



G-Cloud 15

Data Migration Services

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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
- **Enabling AI.** How cloud will support the rapid adoption of AI and GenAI in organisations.

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 every client organisation; we tailor our frameworks to client circumstances to better support clients:

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

Data Migration Services

This section describes in more detail the service features and benefits included within this service definition document.

PwC is an accomplished provider of Data Migration Services. We can extract, transform and load your data from legacy systems into your cloud environment and have a comprehensive set of accelerators to achieve this. We can provide functional and technical data migration and strategy advice as well as scripted solutions. We can also provide assurance and risk management services to support your complex data migration work.

Data Migration Services Features

- Data Migration: Scoping, Strategy, Planning, Implementation, Risk Management and Assurance
- Master Data: Governance, Management and Process flows
- Data Quality and Mapping Assessment, Review and Reporting
- Data Migration build/execution services: Extraction, Transformation, Load and Reconciliation
- Accelerators/Templates for Data Migration Strategy, Cutover plans, RACI, Data Mappings
- Data Migration Suite accelerator providing Data Quality tests, transformations, reconciliations
- Data Migration Testing: Data and Process testing, Reconciliation
- Flexible Project Methodology aligned with Prince2, Agile, or UOM
- Runbook, templates, experience in complex cutovers, all major cloud platforms
- Practical experience in Microsoft Dynamics, SAP, Oracle, Salesforce, Workday, Sage.

Data Migration Services Benefits

- Focus on Data Quality: reducing risk of go-live data issues
- Delivery at pace: approach/accelerators to deliver data migrations on time
- Flexible and scalable digital accelerators - e.g. Data Migration Suite tooling
- Platform that is configured, scalable and adaptable to business demands
- We bring platform-specific knowledge to your programmes
- Our migration methodology, tooling and experience provides clarity for migration
- Skilled Resource Pool: 50+ UK data migration specialists
- Nearshore and offshore delivery centres: deliver migrations at scale
- Increased confidence, accuracy and value for money in programme delivery
- High quality data migration, providing confidence in delivery.

Our views on the service features and benefits within this service definition document are presented below:

Service Summary

Data Migration is critical to the success of any major transformation programme. The complexity of data migration should not be underestimated and delivering success requires careful planning, detailed analysis, and a clear and structured execution. This typically requires complex mapping, transforming and reconciling between legacy data sources and target cloud platforms including ERP and CRM systems.

We see data migrations as much more than a technical data loading activity. Taking advantage of the unique opportunities' migrations present to focus on data quality is core to our approach, as we help our clients to improve their data, drive better data ownership, and complete a smooth cutover at 'go live'.

PwC will help you to deliver data migration safely and efficiently, helping you to move from your on-premises landscape to Cloud-based application. We have hands-on experience in delivering over 50 migrations to a range of SaaS applications including ERP, CRM and HR tools by vendors such as Oracle, Microsoft, Salesforce, Workday and SAP.

Our extensive experience has enabled us to develop a range of accelerators including our AI-enabled Data Migration Suite (DMS) tooling, which has been designed to automate key parts of the data migration process. The DMS and our migration methodology result in a rapid, lower cost migration based on deploying existing tooling rather than building from scratch.

We are also experienced in providing assurance over data migrations being delivered by our clients and third parties. We have developed a framework (based on our methodology) against which we review migration programmes and provide recommendations to reduce risks.

We have a deep understanding of how to implement SaaS solutions for the public sector including Central Government, Police, NHS Trusts and Local Government. Our data migration methodology is aligned to this, and we have experience in both delivering and assuring migrations across the public sector.

In summary, we can provide the following services

- Data migration strategy and planning
- Data profiling and quality analysis
- Data mapping and transformation

- Reconciliation design and reporting
- Migration test cycle execution
- Cutover planning, support and execution
- Post implementation data support
- Data migration assurance.

Our Team

Our UK team offers the expertise and experience of more than 50 data migration specialists, with direct programme experience across the broad footprint of major vendor applications. This is supplemented by our nearshore and offshore delivery centre capability, particularly in South Africa, Egypt, India and Poland, where we have invested in scaling our teams who are trained in our data migration methodology and tooling. This allows us to execute data workstreams at scale on major programmes.

The data migration practice has demonstrable and proven experience in all aspects of delivering data migrations from strategy through to execution. Our team consists of a mixture of business and technical specialists, and as such we can provide skills across the spectrum of data migration workstreams on major programmes.

Our Data Migration Methodology and Approach

The end-to-end migration approach we adopt is centred around quickly delivering the right data migration tooling. This allows us to create a robust and repeatable process for the migration of data into the new target platform for all aspects of the programme. As such, our migration approach is split into two main phases: Configure and Execute.

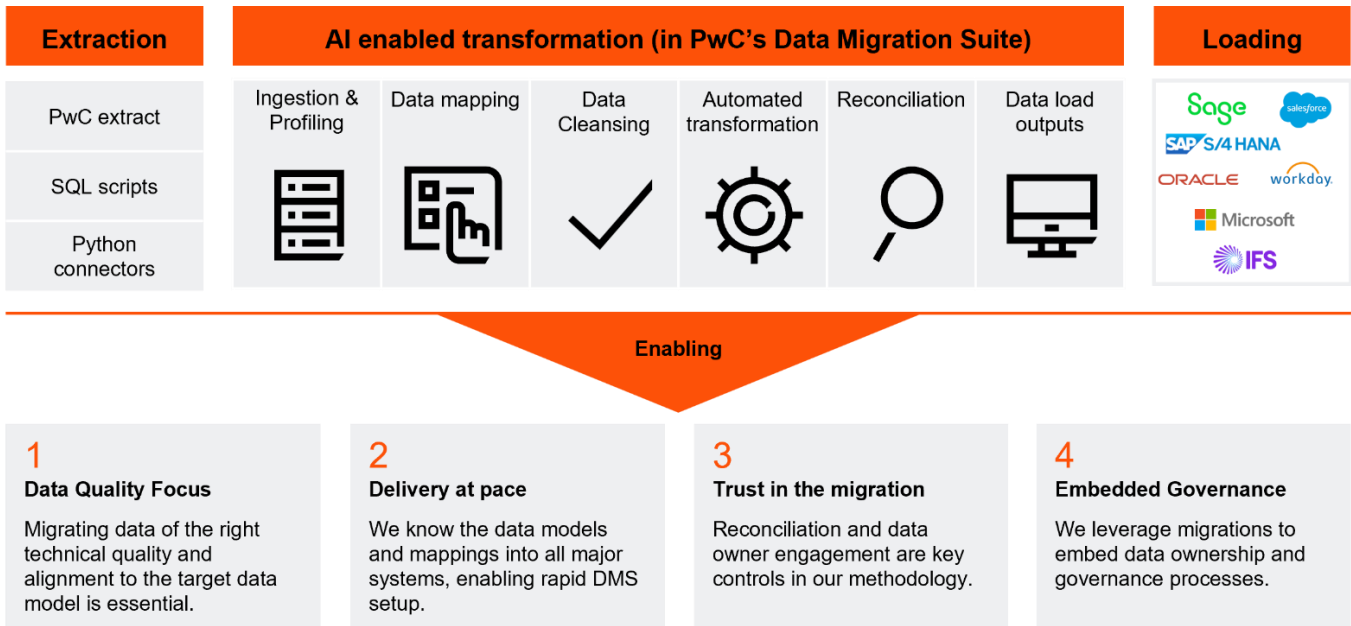
- **In the Configure phase** we work with wider programme teams to create the data migration strategy and plan, and to deploy and configure the right data migration tooling. We leverage our proprietary Data Migration Suite to allow us to quickly understand the client's current data, map and transform source data to the target data model, and define the data quality testing and support needed
- **The iterative Execute phase** starts once the data migration tooling is in place. We run data migration cycles aligned to programme events (such as SIT, UAT and go live) to extract, clean, transform, load and reconcile client's data into the new target platform.

We believe it is vital for data migration activities, particularly those related to data quality and cleansing, begin at the very start of programmes in order to provide enough time to deal with business data quality issues and complex mapping (e.g. around areas such as projects and contracts in ERPs). With this in mind, we typically plan to deploy the Data Migration Suite immediately and leverage accelerators and an initial fit to standard approach to start assessing data quickly.

Our approach to data migration leverages our investment in methodology and tooling alongside our extensive successful migrations to deliver rapid and robust outputs. This provides clarity and auditability, time to enhance and improve data, and comfort around a complete accurate migration. The Build and Execute phases of the migration approach are designed to deliver at pace as well as aligning with major programme milestone events. This means our team will work quickly to ensure a robust process and effective tooling are in place in time to extract, transform and load the required data for the first testing cycle.

Our Data Migration Suite Tooling

We have invested heavily in our methodology and tooling around data migration as we know how crucial it is to successful delivery. This has led to the Data Migration Suite (“DMS”) which is an end-to-end platform that is now core to our migration approach.



The DMS contains ready-made accelerators which can be leveraged to deliver the following:

- **Data Profiling:** AI-driven tests to efficiently identify characteristics for data mappings, together with data quality issues in your master and transactional data
- **Data Cleansing:** Rules to correct technical data quality issues and reports to track progress in business data cleansing at source

- **Data Transformation:** Workflows to map legacy data to a jointly defined Common Data Model, from where it is transformed to the target data structure
- **Data Reconciliation:** Reports which demonstrate the accuracy of completeness of data through each stage of the Extract, Transform and Load process
- **Data Load Templates:** Data is outputted in the format for loading to target systems.

We have leveraged AI to accelerate the development of the DMS tooling, which provides additional capabilities in identifying quality issues and building data mappings and reconciliations. This includes the used of an AI chatbot which enables the querying of datasets using natural language. These components are modularised, which provides flexibility in their use depending on our client's AI appetite, meaning that the core DMS components can still operate in a secure environment without access to LLMs.

While our team are ideally placed to deliver migrations using our DMS tooling and data migration methodologies, we are flexible and can adapt to using client tools and methodologies where required. As such, we are ideally placed to provide data migration services in a range of client contexts and are keen to discuss specific requirements where we can add value to programmes through effective management and migration of data.



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