



G-Cloud 15

Data and Cloud Solution Services

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Transforming Business using the Cloud

We have worked extensively with Central and Local Government organisations to design, deliver and operate technology solutions hosted in cloud environments that align with public sector priorities, controls and assurance requirements.

For government organisations, the adoption of cloud-hosted solutions is not solely a technology decision. It requires careful consideration of operational resilience, security, data sovereignty, value for money and long-term sustainability, whilst enabling improved digital service delivery and more efficient business operations.

Cloud-based solutions can support automation, scalability and improved insight, as well as enabling the responsible adoption of data-driven and artificial intelligence (AI) capabilities. However, these benefits are only realised where solutions are well-architected, securely operated and embedded within appropriate operating models.

Typical opportunities include:

- Implementing secure private, public or hybrid cloud solutions to support infrastructure and applications
- Modernising and optimising existing business processes using cloud-hosted platforms
- Enabling new digital services and data-driven operations
- Improving cost efficiency through scalable, consumption-based technology models.

Successful delivery requires a considered approach. Key factors include alignment between business objectives and technology design, service availability and resilience, secure operating models, and appropriate data handling and privacy controls, including compliance with UK GDPR and data residency requirements.

PwC supports organisations by applying proven frameworks, delivery experience and multidisciplinary capability to design and operate cloud-hosted solutions that are proportionate, secure and fit for purpose. Our services can be tailored to support organisations throughout the full lifecycle, from initial design through to live service operation, or to address specific delivery or operational challenges.

Data and Cloud Solution Services

Service Description Overview

PwC helps public sector organisations design, build and operate secure, cloud-hosted technology solutions that support digital transformation, operational efficiency and future innovation.

Our service covers the full lifecycle, from discovery and solution design, through build and deployment, to ongoing operational support and continuous improvement. Solutions can be delivered in a client-owned cloud environment or hosted and managed by PwC, providing flexibility to align with organisational maturity, procurement constraints and risk appetite.

The service is cloud-agnostic and designed to support delivery within UK or EU data residency requirements, enabling organisations to adopt modern data, digital and AI-enabled capabilities in a controlled, compliant and sustainable manner.

1. The Problem

Many public sector organisations face challenges delivering and operating modern technology solutions at pace, particularly where legacy systems, fragmented data sources and constrained delivery capacity exist.

Common issues include reliance on manual or semi-automated processes, inconsistent data management practices and point solutions that are difficult to scale, assure or support. These challenges can increase operational risk, reduce transparency and divert skilled staff away from higher-value activities.

Organisations are also under increasing pressure to improve digital services and make better use of data, whilst maintaining high standards of security, compliance, data protection and value-for-money. Without access to appropriate skills, delivery capacity and operating models, it can be difficult to adopt modern cloud-hosted and AI-enabled solutions in a controlled and sustainable way.

2. Our Service

We know that designing, delivering and operating effective data and digital solutions can be complex, particularly within the constraints of public sector governance, assurance and resourcing models.

Our service provides access to experienced multidisciplinary teams who support organisations design and implement secure, cloud-hosted solutions that integrate data from multiple sources and support operational decision-making.

We have supported multiple government departments to deliver cloud-based solutions that improve efficiency, transparency and insight, whilst meeting security, data protection and operational requirements. Services can be delivered within an organisation's own cloud environment or hosted and managed by PwC, depending on organisational need. Our capabilities include:

- Data strategy and solution design
- Cloud architecture and engineering
- DevOps and platform engineering
- Data architecture, engineering, analytics and visualisation
- Software engineering and user-centred design (UX/UI design)
- Product and delivery management
- Testing and quality assurance
- Technical support services (first, second and third line)
- Application hosting, through our cloud alliance partners.

3. Our Approach

We work collaboratively with stakeholders to understand organisational objectives, user needs and existing technology constraints. Our approach combines agile delivery methods with appropriate governance and assurance to support controlled, transparent delivery.

During discovery and design, we assess current processes, data and technology and develop solution designs aligned to security, data residency and operational requirements. Early prototypes are used to validate requirements and reduce delivery risk.

Solutions are built iteratively using agile sprints, with regular demonstrations and prioritisation reviews to ensure alignment with business needs. Security, resilience and operational considerations are embedded throughout the delivery lifecycle.

Where required, we support transition into live service, including documentation, knowledge transfer and operational readiness. Solutions can be operated as a managed service by PwC or transitioned into a client-owned environment, supported by upskilling and handover to internal teams.

Data and Cloud Solution Services Features

- End-to-end delivery across the full solution lifecycle, including discovery, design, build, deployment and technical support services
- Reusable architecture patterns and delivery blueprints to accelerate implementation while maintaining quality and security
- Multi-disciplinary delivery teams combining cloud architecture, data engineering, software engineering and service management capabilities
- Experience delivering analytics and AI-enabled solutions aligned to public sector governance and assurance expectations
- Agile delivery methods with clear governance, transparency of progress and regular stakeholder engagement
- Flexible delivery models, including onshore and offshore teams, aligned to security and delivery requirements
- Options to deliver solutions within a client-owned cloud tenant or as a fully managed service hosted by PwC, including first, second, and third-line technical support.

Data and Cloud Solution Services Benefits

- Access to experienced cloud, data and software engineering teams with a proven track record across UK government
- Reduced delivery risk through secure-by-design architectures and established delivery and assurance practices
- Accelerated time to value through the use of proven delivery approaches, reusable assets and scalable delivery teams
- Flexibility to scale delivery capacity up or down without long-term resourcing commitments
- Support for knowledge transfer and capability uplift to enable sustainable in-house operation where required
- Confidence that solutions are designed and operated in line with UK or EU data residency, security and public sector compliance requirements
- Ability to adopt advanced analytics and AI-enabled capabilities in a responsible, controlled and governed manner.

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