



G-Cloud 15

Operate Managed Capacity 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 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.

Managed Capacity Services

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

Managed Capacity Support Services Description

Managed capacity provides flexible, cost-effective resource based solutions for the delivery, support and coordination of digital IT projects in cloud based environments. Resources are skilled in project management (budget, schedule), project support office (PMO), business analysis (requirements gathering, business process mapping) and test execution (V-Model, Waterfall, Agile, Lean).

Operate Managed Capacity Services Features	Operate Managed Capacity Services Benefits
• Resource based solutions for digital IT projects, in cloud environments • High quality, experienced people with public sector cloud experience • Technical Project Management, PMO, Business Analysis, Data & Analytics (including Advanced Analytics and Ai), Development, Automation, Low Code, Testing and Application Managed Support • Digital IT, Cloud resources deployed on a day rate basis • Lean, as day rates are fixed and include all expenses • Flexible, as resources are only billed when utilised • Agile, with the ability to deploy/release resources at minimal notice • Rapid response to meet skills gaps due to unplanned events • All resources are mobile throughout the UK • Options around off site/low cost delivery models.	• Delivery support and coordination of digital IT, cloud-based projects • Our people have experience of working for the public sector • Quality assurance derived from working with a credible business partner • Single point of contact for cloud focused project resource requirements • Immediate access to an existing pool of skilled cloud resources • Ability to combine cloud resources with traditional PwC Consulting services • Cloud transition, planning and change management (stakeholder, budget, schedule) • Digital IT, cloud-based project support (Project Management Office (PMO)) • Cloud focused business analysis resources (requirements gathering, business process mapping) • Digital IT, cloud-based testing (V-Model, Waterfall, Agile, Lean).

Our view on the service features and benefits in this service definition document are presented below.

1. Background

A resource-based solution into its G-Cloud offerings. We are excited to now be able to offer government and public sector clients skilled technology resources, on a day rate basis to support the implementation of their cloud-based projects.

2. Services

Managed capacity is a cost-effective resource-based service offered to government and public sector clients, where client project teams can draw down skilled resources, as and when required to help manage digital transition, change and implementation challenges. Resources will work under the supervision and direction of client management and are focused on execution activities to help fast track results. Resources can be used on a “tactical” basis, whereby a small number of experienced resources are deployed to assist a client on a short-term basis to help resolve a specific issue. Alternatively, resources can be deployed on a “surge” basis, where teams of resources, across a mix of levels and skills are deployed to support clients on a range of activities that are known to be medium to longer-term challenges.

3. Skills

We can provide the breadth of skills that are typically required across the transition, change and implementation aspects of cloud-based projects. This includes:

- **Project and change management:** Stakeholder management, planning, scheduling, budgeting, RAID logs, reporting, etc
- **Project support:** Project Management Office
- **Business analysis:** Requirements gathering, business process mapping, GAP analysis, etc
- **Testing:** V-Model, Waterfall, Agile, Lean, etc.

4. Benefits

Managed capacity helps government and public sector clients to better coordinate, support and deliver digital IT, cloud-based projects by providing resources to address specific needs. It is cost effective in two ways.

- Resources are only ever deployed when they are actually needed, saving wasted time and money

- Resources are deployed on an all-inclusive competitive day rate basis which is set and agreed up front.

Government and public sector bodies who are implementing cloud projects now know they have access to an immediate pool of skilled, knowledgeable resources from an organisation that has a strong brand and reputation for successful, quality delivery.

5. Features

Managed capacity is effectively a trusted resourcing partner for digital IT, cloud-based projects. It provides resources on a day rate basis making it easy for government and public sector clients to draw down the skills they need, and with an all inclusive day rate clients can plan ahead and budget project cost accordingly.

Managed capacity is also extremely agile in that it can quickly respond to demand, providing resources at short notice which greatly help clients address unforeseen events which can often arise during the implementation phases of cloud-based projects.



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