



BLACKSTONE&

G-Cloud 15 | Lot 3 – Cloud Support Services

Enterprise Platform Implementation & Modernisation

Service Description

Enterprise platform implementation, modernisation, and support services for Salesforce, ServiceNow, Microsoft Dynamics 365, Oracle, and SAP. We deliver CRM, ERP, ITSM, and HCM solutions through experienced consultants and delivery teams. Supporting new implementations, legacy migrations, system integration, and continuous improvement—aligned to government frameworks and public sector requirements.

Service Overview

The Enterprise Platform Implementation service helps public sector organisations realise value from major platform investments through experienced implementation, integration, and modernisation expertise.

Enterprise platforms like Salesforce, ServiceNow, Microsoft Dynamics, Oracle, and SAP represent significant investments that, when implemented well, can transform organisational effectiveness. However, these implementations are complex undertakings with high failure rates when not approached with appropriate expertise and methodology.

Our service provides access to experienced consultants who understand both platform capabilities and public sector requirements:

Implementation Expertise: We bring deep expertise in configuring and customising enterprise platforms to meet public sector needs. This includes understanding government-specific requirements around accessibility, security, and data handling.

Legacy Migration: Many organisations need to migrate from ageing platform versions or consolidate multiple systems. We bring proven migration methodologies that minimise risk and disruption while preserving business continuity.

Integration: Enterprise platforms rarely operate in isolation. We design and implement integrations that connect platforms with surrounding systems, enabling end-to-end process automation and unified data views.

Change Management: Technology implementation without effective change management fails to deliver value. We incorporate change management practices that drive user adoption and benefit realisation.

Continuous Improvement: Platform value compounds over time when organisations continuously evolve their use. We help establish practices and skills for ongoing platform development and optimisation.

Service Features

- Salesforce Sales Cloud, Service Cloud, and Public Sector Solutions
- ServiceNow ITSM, HRSD, CSM, and Public Sector Digital Services
- Microsoft Dynamics 365 CRM, ERP, and Customer Engagement implementation
- Oracle Fusion Cloud ERP, HCM, and SCM implementation support
- SAP S/4HANA, SuccessFactors, and Ariba implementation expertise
- Legacy platform migration, re-implementation, and data migration
- System integration using MuleSoft, APIs, and middleware
- Business process re-engineering and change management support
- Security by design aligned to government compliance requirements
- Flexible embedded consultants or managed implementation delivery teams

Service Benefits

- Proven public sector implementation expertise reducing delivery risk
- Accelerated deployment through pre-built templates and accelerators
- Maximised return on significant enterprise platform investments
- Seamless migration from legacy systems preserving business continuity
- Improved user adoption through effective change management
- Integrated enterprise systems eliminating data silos and inefficiency
- Scalable solutions supporting future growth and transformation
- Reduced total cost of ownership through optimised configurations
- Sustainable capability through knowledge transfer and training
- Assured compliance with government security and data standards

Available through G-Cloud 15 Framework | Lot 3 – Cloud Support Services