Deloitte.

Application Managed Services

G-Cloud 14 Service Definition Document

May 2024

MAKING AN
IMPACT THAT
MATTERS
since 1845

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1   Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 25,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver** and **Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a growing team of OCI specialists, over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure and Google Cloud:

We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft[1], Google and SAP. A selection of our partners and alliances are presented below:

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[1] As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services.** This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.
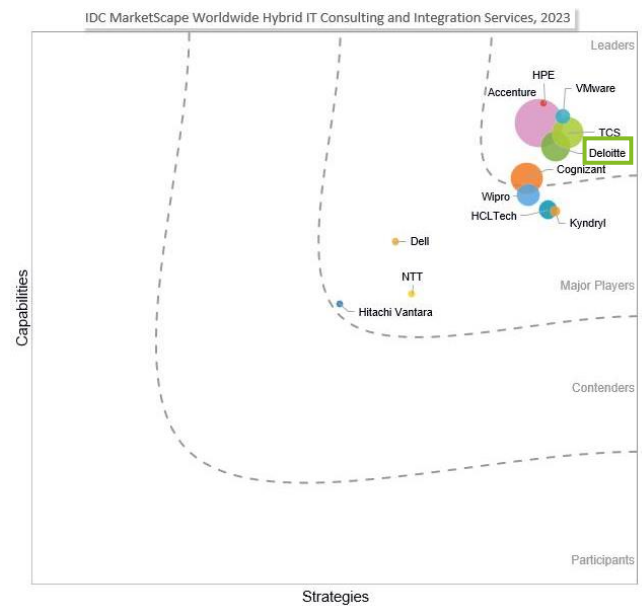
Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for three years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019.

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. **© Gartner inc. 2023**

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023** Vendor Assessment. In 2023, we were also recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.

IDC MarketScape: Worldwide Hybrid IT Consulting and Integration Services 2023 Vendor Assessment **© IDC inc. 2023**

Deloitte scored highest in 4 of 5 Use Cases in **Gartner® Critical Capabilities for Public Cloud IT Transformation Services 2023** report:

"Deloitte approaches all aspects of cloud adoption, including migration, with transformation as an objective."

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

Find out more here

2   Service Overview

Deloitte provides managed services providing development, support and innovation capability, operating within an agile ITIL framework. Our operating framework is ISO20000-1 (IT Service Management) certified and is controlled and governed by process, whilst remaining flexible. All our support personnel are ITIL-certified, UK based and SC cleared.

3   Detailed Service Description

Our Approach

We provide high quality managed services to a number of clients utilising ITIL best practices, in support of solutions deployed on client infrastructure, hosted and managed offsite in our private cloud or on external cloud infrastructure.

Our portfolio of standard services includes:

 • Service Desk;

• ITIL Service Management;

• Application Management;

• Infrastructure Management;

• Data Management; and

• Security Management.

We offer a range of service level packages and customised plans to suit your needs and work patterns. Our ITIL-aligned Service transition and on-boarding processes ensure your Managed Service is seamlessly migrated into our support environment:

Service Design and Transition ensures that any Service is designed and delivered in a controlled and rigorous way. We approach Service Design and Transition as a cohesive set of activities which must be undertaken to ensure your requirements are gathered, understood and accurately reflected in the design of the overarching Service.

Governance provides the assurance that the operational Services that you expect are clearly defined and understood and that any contracted Service Levels are adhered to. It looks across all parties involved in delivering the Service (Client, Deloitte, 3rd parties etc.) and ensures that the Service provision is delivered in a consistent and effective way. Each Service is documented, agreed and stored within our Service Catalogue, which is robustly controlled and managed via our Change Process.

Service Operations provides the skills, capabilities, processes, and technologies required to deliver and support high-value Managed Services to Clients.

Our Service Desk is a single point of contact for Clients, either via email or phone, with trained Service Delivery Engineers available to resolve any issues or assist with queries.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name

- The name of this service

- Your name and contact details

- A brief description of your business situation

- Your preferred timescales for starting the work.

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