Design	Transition	Operate
Duration	2–4 months	3–6 months	24–60 months
Service Description	Development of contract management transformation strategy Key Activities • Current state assessment; • Automation opportunity identification; • Target operating model design; • Technology proof of value; • Data model design; Transition planning	Transition of the governance function into the SGS service delivery model Key Activities • Knowledge transfer; • SGS tool-set configuration; • System interfaces developed; • Contract and performance data migration; • Process optimisation; • Client and Service Provider training and communications	The on-going running of the SGS service for in-scope third party contracts Key Activities • Consumption validation; • Invoice validation; • Obligation tracking; • Service risk and issue tracking; • Service level validation; • Co-ordination of payments; • Governance dashboard reporting
Key Output	• Current contract landscape register • Current operating model play back • Target operating model design • People, process, technology quick wins • Proof of value results assessment • Data and configuration specification • Transition plan	• SGS service mobilisation • SGS tool configuration and testing • Stakeholder engagement, training and communication completed • Cross party system workflows enabled	• Usage and spend transparency • Facilitation of governance meetings • Consolidated governance reporting • Contract change administration • Complete contract change history • Obligation compliance status report • Accessible and current audit data

Why KPMG

SGS helps you to transform your contract management operating model through technology selection and operating model design.

SGS also offers a managed service model to reduce your operating costs and to release capacity to focus on achieving the 'value expected'.



Clients and suppliers

Supplier Governance Services (SGS)

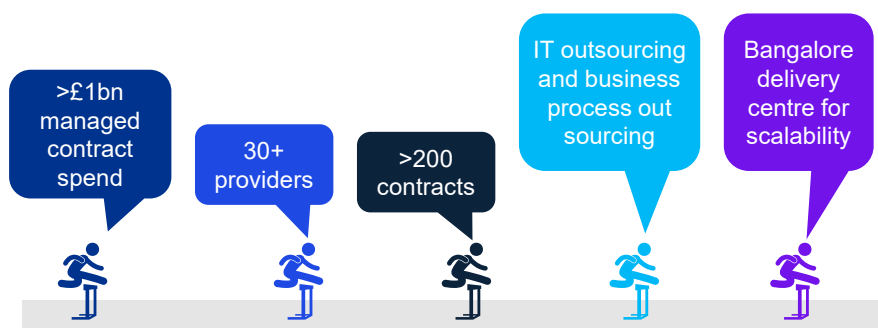
Automation	Validation	Analytics	Value assurance
On-site resource	SaaS Platform	Global Delivery	
IT Outsourcing	Major Programmes	Shared Services	SaaS Agreements

Case study

KPMG (USA) created a scalable centralised governance solution for a leading US-based media enterprise. We are providing governance services across; HR, Finance, IT and Procurement functions. The managed solution includes; hosted platform, near and off-shore delivered services. The benefits from the service have been;

- Avoidance of missed service credits.
- Avoidance of over-payment due to incorrect invoices.
- Correct appliance of FOREX and Indexation terms saving over £300,000.

Track record



Indicative benefits of supplier governance services

	Productivity improvement across functions involved in contract governance.		A solution that reduces dependency on email and spreadsheets, creating an auditable, living 'single version of the truth' to manage the performance of both strategic and the long-tail of contracts. Contract authoring, recording reliable interpretations and change management are regulated through workflow.
	Realisation of spend avoidance opportunities in the range of 10% of annual contract spend.		Broad-ranging tracking of passive and active contract obligations mitigating audit risk and inadvertent supplier reliefs.
	Transparency on contract landscape performance and spend.		Extracts scarce senior management capacity from operational and administrative governance, supporting focus on strategic decision making and continuous service improvement.



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