



G-Cloud 15

Cloud Integration 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.

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 better support them:

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

Cloud Integration Services

PwC offers Integration services to connect business and data systems across your technology estate and Cloud environment. We can design interfaces, map data, design orchestration and develop connectors for secure connectivity across your business applications and services using a range of integration tools and platforms. We can manage the integrations using our in-house managed services team.

Cloud Integration Services Features

- Cloud Integration strategy, roadmap, readiness assessments, and business case development
- Cloud Integration scope, strategy, planning, roles and responsibilities definitions
- Mulesoft, Microsoft Azure Integration Services, legacy middleware, Salesforce APIs, AWS integration services
- Workato, Oracle Cloud Integration, Palantir Data Connector, event-driven and API-led integrationCustom Integrations with Boundary Systems (Middleware, PaaS based integrations)
- Design and Delivery of Integration/Solution Architecture (On-Premises, Hybrid Cloud, SaaS)
- Provide PaaS methodologies to extend SaaS applications
- Mobile Cloud solutions to interact with SaaS applications
- Testing: Integration testing, non-functional (performance/ penetration/ security) testing
- Integration QA review, advisory on best practices.

Cloud Integration Services Benefits

- Solution designed and implemented to fit business needs
- Enables data driven transformation across the organisation
- Scalable benefits-driven approach to sustainable development
- IT transformation aligned to the Target Operating Model (TOM) development
- Robust and agile methodology to help realise benefits
- Tools and accelerators to deliver repeatable, consistent and efficient execution
- Skilled resource pool with ability to provide client specific solutions
- Management and identification of security risks
- Safe programme delivery using SAFe scaled agile approaches

1. Service Summary

PwC will help you in every step of the way implementing and integrating applications (SaaS, Hybrid Cloud, On Premise applications) to best fit in with your individual organisational requirements.

PwC will help you in transforming your systems landscape and integrate Cloud platforms and applications by designing/developing Cloud solutions tailored your specific requirements. We have hands-on experience in Microsoft Azure Integration Services, AWS, Oracle Cloud Integration, Biztalk, Salesforce API, Mulesoft, UiPath, PowerAutomate and Blue Prism. PwC has successfully delivered

modern solutions using API-led and event-driven integration patterns to enable loose coupling, scalability and data reuse.

Our breadth of experience across integration applications/tools has enabled the development of a range of industry-specific templated accelerators which have been designed to assist in the deployment of integration solutions. These accelerators result in a rapid, lower risk and cost deployment and earlier benefit realisation.

To complement this experience, we also bring a deep understanding of how to integrate these solutions for the public sector, including Central Government, Police, NHS Trusts and Local Government.

Not only can we offer advice on the optimum approach to integration, we will also work with you on a whole solution which provides on-going business benefit and value realisation.

2. Cloud Integration

PwC has invested in developing expertise around major integration platforms and developed various accelerators based on our Cloud implementation experience. Below are the areas where we can help customers to be ready for the Digital Age.

A. Integration strategy and assessment

- Defining an integration strategy
- Assessing technology landscape for integration opportunities
- Supporting the business case for integration
- Support in vendor and technology assessment and selection
- Identifying risk and constraints for integration.

B. Integration design and development

- Secure-by-design integration, including identity, access management, encryption in transit and compliance with data protection requirements
- Data attribute and entity mapping
- Canonical data model design
- Volumetrics and sizing
- Integration design patterns and methods
- Leveraging Generative AI to rapidly design and prototype data connectors

- Non-functional testing.

C. Integration management and support

- Reviewing integration current state
- Runtime monitoring and volumetrics
- Vendor integration roadmaps.

3. Systems Integration

PwC offers a service that supports organisations in linking together business processes and systems to allow them to share data, create new services and streamline processes. Our delivery methodology and process cater for integrating business systems, whatever stage your project is at within the project lifecycle. These processes have been refined over the years to incorporate effective integration architecture styles and patterns to address integration challenges such as:

- Developing an Integration Strategy in line with good industry practices
- Evaluating systems integration options and recommending a suitable platform considering the integration requirements
- Moving from a series of point-to-point systems to a single common business solution that integrates the business processes, data and systems
- Documenting Interface Specifications
- Risk of overengineering solutions which become complex to maintain
- Developing the “As Is” Integration Architecture and the “To Be” Integration Architecture
- Configuring interaction platforms and vendor connectors.

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 we can help. Read more about PwC’s partnerships and awards here:

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

Contact Us

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