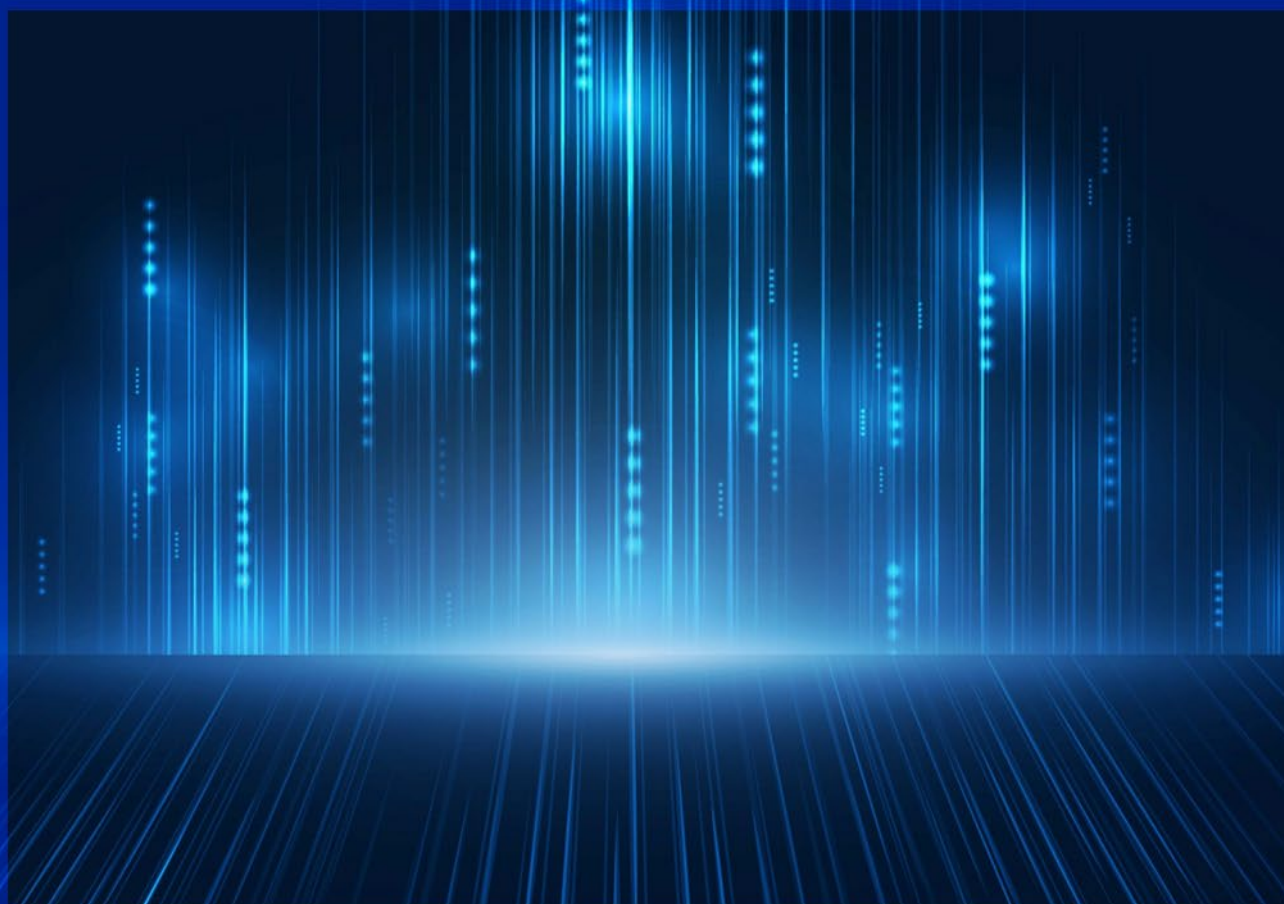




Managed Service Delivery Partner

A KPMG Service for G-Cloud 15



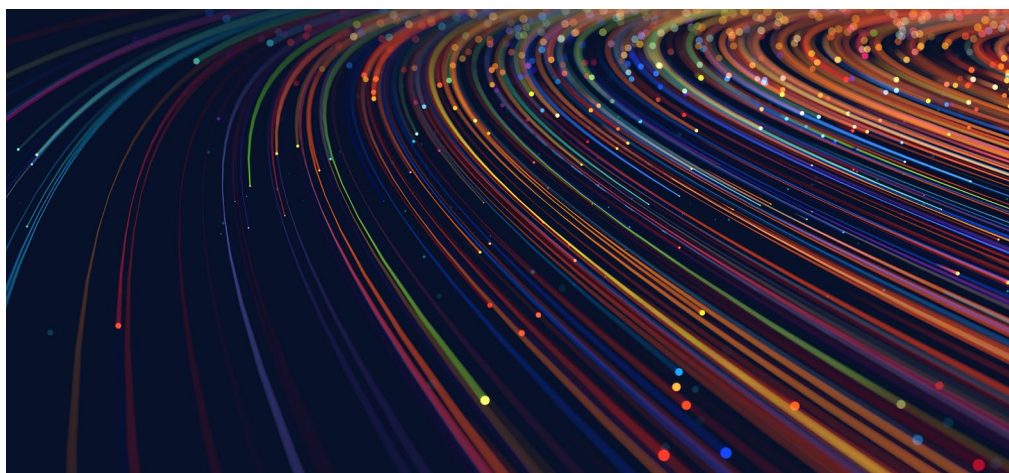
Service Definition

Introduction to KPMG's Managed Service Delivery Partner



Service Description:

KPMG can help you implement an integrated managed service solution that combines deep domain expertise, technology, data and delivery excellence into a solution to solve specific business issues. This managed service will transform and deliver business operations and processes at agreed services levels.



What are the benefits?

- An integrated solution built to high service standards and quality
- Excellent customer experience, driving improved customer satisfaction scores
- Systematic analysis providing insight to improve operational and business performance
- Data driven approach that codifies processes
- Establishing a simplified, digitized, efficient process
- An end-to-end transformation
- Reduced and variable cost base
- Risk of set-up and delivery transferred



Our service features

- Journey mapping to frame, define, capture and validate the service
- Digital solution and managed service design
- Managed service setup, migration and initiation
- Managed service delivery, including governance controls and reporting
- Data ingestion, cleansing, analysis, visualisation and reporting
- Management Insight-as-a-Service. Decision analysis and operational insight
- Digital process transformation, including implementation support
- Service retirement and termination
- Identity & Access Management
- User access, including on boarding and ensuring segregation of duties

KPMG Approach

KPMG's migration expertise will help you undertake a seamless cloud or on premise transition. Partnering with you, KPMG will analyse enablers, blockers and dependencies which will impact your migration to enable a successful change. KPMG will apply tried and tested methodologies, as well as innovation techniques, at all stages of migration to a managed service.

Typical Clients and Engagements



Typical Clients:

Medium to large sized companies, across multiple sectors: FS, Travel, Telecoms, Government, Defence



Key Stakeholders:

Marketing, Customer, Research & Insight, Strategy, Operations, Support, Intelligence



Typical Engagement Volume:

Multiple client stakeholders and up to 20,000 dashboard users



Typical Engagement Duration:

Anything from 12 week ad hoc research programmes to multiple year managed service contracts

Delivery Process

Phase I: INITIAL PLANNING

- The development of both high-level and detailed plans

Phase II: SOLUTION DEVELOPMENT

- Initial requirements capture
- Solution design
- Solution prototyping and evolution

Phase III: IMPLEMENTATION

- KPMG will partner with you to successfully implement cloud hosting and software services

Phase IV: SERVICE DELIVERY

- Live production services

Why KPMG

Case Study

How we implemented a cloud-based Managed Service for a corporate customer.

The Challenge

A global firm was facing inconsistent data and decision making that drove increased operational costs. A lack of common tools meant that skills training was duplicated on different frameworks and there was a lack of data standards, resulting in a complex data architecture.

The Approach

- KPMG embedded an expert team with detailed knowledge of data analytics, information model design and cloud tooling
- Design authority input and challenge
- Validated the design of the logical data model & its fit standard KPIs and the translation from the logical to physical data models in line with current leading practice
- Supported the development of a scalable and re-useable solution
- Supported the development and implementation of an operating model

The Outcome

- Enabled advanced Insights & Analytics
- Developed a unified use, interpretation and governance of data
- Developed shared capabilities and tooling across business units
- Reduced operational costs
- Drove standardisation and simplification in the Data Architecture
- Detailed comparison of performance results across Business Units



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