devoteam



Service Definition Document

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G-Cloud 15

AI-driven tech consulting

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Welcome to Devoteam

Devoteam is a leading consulting firm focused on digital strategy, tech platforms, cybersecurity, and business transformation. What defines us is Technology, it is our DNA. We believe in technology as a positive force, driving "Creative Tech for Better Change" across the UK Public Sector.

Agile at Scale, Local in Delivery

With over 25 years of experience, Devoteam has reached a level of maturity that allows us to support large-scale government transformations while remaining agile and responsive. We are a "mid-sized" specialist: big enough to offer global reach and massive R&D investment, yet small enough to provide the senior-level attention and flexibility that UK public sector bodies require.

- 11,000+ experts across EMEA.
- Dedicated UK-based consultants, many with high-level security clearances, ensuring compliance with UK data sovereignty and GDS standards.
- We continuously certify our people on the latest technologies to ensure our clients achieve measurable, high-impact results.

The Power of Strategic Partnerships

Devoteam's core belief is that organisations must think and behave like "Tech Players" to thrive. This requires a robust technological foundation built on world-class cloud platforms.

In the UK, we focus on leveraging the research and development power of our primary strategic partners. By mastering these ecosystems, we help our clients scale rapidly and securely.

End-to-End Transformation

Our circular, continuous innovation journey takes you from vision to reality:

- We co-create new digital services and citizen experiences.
- We build and implement these services on secure cloud platforms.
- Through our Cloud Managed Services, we ensure your digital products are always secure, optimised, and evolving with the latest platform features.

By combining the world's leading cloud platforms with our expertise, we provide a powerful end-to-end approach that reduces legacy debt and accelerates the delivery of 21st-century public services.

Devoteam Salesforce Partnership

As a **Salesforce Consulting Summit partner**, Devoteam combines strategic consultancy with deep technical expertise to deliver transformative multi-cloud solutions. We specialise in aligning Salesforce's AI-powered capabilities with your organisation's objectives, ensuring seamless integrations and high user adoption.

Our certified consultants drive operational efficiency and data-driven citizen engagement, delivering scalable platforms that foster long-term growth and digital innovation.

Why Salesforce?

Overview - Intelligence & Customer Success

Salesforce is the world's leading **Autonomous Search & Action Platform**, designed to unify departments around a single, 360-degree view of the citizen. By consolidating data, automation, and analytics into one cloud-native platform, it eliminates operational silos. Its scalable architecture empowers organisations to deliver personalised digital services, accelerate innovation, and drive data-led decisions at scale.

Technical Insights: Architecting for Agility

From a technical perspective, successful Salesforce deployment relies on a **"Click before Code"** philosophy and robust integration architecture. Devoteam's experts specialise in creating scalable Solution Architectures that leverage Salesforce's native AI and automation engines.

By focusing on integration strategies that connect Salesforce to your existing **'System of Work' (such as ServiceNow, Jira, or other line-of-business platforms)**, Devoteam ensures data flows seamlessly across the enterprise to provide a unified 360-degree view. This provides a 360-degree view of the citizen, supported by a governance framework that ensures security, licence optimisation, and long-term technical health.

Service Features

- **Comprehensive Capability:** Full breadth of Salesforce platform features covered.

- **Technical Architecture:** Expert guidance on architecture and licence optimisation.
- **Strategic Roadmap:** Implementation approach aligned to client business strategy.
- **Tooling Optimisation:** Maximising out-of-the-box capabilities and tooling efficiency.
- **Integration Strategy:** Specialised experts in enterprise integration strategies.
- **Business Change:** Driving technology adoption and supporting cultural change.
- **Strategic Consultancy:** Process reviews, assessments, and strategic consultancy.
- **ROI Planning:** Detailed business case and return-on-investment planning.
- **SIAM Expertise:** Experience within insource and outsource service models.
- **Platform Governance:** Establishing security and governance frameworks across clouds.

Service Benefits

- **Predictable Insights:** Understanding impact of future business change clearly.
- **Rapid Adoption:** Fast realisation of new technology and workflows.
- **Data Insights:** Driving automation and continuous service improvement.
- **Aligned ROI:** Realistic investment plans aligned to strategy.
- **Portfolio Maximisation:** Strategic planning to maximise Salesforce portfolio value.
- **Capability Augmentation:** Expert consultants enhancing internal team skills.
- **Certified Experts:** Security cleared staff with Salesforce/Agile certifications.
- **Strategic Growth:** Baseline understanding to support long-term success.
- **Reduced Risk:** Methodologies minimising project delivery and technical risks.
- **Scalable Digital Labour:** Using **Agentforce** to automate complex end-to-end citizen workflows.

Why Devoteam?

Many organisations struggle to extract true value from their CRM because their Salesforce instances are siloed, over-customised, or misaligned with business strategy.

Devoteam transforms Salesforce from a simple database into a **Data Intelligence Platform**. By unifying Sales, Service, and Marketing clouds with a focus on automation and out-of-the-box (OOTB) capabilities, Salesforce helps organisations to eliminate technical debt. Our approach ensures your platform doesn't just record interactions but actively drives better citizen outcomes and operational efficiency.

As a leading EMEA digital transformation partner, Devoteam provides the deep technical and strategic expertise required to maximise your Salesforce investment.

- **Multi-Cloud Mastery:** Our consultants are experts across the entire Salesforce ecosystem, from Core clouds to Mulesoft and Tableau.
- **GDS Alignment:** We ensure all Salesforce implementations meet **Government Digital Service (GDS)** standards and accessibility requirements.
- **Change Management:** We go beyond technical setup, providing the human-centric change support needed to drive high user adoption.
- **Security & Compliance:** All delivery is backed by security-cleared consultants and a commitment to UK Data Sovereignty.

General Information

Onboarding and Offboarding

Every Devoteam assignment requires close collaboration with our clients and their suppliers. Our people build strong relationships; quickly orienting themselves with each Stakeholder's perspective, understanding their current and future needs as well as the desired state, the work underway and any current challenges, whilst facilitating consensus across the groups. We appoint one of our senior leaders to direct engagements and actively participate in senior-level workshops

It would be our aim to have continuously transferred knowledge throughout each engagement. However, at project closure, our Engagement Lead would also:

- Ensure that all defined Products have been delivered
- Any work in progress is documented and passed to an agreed client stakeholder.
- Run lessons learnt exercises relating to our delivery with key stakeholders and share the results.

Data Backup and Restore, BCP and Disaster Recovery

We are a professional services company and we deliver within our client’s physical or virtual environment, we, therefore, adopt and follow our client's DR/BCP policies. Our engagements do not require us to remove data from our client's environments.

We operate hybrid and flexible working so agree with our clients where it would be best to locate the joint project team and we frequently have a mix of home working, on client site and at Devoteam offices. In addition, all Devoteam employees and associates use standardised laptops, operating systems and adhere to strict procedures and anti-virus measures to protect both Devoteam and client information at all times.

Devoteam maintains an office in central London for management and administration purposes, this is a serviced office, we rely on and adhere to services provided by that Serviced Office and their backup procedures. Should the office become inoperable for any reason our policy is to instruct central office personnel to work at home, where they are able to undertake their roles using their portable laptops until the event has been resolved. All Devoteam software is Cloud-based and so has a high degree of resilience and backup is provided as part of the licensing arrangements.

Service Levels

We would agree on a set of Service Levels that are appropriate for the type of engagement, covering, for example, Response and Resolution times. These services, depending on the scope and complexity of the delivery can take the form of

- Dedicated resources, from a single resource to a team of many.
- Remote and/or onsite delivery.

Full details of a Service Level Agreement, including consequences for failure to meet Service Levels, will be mutually agreed upon between both parties where appropriate.

Termination

Termination will be agreed upon on a project by project basis in alignment with G Cloud Terms and Conditions.

Service Constraints

Our services typically do not have any constraints.

Ordering Process & Contact Details

Order process

To place an order or request assistance please contact:

John Lacey

Managing Director

UKGovTenders@devoteam.com

0207 288 2800

General Enquiries

uk.info@devoteam.com

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About Devoteam

Devoteam is a tech consulting firm specialised in cloud, cybersecurity, data, and sustainability. Tech Native for over 25 years, Devoteam guides businesses through sustainable digital transformation to unlock their full potential.

With over 11,000 employees in more than 25 countries across Europe, the Middle East, and Africa, Devoteam is committed to putting technology at the service of people. To realise this vision, we partner with the top cloud platforms in the world, Salesforce, Microsoft Azure, Google Cloud, and AWS.