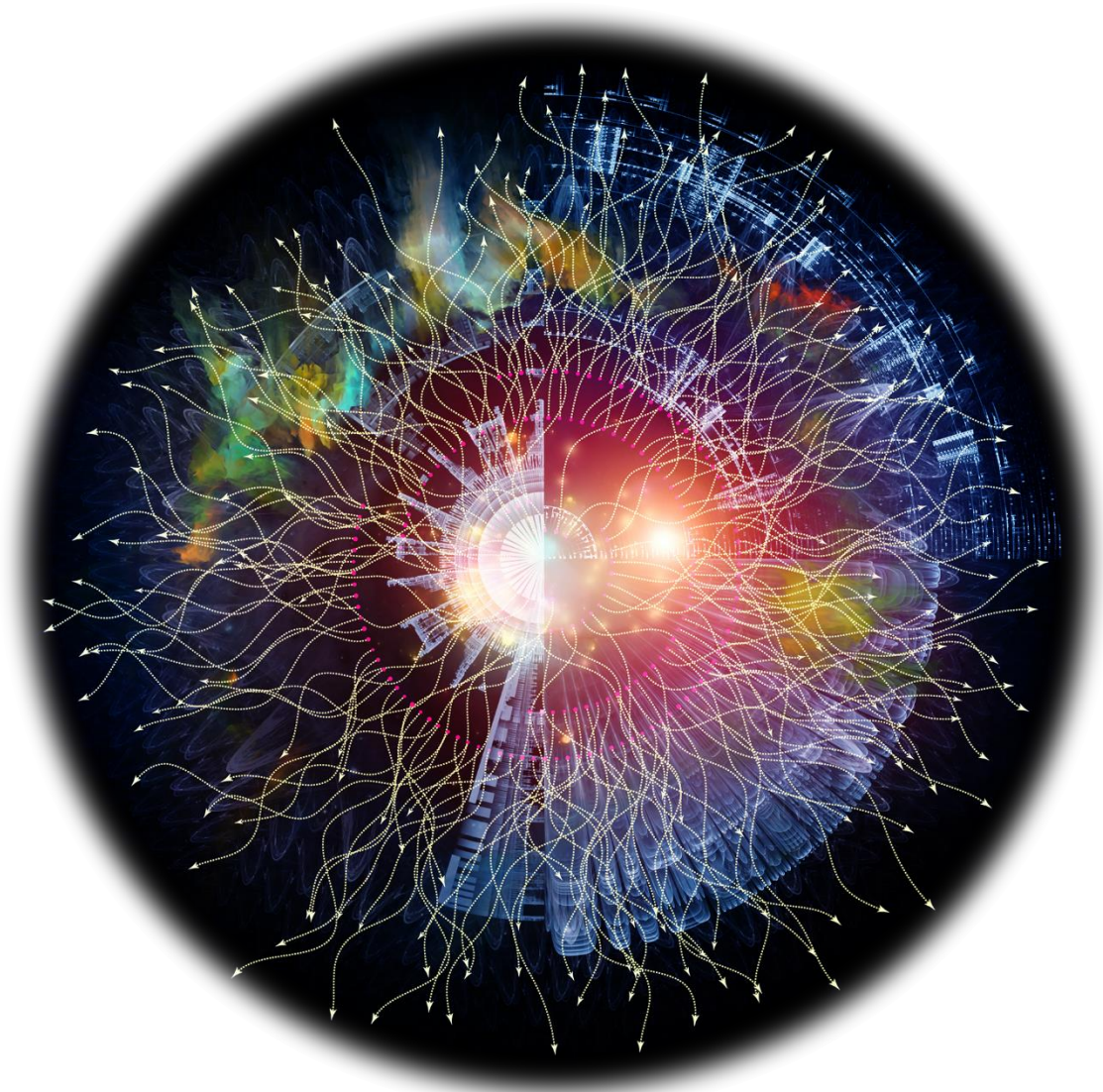




Population Health Cloud Solution Design and Implementation

G-Cloud 15 Service Definition Document

January 2026

Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	5
4	Contact Details	7

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 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.

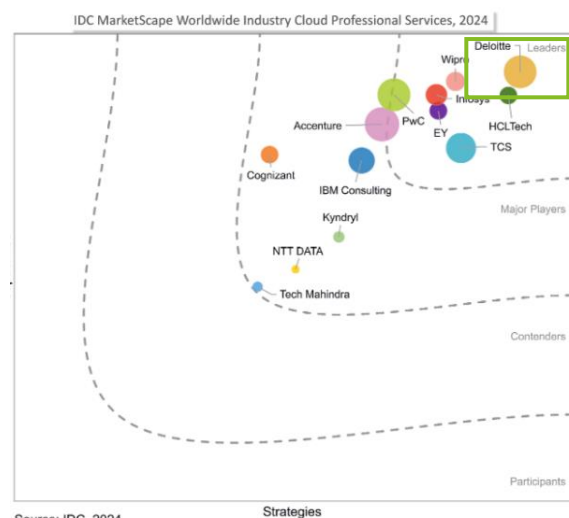


Gartner

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**.



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

Deloitte provides support for healthcare providers implementing Cloud based Population Health enterprise solutions including Oracle Cerner, InterSystems, Orion and bespoke development e.g. using Google Cloud Platform technology. We help deliver transformation, business benefits, planning, business cases, design, technology and business architecture, configuration, integration, testing, change, training, governance, release management, optimisation, AMS.

Service features

- Identify in-scope organisations and key stakeholders across sectors including citizens
- Specialist support with business cases and vendor selection
- Specialist support with Population Health process design and configuration
- Design and implement population health solutions, analytics, reporting and MI
- Service redesign and optimisation including operating model (citizen\staff engagement)
- Programme Management and accelerators, including Deloitte's 'Enterprise Value Delivery' methodology
- Cloud architecture definition, vendor assessment and master data strategy
- Integration, interoperability, development, testing, data migration and quality assurance
- Application Managed Services (including on and offshore capabilities)
- Transition support including capability building, training and change management

Service benefits

- Rapid deployment of Cloud Population Health solutions using proven methods
- Access our leading global capability in the Population Health lifecycle
- Integrated clinical, operational, business and technical expertise
- Analytics based approach to Population Health transformation
- Expertise in all major vendors including Oracle Cerner, InterSystems and Orion
- Expertise in data integration tools and standards (incl. FHIR, HL7)
- Holistic approach encompassing strategy, technology and care delivery
- Reduction of business and implementation risk
- Proven success with NHS LHCREs
- Access COTS or bespoke solutions using leading cloud platforms

How the planning service works

We understand what it takes to successfully deliver transformation in a health and care setting. We plan and deliver projects with staff and citizen needs at the core, with clear routes to quantitative and qualitative benefits, and with known strategies for implementing and maintaining a Cloud based Population Health solution. We offer the following activities:

- Validating policy, clinical, operational and financial goals, and refining the business case
- Completing a Discovery exercise to identify user needs, dependencies and solution options
- Completing a current state digital maturity and future model of care analysis
- Planning and delivering your programme, aiming for known outcomes Planning and delivering a Live product that is continuously improved over time. Our planning takes account of: User-centric design, long term sustainability objectives and enhancing the citizen experience
- Security architecture and cyber threats
- Technical and technology analysis, design, build and test
- Resource requirements and availability
- Dependencies on third parties and legacy systems
- Integration to partner systems (e.g. GP, LCR, HIE, Social Care)

- Authentication and access controls (e.g. RBAC)
- Organisational constraints and opportunities
- Regulatory requirements
- User research and user testing strategies
- Service assessment and governance needs
- Commercial approaches to implementation and ongoing support

3 Detailed Service Description

Our Approach

Deloitte's approach is to operate as 'one-team' alongside client colleagues. Our dedicated digital health focussed delivery teams have deep experience of delivering outcomes through the implementation of cloud technology in a health and social care context. Deloitte helps clients gain confidence in your population health management implementation through developing your in-house skills as well as your technology solutions, to equip multidisciplinary teams of analysts, clinicians and managers to use the technology and realise the value to staff and citizens that population health analytics provides.

We are able to bring our own Enterprise Value Delivery (EVD) methodology or work within the clients preferred delivery methodology. However, with all our engagements, we aim to follow the same basic principles:

- **Deliver outcomes not just technology** – by ensuring that our teams understand the strategic clinical and operational context, goals and drivers behind the engagement.
- **Bring domain expertise** – by providing subject matter experts and specialist domain knowledge to advise and guide clients and lead delivery teams.
- **Apply the latest thinking** – by plugging into the global clinical and technology communities, we keep our teams current with the latest population health and technology trends.

Due to our delivery model, we are able to bring scale to our engagements, with an ability to ramp-up multi-disciplinary teams quickly to deliver large-scale transformation programmes.

Inputs

We have assumed that you will be in a position to provide certain inputs to the service, which we have listed here. If you are not able to provide all of these inputs then we can discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

- Information about the business need and the vision for change;
- Business requirements, prioritisation and contextual information;
- Financial and technical data for your organisation's IT environment; and
- Organisational information such as roles, responsibilities, skills / capabilities, and team structures.

Your Contribution

Our services are designed to be delivered with you rather than to you. We have assumed that you will be able to make the following contribution to the work. If you are not in a position to take on these responsibilities then please get in touch to discuss options, as it is likely we can reach agreement to alter our approach to accommodate your situation.

- Making available the time of stakeholders and decision-makers to attend workshops and meetings for this project;
- Providing visible senior leadership to the project in order to drive its delivery in the business;
- Providing access to the best available information about the existing situation, plans and strategies;
- Providing dedicated resource to the project in order that Deloitte and the customer can work collaboratively to achieve the results of the project; and
- Providing effective working space for our joint team in a co-located space or appropriate digital tools and capability to facilitate remote collaboration.

Outputs

The deliverables of this service will depend upon the roles that are agreed for Deloitte's scope in the Service Order. They will be documented in the Service Order. Indicatively, the kind of deliverables that we may produce are:

- Project definition and planning documents based on your preferred methodology, options include agile delivery, prince 2 or hybrid approaches
- Project management reports and updates throughout the life of the programme
- Service and support documentation and tools
- Solution Design and Architectural documentation (including technical designs at appropriate levels – HLD, LLD)
- Data Integration and data flow documents
- Solution Testing approach and validation documentation (including unit testing and UAT reports)
- Cyber security documentation and certifications
- IG documentation, including Data Sharing and Data Processing Agreements where required
- Training and skills building materials and sessions, using our successful multi-disciplinary Population Health Management Academy approach
- The live Population Health Management solution including multiple environments as required
- Clinical and management use cases, products and dashboards to deliver your population health management ambitions
- Stakeholder engagement materials to support your users and stakeholders to understand and benefit from the health and care improvement opportunities your solutions offers
- Ongoing support and service reporting documentation

Business Context

The service is designed for public bodies (NHS Trusts, ICSs, LHCREs) that have a defined objective to develop Population Health capabilities and have or require a business case for change, which can only be delivered by an IT enabled transformation project, informed by population health experience and expertise. It is designed to give public bodies in the NHS and Social Care sectors specialist support with the professional activities related to IT design and delivery.

Service Constraints

To gain full value from this service the buyer will need executive level governance to make decisions, resolve issues, set strategic direction, and to provide inputs like: Strategic objectives; Committed delivery milestones; Budget constraints; Driving priorities and Policy. Additionally, the service is most effective if linked with the buyer's internal technical capability, clinical and social care expertise. The buyer should also consider any other third parties involved with legacy systems and/or new deliveries relevant to the engagement scope. This may require the buyer to facilitate nondisclosure or other commercial agreements for these parties to be engaged in an effective and collaborative way.

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.



This publication has been written in general terms and we recommend that you obtain professional advice before acting or refraining from action on any of the contents of this publication. Deloitte LLP accepts no liability for any loss occasioned to any person acting or refraining from action as a result of any material in this publication.

Deloitte LLP is a limited liability partnership registered in England and Wales with registered number OC303675 and its registered office at 1 New Street Square, London, EC4A 3HQ, United Kingdom.

Deloitte LLP is the United Kingdom affiliate of Deloitte NSE LLP, a member firm of Deloitte Touche Tohmatsu Limited, a UK private company limited by guarantee ("DTTL"). DTTL and each of its member firms are legally separate and independent entities. DTTL and Deloitte NSE LLP do not provide services to clients. Please see www.deloitte.com/about to learn more about our global network of member firms.

© 2026 Deloitte LLP. All rights reserved.

