KPMG Powered Procurement enabled by Coupa

A KPMG Service for G-Cloud 15

Service Definition

Introducing KPMG Powered Procurement enabled by Coupa

Service Description:

KPMG's Powered Procurement offering combines our deep Procurement transformation knowledge with leading practice accelerators and Source to Pay cloud technology, to drive sustainable change, delivering improved performance and lasting value, safely and successfully.

What are the benefits of KPMG Powered Procurement enabled by Coupa?

- A pre-built solution to validate, allowing the focus to be on your specific requirements
- Leading practice insights and lessons learned from 150+ global implementations
- Expertise in risk and regulatory compliance as well as tax considerations
- Dedicated supplier and content enablement resources, focussing on having the right content for buyers from day one
- Change management and training professionals to educate buyers on how to buy in an easier and more efficient and compliant way
- Our leading practice view on the future of procurement, including RPA and AI
- Support model to drive evolution of the system

Our service features

- Premobilisation and readiness checklist
- Design workshop materials to hit the ground running
- A leading practice Procurement Target Operating Model design
- Procurement processes, policies, and role descriptions
- Supplier risk model
- Governance accelerators including Project Definition, Quality Plans, RACI Matrices
- Pre-defined testing strategy and process aligned test scripts
- End-user training materials and reference guides
- Communication materials to drive user adoption
- Assets to maximise number of suppliers enabled and content on the system from day one
- An underpinning comprehensive pre-configured Coupa system

Our Approach

Implementation Plan:

Powered projects are delivered over five phases as follows:

Vision: In this phase the high-level scope, the project plan, the approaches and strategies for how the Platform will be implemented during the remainder of the project are documented and accepted. In addition, during this phase preparation for activities in the Validate phase take place.

Validate: In this phase, a range of design workshops to validate the scope/ Platform/integrations will be conducted, documented and accepted by the Customer to facilitate entry into the Construct phase.

Construct: In this phase the platform is configured, and integrations built in accordance with the design. A series of test phases collectively determine if the system was built in accordance with the design, followed by user acceptance testing.

Deploy: During this phase users are trained and the Platform is moved to production.

Evolve: During this phase the new platform is in production and the Customer starts operating the target processes on it, with the agreed level of post-go live Hypercare support.

It is possible for all phases to conclude within 9 months, but this is driven by a number of variables including the scale and complexity of each Customer's scope together with quality of data and availability of resources. We would agree the implementation plan, resource requirements and project milestones as part of the process of procuring our services.

Onboarding and offboarding support

The range of on-boarding activity required for clients adopting a KPMG Powered Procurement service would be agreed as part of the procurement of the service. As part of the service we build and agree a plan covering all relevant activities, planned times, durations, responsibilities, accountabilities and outputs.

Typical elements comprise:

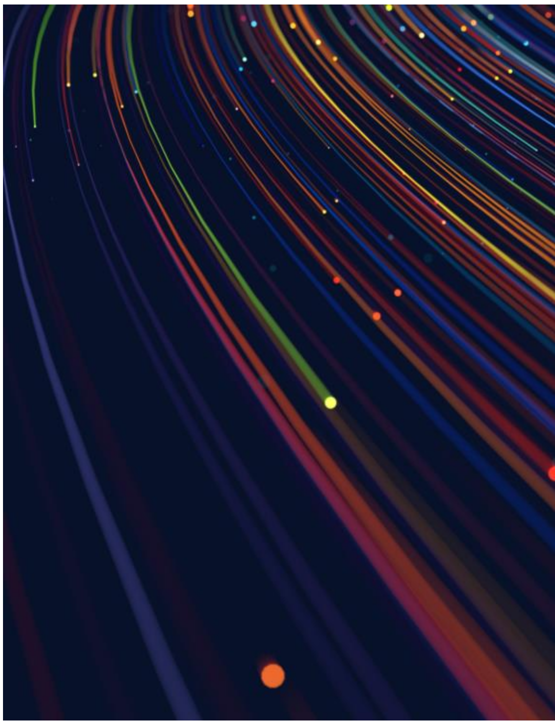
Onboarding:

- Development of the project charter, if needed, and associated project guiding principles
- Agreeance of project scope, provisional timeline, and key project resources
- availability to contribute and authority to make decisions
- Assistance to develop / articulate the case for change.
- Provision of orientation sessions in the Powered Methodology, Powered assets, Platform principles, Powered Execution Suite tools to prepare clients teams for the program, including workshop execution
- Engagement with client teams to understand the 'as is', to take into account in change impact assessment during workshops
- Change management and communications strategy to aid who needs to be communicated with, how and when in relation to the changes the project is planning to implement
- Definition of collective roles and responsibilities including that for outputs
- Execution of a Project kick-off event and associated materials to formally launch the project and to aid new joiners in orientation
- Provision of standard data collection templates to provide data in the correct format

Offboarding:

Each implementation has a post go-live ("Evolve phase") in which KPMG will provide post go-live support for a short period, working with each Clients Business as Usual (BAU) team to fully transition on-going service delivery to the Clients' BAU support team according to the agreed plan.

If required, extended support/ managed service can be provided as part of KPMG's Powered Evolution offering.



Service Details

The levels of data backup and restore, and disaster recovery you'll provide, such as business continuity and disaster recovery plans

The third party Cloud Platform Vendors, whose Platforms are used in the delivery of or are the subject of this Service, are responsible for providing data back-up, restore and disaster recovery for their respective Platform. The following text applies to KPMG specific arrangements.

KPMG has comprehensive business continuity and physical security procedures in place to cover its day to day and business operations.

The KPMG Business Continuity and Readiness Statement Executive summary dated November 2019 includes the following:

The Business Continuity team follow the Business Continuity Institute best practice guidelines and comply with the International Standard ISO22301: 2012.

The firm has ISO27001 accreditation, the scope of the external audit extended for the first time in 2010 to include the Business Continuity Management across the UK firm – externally audited every six months.

Incident & Crisis Management response: role holders are trained and exercised. In 2019, 12 exercises were held.

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 Co-ordinators 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 are exercised once every year. In 2019, a programme of 28 recovery planning exercises were held across the UK with 100% of plans exercised.

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.

Why KPMG

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

Consulting Prices are as per the G Cloud 12 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.

Typically, data is not migrated to Coupa – all open transactions are closed in the existing system. We provide templates with the target Platform format, to enable our clients to cleanse and map master data. We upload data via .csv, with updates possible via API.

Service constraints like maintenance windows or the level of customisation allowed

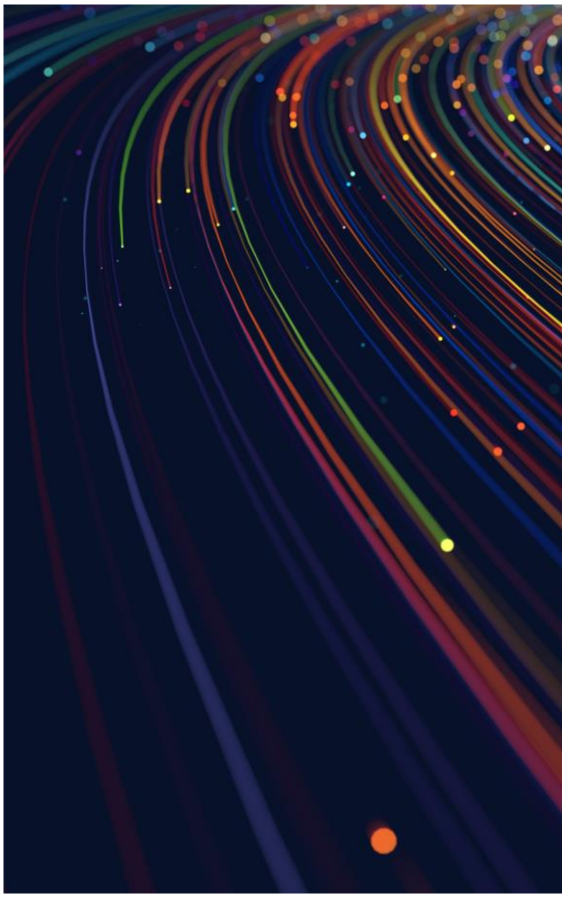
Maintenance:

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 and, where notified, are considered in project planning and particularly design and regression testing activities.

The Cloud software vendors which are the subject of a Powered implementation typically apply updates at times aimed at minimising disruption to project and day to day operational use. Coupa releases 3 major upgrades per year, with bi-weekly maintenance updates. Adhoc updates are released as required.

Customisation:

The Powered approach is 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. Coupa restricts the capability to customise the core application as it impacts on the ability to service and support a common code base and the associated financial model.



Why KPMG

Service levels like performance, availability and support hours

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

KPMG can provide managed services with extended support hours coverage (via our Powered Evolution offering) 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.

KPMG can discuss specific service credit requirements on a case by case basis.

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 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 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, with other tools such as Jira and Confluence being used if required for the project. KPMG is also able to use other collaboration tools if used on client provided laptops.

Project team members will need to be provided with a software VPN and virtual machine or client laptop.

kpmg.com/uk

CREATE. | CRT164925A January 2026