

Technology

Contract & Service Provider Review

A KPMG Service for G-Cloud 15



Technology Contract & Service Provider Review



Service Description:

KPMG's Technology Contract and Service Provider Review service combines expert independent, evidence-based assessments with access to leading industry insights. These will help inform your future commercial strategies, resolve issues with existing contractual arrangements and maximise the benefits of changes in technology and services.

KPMG has a wealth of experience in public sector procurement and working with Government clients.



What are the benefits of the Technology Contract & Service Provider Review?

- Powerful, evidenced contract compliance assessments for service, technology and finance;
- Detailed evidence-based review of contract, Service Provider governance and service level performance;
- Recommendations to adjust service perception across executive and operational levels;
- Recommendations for maximising value by adopting partnership principles and aligning strategic objectives with the Service Provider;
- Strong stakeholder understanding and buy-in to assessment and commercial decisions;
- Financial, HR and Legal experts to support handling of negotiation planning and issues;
- Detailed finance and service modelling to support financial decision making;
- Transparent practical plans for commercial negotiations and change management;
- People with a deep experience in successfully assessing IT services;
- Access to market and industry insights, trends, issues and commercials;
- Current and future based evaluation of the Client-Service Provider relationship.



Our service features

- Establishing a robust definition of services and opportunities for transformation;
- Evidence driven assessment of contract compliance by subject matter experts;
- Access to leading market and industry analysis for meaningful comparisons;
- Developing market engagement documentation including service synopsis for transparent comparison;
- Analysis and evaluation of key market/industry trends, issues and commercials;
- Compelling 3-way summary comparing service received, paid for and expected;
- Commercial approaches and strategies for supplier mediation, negotiation or commissioning;
- Financial and service modelling to define optimum cost benefit;
- Performance measure review to assess alignment across business need;
- Practical plans for supplier negotiations, market engagement and internal communications.

KPMG Approach



KPMG's Technology Contract and Service Provider Review service combines expert independent, evidence based, assessments with access to leading market and industry insights, trends and issues that will help inform your future commercial strategies. It's ideally suited to developing effective approaches to maximising the benefits of changes in technology and services.



Our approach fits well with all technology services including digital, cloud and legacy IT. We have proven approaches and models that produce a 3-way comparison of services received versus commissioned versus market/industry standards. We will deliver an evidence-based assessment of performance, a gap analysis against service commissioned, a market comparison and a roadmap to drive through any mediation, negotiation or new market engagement.

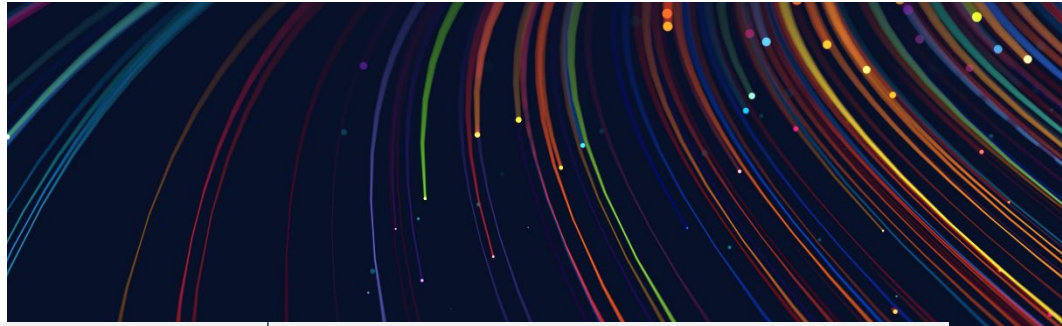


KPMG have a robust and repeatable approach to defining Technology Contract and Service Provider Review services and a long track record in working with clients to successfully deliver new capabilities. We work with the largest and most complex organisations in the Public Sector from large central government departments to devolved organisations.



Our approach has been developed and evolved over the years based on our experience of working with real clients to solve their challenges. This service is based on 4 phases which can be found on the following page.

Service Details



1. Review & Assess

- **Collect data** – obtain copies of current documentation that describes the contracted services, technical architecture, delivery environment and reports on the actual service received.
- **Contractual/solution review** – review and assess the performance, functionality and value delivered from existing solution to understand areas for improvement and pain points.
- **Assessment** – complete a gap analysis across technical, service and financial factors to establish a performance baseline. Use this baseline to agree with all parties any gaps in delivery/service.
- **Complete a risk assessment** – what is the impact of any shortfalls, this could involve root cause analysis, capability maturity assessments, financial benchmarking etc.

2. Market Analysis

- **Conduct market scan** – scope services for review and identify comparators; prepare review descriptions (i.e., summary of services, delivery model, technologies, SLAs, pricing & terms/conditions); select market/companies;
- **Develop evaluation criteria and models** – drive data-driven decision-making;
- **Conduct benchmarking/market survey** – engage market (surveys, data research, supplier meetings); complete analysis on market solutions and/or supplier capability; prepare and present report with findings for decision making process.

4. Negotiate & Change

- **Prioritise and report** – agree key actions areas, finalise recommendations, baseline source data, prepare a market/supplier debriefing report, present roadmap
- **Roadmap** – create a delivery plan (activities, owners and dependencies) to implement recommendations, which includes a change and communications plan
- **Mediate, negotiate or commission** – develop a new approach to commercial/procurement activities, a negotiation strategy, supplier briefing materials, and commissions for legal advice.

3. Report & Recommend

- **Organisational and operational analysis report** – document summary of market themes, trends and key issues.
- **Develop recommendations** – complete a 3-way gap analysis detailing any difference between contract/received services with market standards
- **Validation** – test emerging recommendations with stakeholders and market analysts.

Why KPMG



KPMG is a global leader in Technology Advisory services with a long and successful track record in advice and application of Technology Contract and Service Provider Review methods and practices aimed at readiness and exploitation of digital, cloud and legacy IT services.

- With many locations nationwide, KPMG can **engage locally with your team** and stakeholders, as well as, draw on knowledge and experience from our global Technology Strategy and Sourcing practices.
- KPMG has many **long-standing relationship and successful track record with UK public sector clients** ranging from local agencies through to front line services and central government departments.
- KPMG **understands the challenges** faced with finding sourcing solutions for clients with a mix of digital, cloud and traditional legacy IT technologies.
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- Based on our proven experience and practical implementations, we have developed an **extensive range of reusable collateral**. This includes templates, tools, process documents, and industry examples.
- Our IT Sourcing practice has **the capability to deliver all aspects of contract and supplier reviews** and can support any subsequent delivery of strategic initiatives.
- We **deliver added value** through joint working, using our experience, insights and market knowledge to address clients' specific requirements and challenges.
- KPMG are proud of their reputation for **transferring skills** to client's team, **building personal and organisational capability**.



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