



G-Cloud 15

Cloud Delivery and DevOps Services

January 2026



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Transforming Business using the Cloud

Enabling business and enterprise transformation using cloud is a complex, strategic consideration facing many private and public sector organisations. We have worked with many Central and Local Government clients to support the implementation of their business objectives using cloud technology.

Cloud technology and services have the potential to reduce cost, remove technology bottlenecks, and facilitate rapid business innovation. As a result, for most organisations globally, adopting cloud technology has become a question of “when and how” rather than “if”.

Opportunities for enterprises generally include a combination of one or more of the following:

- Implementing private and/or hybrid clouds for infrastructure and applications
- Smarter use of public cloud infrastructure for optimising existing business functions
- Using cloud for implementing new business services or digital operations
- Reducing cost by moving to consumption-based pricing models that only charge for the actual IT capacity and services used.

Migration or adoption of cloud must be properly choreographed for success. We understand the realities and the business and technical risks that should be fully considered, understood and mitigated before such a move. Critical considerations include:

- **Alignment of business and technology objectives.** This is essential to fully realise the targeted benefits of any cloud transformation or any refinement of existing cloud services. There can be a tendency to adopt cloud systems to fit current ways of working, rather than adopt and standardise processes where possible. The trade-offs between business, customer and technology requirements must be considered to make informed design decisions
- **Availability and reliability of services.** The avoidance of operational downtime to mitigate in lost revenue, unnecessary operational cost or reputational damage that can disrupt a business' operations
- **Decentralised support structures.** The need to tailor and revise the approach to operational security to cover the support structures employed by cloud service providers that will have a different risk profile for sensitive information
- **Data handling practices.** Data classification and data-handling practices that reflect the data flow within a cloud environment must be understood and tailored accordingly to protect customer data

- **Data privacy.** Compliance with GDPR to understand where and how information can be stored or processed. The cloud model enables data to bounce swiftly around the world by using available server capacity in various geographic locations, but this must be within the bounds of what is permissible. This is ever more of a concern as organisations review their front office, back office and out of office experiences
- **Future Technology Trends.** Cloud applications are the stated direction of travel for the major application vendors, but any upgrade path must also cater for the future technology needs of the organisation and seek to minimise technical debt where possible.

A careful assessment of an organisation's needs and different cloud service provider's controls is required, enabling concerns to be addressed and the correct path to the cloud is selected.

As a trusted advisor PwC provides the framework, and the wealth of private and public sector experience, to consider the combination of Business, customer experience and Technology activities outlined above. There is no single answer that covers each and every client organisation; we tailor our frameworks to client circumstances to support them:

- As a partner through the complete lifecycle of strategy through to execution; and,
- With point business issues encountered during implementation or running the business.

Cloud Delivery and DevOps Services

PwC offers Cloud delivery and DevOps services using a range of tools and techniques to establish and embed a DevOps culture in organisations. We can implement a suite of cloud-based delivery tools to underpin and drive controlled, continuous integration and safe delivery for large multi-app, multi-location, multi-supplier delivery projects.

Cloud Delivery and DevOps Services Features

- Business Integrator proven approaches to control, manage and protect delivery of requirements
- System selection and vendor engagement support for Cloud and DevOps
- End to end delivery of cloud-based technologies and platforms
- Standardised tools, agnostic to the technologies and teams using them
- DevOps training, design and implementation with Jira, Atlassian, Azure ADO
- Cloud delivery and engineering services with AWS, Azure, GCP, Oracle, Workday, Salesforce
- Agile Driven Architecture, SAFe Scaled Agile framework, Scrum
- Knowledge transfer and upskilling on modern agile methods and tools
- Business case and roadmap support for Cloud delivery and DevOps
- Modern Engineering: DevOps, Application architecture and development, security, FinOps.

Cloud Delivery and DevOps Services Benefits

- Reduced mobilisation costs and timelines, accelerated consistent delivery of ICT
- Clearer governance and visible change management processes through dashboards
- Faster, more repeatable delivery capability and improved client visibility and control
- Automated upgrade, continuous integration deployment, minimising support effort and cost
- Scalable Benefits Driven Approach to Sustainable Development
- IT Transformation Aligned to the Target Operating Model (TOM) Development
- Robust and Agile Methodology Ensures Benefits are Realised
- Skilled Resource Pool with Ability to Provide Client Specific Solutions
- Governance reporting, Agile Delivery, End to end lifecycle, Test management
- BXT Agile methodology with alignment to Prince2.

1. Service Summary

PwC will help you identify the optimum approach to deliver cloud services and DevOps in your organisation. Understanding the complexities of adopting a DevOps culture to implement and take advantage of cloud technology is critical to ensure any approach is aligned to your strategy and organisational requirements.

We have a detailed understanding of how to design, integrate and deliver Cloud native solutions and DevOps for the public sector – Central Government, Police, NHS Trusts and Local Government.

2. Cloud Delivery

PwC has extensive experience in organisational transformation and business adoption of cloud native technology and solutions. Below are the areas where we can help customers to be ready for the introduction of digital technologies and the advantages they offer.

A. Strategy and roadmap

- Creating the case for change and benefits quantification
- Strategic alignment of ICT, architecture and technology
- Implementation planning, defining the “as is” and “to be” transitional states and architectures.

B. System selection, design and implementation

- Cloud software assessment and selection
- Procurement support
- Accelerated delivery using patterns, assets and frameworks
- Platform configuration and customisation
- System integration.

C. Management, testing and support

- Transitioning solutions into BAU
- Continuous Integration, continuous deployment (CICD) and automated release.

3. DevOps

PwC offers a service that supports organisations in linking together business processes and systems to allow the organisation to redefine how software is tested and delivered in the organisation. Our delivery methodology and process caters for business systems development and implementation whatever stage your project is at within the project lifecycle. Our process has been refined over the years to address challenges such as:

- DevOps toolchain selection

- Focused training for developer, stakeholders and support staff
- Operational deployment and adopting best practice
- Traceability from user requirements to deployable functionality through dashboards and reporting.

PwC Alliances

By combining PwC's expertise and our Alliance partners' technology, we can help you to solve your most critical business issues. Whatever your focus - moving to the Cloud, greater innovation, or business transformation PwC are here to help. Read more about PwC's partnerships and awards here:

<https://www.pwc.co.uk/services/alliances.html>

Contact Us

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