



Core Platform Implementation (CRM and ERP) Testing

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹, Google and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.



Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



Source: IDC, 2024

IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

At Deloitte, we pride ourselves on excellence in delivering transformations by providing expertise in both ERP (Oracle and SAP) and CRM (ServiceNow, Salesforce, Dynamics365) platforms. With our vast knowledge and track record in this field we have enabled organisations to achieve and reap the rewards of their transformation journey enabling an uplift to their technology infrastructure.

Who would benefit from using this service?

- Organisations embarking on a platform transformation.
- Project teams looking for test expertise in ERP and CRM implementations.
- Transformations with a large legacy landscape requiring integration and test expertise.
- Project deliveries where Cloud infrastructure is a key aspect of the delivery.
- Programmes wishing to uplift their test maturity with Deloitte's platform testing approach and strategy.

Features/Benefits

- Deloitte's Alliance Partners – we have well-established alliances with cloud solution providers enabling us to leverage trusted accelerators to deliver the desired outcome for our clients.
- Collateral – Deloitte have significant collateral enabling the client to benefit from our platform expertise (For example: test templates, automated frameworks, and test cases.)
- Our breadth of skills – we deliver end-to-end core platform implementations for our clients, spanning both technology and business on a global scale.
- Our credentials – we have delivered some of the largest cutting-edge platforms utilising a broad landscape of technologies.
- Integrations – our platform integration services utilise technology capability to integrate our client's legacy landscape with the platform being delivered.
- Project Management and Reporting - Deloitte's project management experience with platforms enable us as a test capability to bring both delivery expertise and reporting in an agile methodology.
- Certifications - Deloitte have a programme of platform and cloud certifications ensuring our teams are aligned with both values and expertise in these areas. This includes, though is not limited to: Salesforce, ServiceNow, MS Dynamics 365, S4 HANA, Oracle, AWS, Azure, Google.

Example Scenarios

An organisation wants to undertake an internal initiative to enhance its Employee On-boarding processes and technologies to achieve proactive provisioning of hardware and software entitlements for new joiners to simplify and streamline the onboarding process via ServiceNow. Deloitte would achieve this by prioritising personas, developing workflows, and identifying detailed programme roadmaps. An Agile development process would be implemented and multiple test levels including Unit testing and System integration testing (based on the integrations, functionality processes and locations available) will be planned.

An organisation wants a digital platform to include content management and an e-commerce, omni-channel solution to shift its business away from a retailer distribution model and grow its direct-to-consumer sales. Deloitte would achieve this, by mapping capabilities across core platforms, namely Salesforce and Commerce, supported by the development of MuleSoft as a strategic integration layer for future proofing. We also would introduce additional contact centre functionality through Salesforce Service Cloud and Mulesoft Anypoint platform to deliver a seamless customer experience.

3 Detailed Service Description

Business Context

Deloitte have a wealth of knowledge and experience with both ERP and CRM deliveries. We know well that businesses are continuously looking to uplift their platforms providing efficiencies in both cost-saving and manual overhead activities. Organisations have a continual drive to make performance improvements in this respect utilising the latest technologies and more frequently with cloud-based architectures.

Deloitte's Quality and Testing engineering teams specialise in delivering platform infrastructures. We have a vast array of knowledge in the latest platform applications embedded in cloud-based infrastructure. We specialise in delivering platforms which integrate with the existing legacy landscape to ensure systems work seamlessly with each other and suffer no degradation in service. Deloitte's Quality and Test Services have a proven track record in successfully delivering platforms to organisations both in the public and private sectors.

WE ARE A TIER ONE GLOBAL SALESFORCE INTEGRATOR: Salesforce have awarded Deloitte 'Innovator' status and have a strategic partnership. We have deep knowledge of the Salesforce ecosystem including the Force.com platform and Deloitte were awarded Salesforce's integration product MuleSoft Global & EMEA partner of the year in March 2022.

Our Approach

Our approach helps buyers' de-risk the delivery of high-quality solutions with CRP/ERP applications. This includes:

- **Risk-Based Testing** focusing on the areas of the highest risk. For example, highest likelihood of failure, highest impact of failure, and highest level of change. The highest risk systems and processes would have the greatest test coverage. Risk would be assessed against the relevant functional area. The risk rating would be applied to each test case.
- **"Shift-Left" of verification and validation** activities to the earliest practical point in the delivery lifecycle. This approach includes performing activities continuously throughout the realisation process whilst incrementally building on a quality-part basis into system integration test with pre-configured system and pre-validated essential components.
- Follow a **proven delivery approach** that embraces both established systems engineering methods for governance and structure whilst embracing an adaptive and iterative delivery model within that structure to support the need for flexibility and agility when delivering complexity at scale.
- Implementing an **automation-first** approach, using either open-source or low-code tooling, to maximise the return on investment and expedite the time-to-live.
- Leading on and delivering all relevant test phases, including Sprint Testing, Non-Functional Testing, System Integration Testing/End-to-End Testing, User Acceptance Testing, Operational Acceptance Testing, Data Testing and Regression Testing.
- Planning appropriate levels of specific Non-Functional Testing to suit the application. This is inclusive of Security Testing, Performance Testing (Load, Soak, Spike etc.), Compatibility Testing and Accessibility Testing (to WCAG 2.2 standards).
- Leveraging our **library of frameworks**, assets, and accelerators – for example pre-built test automation frameworks in a range of tools – to deliver quality at speed.
- Continuously providing **high-quality reporting** in appropriate forums to key stakeholders, creating transparency throughout testing.

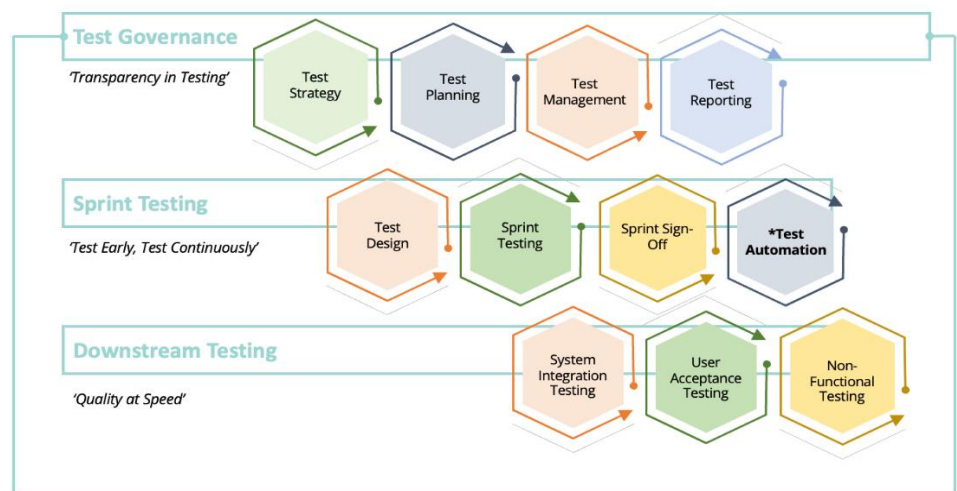
CRM Example Test Approach

Built upon three principals: 'Transparency in Testing', 'Test Early – Test Continuously' and 'Quality at Speed', our dedicated Salesforce testing capability have extensive experience delivering quality assurance on large scale and complex implementations. We have designed a bespoke test approach for our Public Sector and Private Sector clients which places increased focus on key success factors, such as **End-to-End Testing (E2E)**, **User Acceptance Testing (UAT)** and **Non-Functional Testing**, without increasing the time or risk profile of the programme.

Our test governance layer wraps around everything we do, beginning with the definition of the test strategy and tooling, managing risks and dependencies, and ultimately capturing test sign-off. This enables us to provide total transparency on test progress, defect position and the risk profile of the programme.

In order to 'shift-left' within testing - keeping the feedback loop small and identifying issues early - more complex, 'non-sprint' test phases can be completed in iterations alongside development.

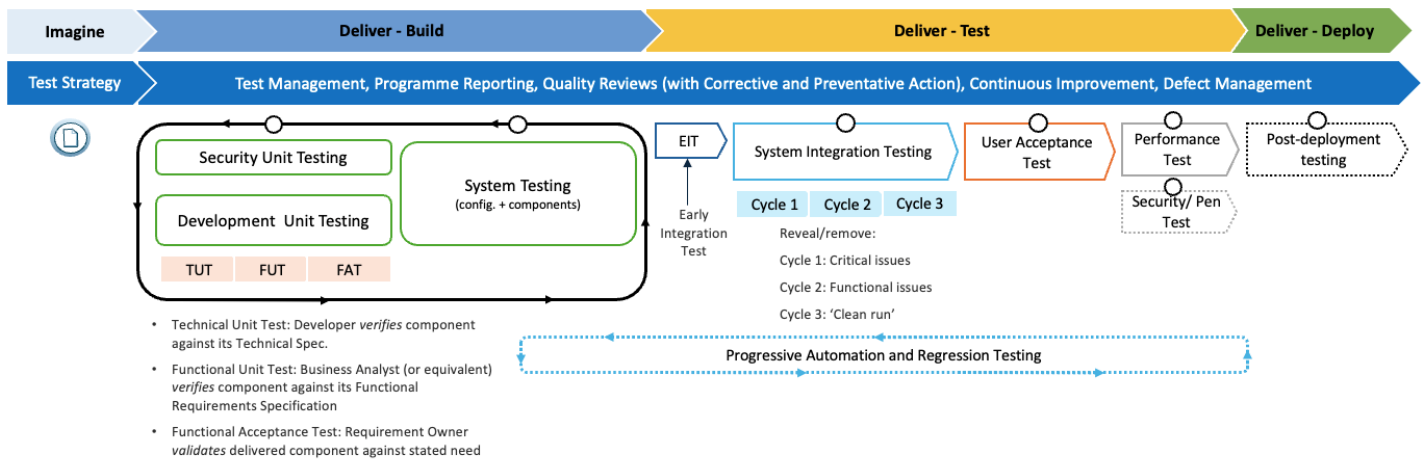
This enables functionality to be grouped and tested at once, making both E2E and UAT more efficient and effective. In this way we can deliver E2E and UAT across workstreams whilst still testing early and resolving issues at low cost.



ERP Example Test Approach

Our test approach leverages our experience with the SAP platform and is coupled with our deep public sector domain knowledge. Testing will align to the G-Cloud top level strategy and is underpinned by sound quality management principles and industry recognised software engineering standards. We are experienced using both **SAP Activate methodology** and Deloitte Ascend methodology. Where we follow agile builds during sprints and waterfall approach for System Integration and User Acceptance Testing.

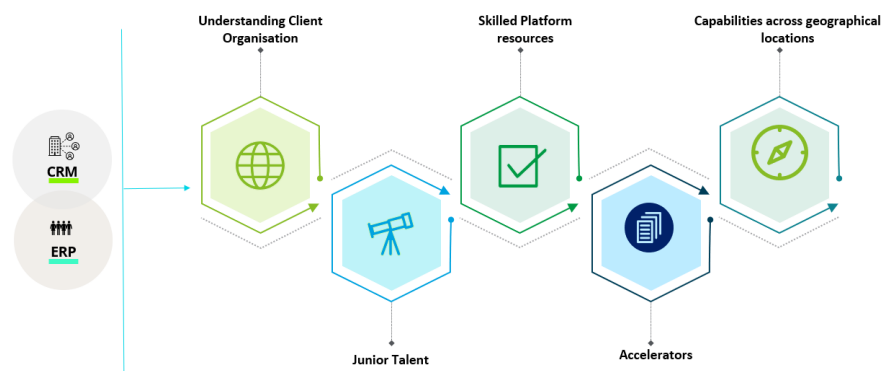
The foundations of our proven test approach will be further agreed with G-Cloud in the **Test Strategy** during the Imagine phase. The below demonstrates the **suggested integrated testing and test management approach** which **shifts left**, despite doing Pre-integration testing during the sprints, whilst involving G-Cloud in SIT. At the same time, we boost this method with our integrated test automation approach.



Critical Success Factors

To support the successful execution of all the services in this document there are several key success factors:

- **Understanding Client Organisation** - Understanding a client's people, processes, and technology ecosystem is crucial in providing effective solutions and recommendations.
- **Skilled Platform Resources** - We have an experienced pool of certified practitioners and junior talent in leading accreditation's driven by a curriculum to support delivery. Our resources have worked on complex and high-profile deliveries.
- **Accelerators** – We provision test templates, automated frameworks, and test cases which aid delivery of Platform Implementations
- **Capabilities Across Geographical Locations** – A diverse and innovative workforce at hand to support with delivery of Platform implementations from across the globe.



Service Constraints

In general, service constraints will exist in a Service Definition Document. These will usually be addressed before delivery/implementation. We require our clients to bring to our attention any specific dependencies or constraints that could impact quality, service levels, costs or engagement duration. Some typical constraints are listed below:

- Being on the G-Cloud, access to some environments can be restricted resulting in significant constraints being imposed to infrastructure or data load.
- Unpredicted occurrence of data-related issues once the solution goes live, which could negatively impact the solution.
- The level of customisation could impact maintenance windows.

Case studies

- A long running charity had a vision to update its existing system to save money and cope with the ongoing demands it faces daily. Deloitte platform testing service were there to provide key testing and quality assurance throughout the transition to Salesforce CRM. We delivered:
 - Testing strategy across complex areas which intersected multiple business areas.
 - Clear reporting on defects and potential risks and issues with the current testing.
 - Data migration alignment with contractors and clashing objectives and timelines. Third party integration and testing, ETL verification across multiple systems.
 - Enabled learning through screenshots, video content and learning sessions for other testing and operational activities.
- A third level education institution had an ambitious digital transformation programme, aligned to their 2030 Strategy, aimed at delivering a consumer-grade digital experience to staff and students. Deloitte were engaged to improve the student and staff engagement by providing a first-class service experience using the ServiceNow Platform. We delivered:
 - A Testing Strategy for System Integration Testing for 2-weekly sprints, for the CSM, ITSM and HRSD modules.
 - Test execution and defect logging, keeping stories and requirements up to date so that the release process was manageable.
 - Confidence that testing activities during Sprints and Releases followed best practices thanks to the depth and breadth of Deloitte's experience across ServiceNow and Agile methodologies.

4 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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