



G-Cloud 15

ERP – Microsoft

Microsoft ERP strategy, design, implementation, operate and change management including D365 Finance and Operations, Business Applications, Power Platform and Azure

January 2026

PwC corporate services transformation, back-office services transformation and Enterprise Resource Planning (ERP) and Enterprise Performance Management (EPM) technology services.

PwC works across a range of public sector organisations on back-office transformation and ERP & EPM related programmes and projects. Our clients include:

- **Central Government:** central government departments, central government agencies, Non-Departmental Public Bodies (NDPBs) and executive agencies
- **Devolved, Regional and Local Government:** mayoral authorities, combined authorities, county councils, unitary authorities, metropolitan authorities and London boroughs, fire and rescue authorities, and police services
- **Health bodies:** NHS Trusts, Integrated Commissioning Boards
- **Social housing:** housing associations and registered providers
- **Charities:** professional institutes, chartered institutes, health and humanitarian charities, research charities, education charities including universities and Higher Education Institutions, membership organisations, and fundraising organisations and their related commercial organisations
- **Other:** a range of other public sector or quasi-public sector organisations including professional bodies, membership organisations, organisations founded by royal charter, and non-governmental organisations (NGOs).

PwC has client and sector focused teams working together with solution teams from each of the key technology alliances including Oracle, SAP, Microsoft, Workday, NetSuite, and Sage. We can therefore provide independent and objective advice to clients throughout the lifecycle of a programme or project covering the following eight areas:

1. **Strategy:**

- A business-focused assessment of the opportunities for ERP and EPM enabled business and technology transformation including best-of-breed, hybrid and multi-cloud solutions
- Development of the business case for a change or transformation programmes including benefits realisation, benchmarking and benefits delivery approaches and monitoring; vendor, software and system selection including an assessment of functional and non-functional capabilities, security compliance and controls, and cost modelling
- Programme delivery planning mobilisation and governance.

2. Technical design:

- The technical architectural, functional, non-functional, integration and data design for the programme or project including current state architecture assessment, interim solution design and target state architecture
- Digital discovery and business analysis process to understand current and future state requirements
- Implementation programme design and the identification of licensing and bills of materials requirements
- The development of the wider architectural strategy including the use of ecosystem and third-party components to meet specific business needs together with a single integration strategy, assessment and detailed design.

3. Business design:

- The analysis of current business practices and processes across corporate, financial, human resources, procurement, financial planning, financial close, performance management, supply chain management, Statutory, Management and ESG Reporting to define the transformation objectives and programme
- Design of new business services and process making use of enabling technology
- The development of the transition and benefits realisation strategy linked to the adoption of AI enabled SaaS solutions.

4. Solution design, build, test and data migration and hyper care support:

- The detailed functional design of solutions to meet business requirements, aligned to Business Transformation/ Benefits case, using an agile or hybrid agile delivery methodology supported by agile delivery technical solutions such as Jira, Azure Dev Ops etc.
- Management of engagement with business users to complete business design, define readiness checks and develop acceptance criteria for business testing
- Design and delivery of a complete testing service and data extraction, cleanse and migration from legacy to target solution
- Cutover preparation, planning and execution.

PwC provides a fully managed implementation service which can be UK-based using appropriately vetted and security cleared staff through to a hybrid model using near-shore or off-shore PwC-owned delivery centres.

5. **Application Management Services:** PwC's Application Management Services facilitates the adoption of new technology and helps drive continual innovation in support of an expanding, cloud-enabled business. This is achieved through:

- **Technology:** To maintain applications and deliver effective, efficient IT Service Management that goes beyond traditional "support"
- **Building Value:** To continually improve and evolve services and solutions, maintain strong business alignment, and drive measurable value and maximum return from technology investments
- **Informed Business Change:** To provide meaningful business insight, informed by the services under management, to enable better-informed change.

At PwC we deliver a distinctive managed service portfolio that encompasses Service Management and specialised expertise across leading cloud technologies. This includes enterprise application support for Microsoft Dynamics D365, Oracle, NetSuite, Salesforce, Workday and SAP, alongside managed services for a wide range of other technology solutions and PwC-developed SaaS applications.

6. **Business transformation, business design, change management, technology adoption, and benefits realisation.**

- The development of a business-focused transformation strategy, business case and transformation and change management approach
- Business readiness assessment and stakeholder communication strategy and plan
- Change management detailed planning including the development of innovative engagement strategies, AI, behavioural economics approaches, cultural change, change networks and education and learning approaches
- Benefits realisation planning, monitoring and reporting with user readiness, satisfaction and success reporting.

7. **Programme Management Office (PMO) and Change Management Office (CMO).** This service includes:

- Programme mobilisation
- Programme scoping and planning
- Establishing and implementing the governance arrangements for the programme that define how it is set up, managed and to control how stakeholders will be involved in and make decisions

- Defining and implementing the Programme Management Office (PMO) and programme management arrangements, to plan and complete programme assurance activities and programme closure activities.

8. Software and licensing: We resell vendor licenses for ERP and EPM solutions as part of an integrated programme delivery option, either solution implementation, managed services, or both.

Features	Benefits
• End-to-end D365 F&O delivery using proven transformation frameworks • Public-sector aligned operating models enabled by D365 F&O • Hybrid Agile delivery enhanced through disciplined governance principles • Preconfigured processes and statutory templates built from repeatable good practice • Integrated analytics using method driven reporting and insight frameworks • Automation enabled through structured assessment and optimisation methodologies • Secure migration using established data quality and validation frameworks • Legacy integration delivered through method led platform and connector patterns • People first change and training built on structured adoption approaches • ITIL aligned services underpinned by mature service management frameworks.	• Faster value delivery through repeatable templates and accelerators • Lower ownership costs using standardised cloud operating approaches • Stronger compliance enabled by structured control and reporting frameworks • Shorter close cycles supported by automated, method led reconciliations • Improved procurement outcomes through visibility enabled by proven techniques • Better workforce experience via structured, user-centred service design • Greater resilience through evergreen, method supported cloud operations • Improved decisions driven by unified data and consistent governance models • Rapid adoption through structured change and learning pathways • Clear accountability using single-partner delivery with defined outcome measures.



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