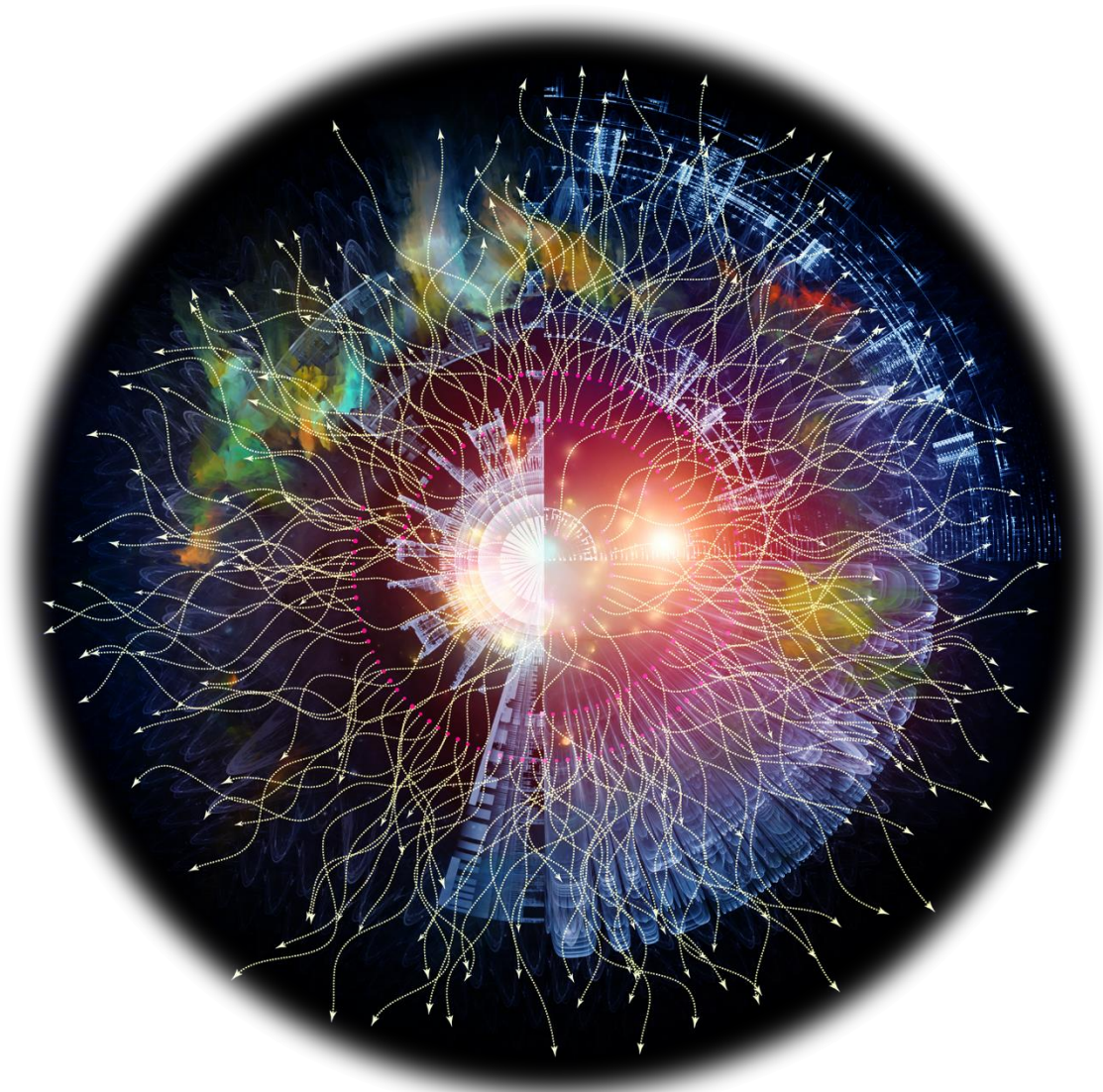




Cloud Managed Services powered by
OpenCloud
G-Cloud 15 Service Definition Document
January 2026

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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, 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.

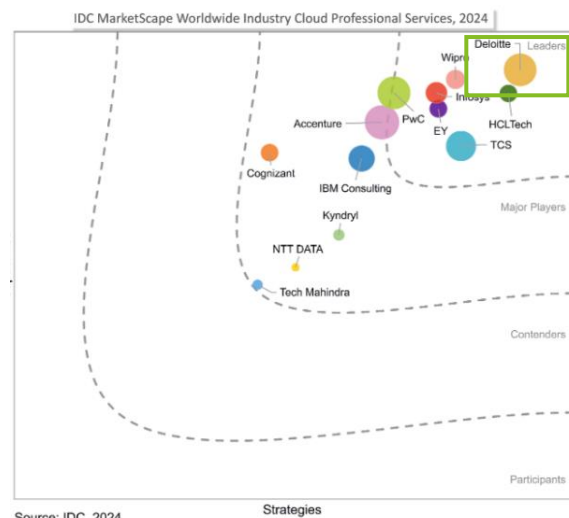


Gartner

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

Deloitte Cloud Managed Services offer clients a service which has been recognised by Gartner since 2020 as Leaders in the Public Cloud Professional and Managed Services market. As a recognised leader in the Managed Services space, Deloitte offers proven success partnering with clients throughout every stage of their Cloud journey. We offer services on three major cloud vendors, AWS, Azure and GCP. Our range of services include transition planning and implementation through service delivery and optimisation.

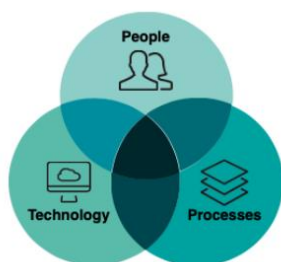
Deloitte's Cloud Services are based on its world class Cloud Management Platform (CMP). This platform delivers full-stack visibility across all managed workloads providing early identification of performance problem areas and initiating auto-remediation before causing outages.

Who is it for?

Deloitte uses its vast network and global resources to provide clients in all industries and sectors with end-to-end cloud services. Technology examples include Application Services, ERP, Machine Learning, Analytics and Security. Industry examples include Financial Services, Oils & Gas, Life Sciences a& HealthCare, Retail and the full range of Government clients.

What is Deloitte's Cloud Managed Service?

Deloitte Cloud Managed Services provides day-to-day management and optimisation of client infrastructure in the Cloud. We approach managed services by utilizing a combination of experienced professionals, well documented processes, and best of breed technology to provide our clients with world class cloud operational services.



 People	Deloitte CMS has experienced professionals located globally who work as cohesive teams to provide our clients with expert operational services.
 Processes	Deloitte CMS's people utilise well documented and repeatable processes (e.g. Automation & Compliance) and best practices to provide consistent and timely operational services.
 Technology	Deloitte CMS's people and processes operate using highly-tested, best-of-breed technologies (e.g. OpenCloud) to provide efficient, optimised, and reliable operational services.

We offer the following Foundational and Add-on services

Foundational Cloud Managed Services

Infrastructure Management, Reporting & Dashboards, IT Service Management, Global Cloud Operations and Cyber Security

- Included in all Cloud Managed Service engagements
- Baseline pricing includes all foundational services as needed (Disaster Recovery and Knowledge Management are optional)
- Add-on services are integrated with foundational services to provide seamless support
- Foundational services can be deployed multiple ways

Add-on Services

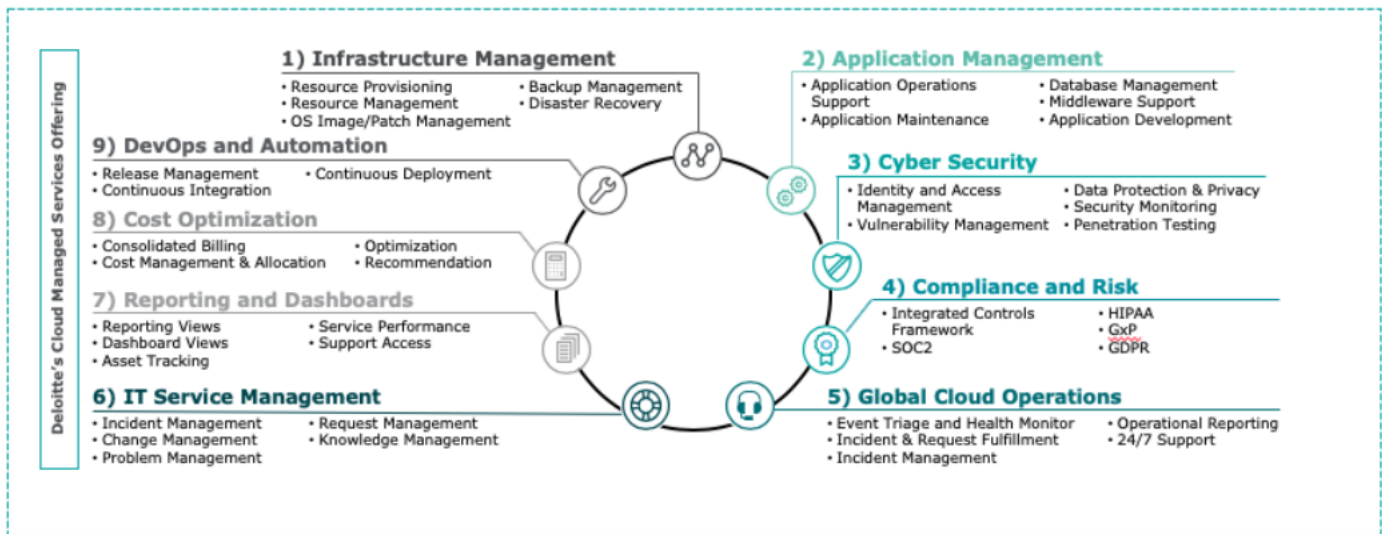
Application Management, DevOps and Automation, Compliance & Risk, and Cost Optimisation

- Add-on services can be included based on client requirements
- Flexible pricing based on consumption model or solution based
- Compliance and risk require specific security guardrails and documentation to support controls
- Cost optimisation typically done as workloads stabilise and execute continuously

3 Detailed Service Description

Our Solution

Deloitte's Cloud Managed Services (CMS) combines experienced resources with industrialised MSP tools and processes for managing cloud infrastructure in both cloud native and hybrid deployment models. With key integrations into existing systems and tooling investments, the combined solution would help you to mature towards each of your stated future state goals; and given the similarities in tooling and process following the initial integration, your organisation will achieve measurable value in your updated cloud infrastructure starting with the first application.



Infrastructure Management

Deloitte's Cloud Management Platform (CMP) provides for integrated infrastructure management, simplifying and automating a wide range of operational tasks. This provides the following benefits:

Patch Management

- Patching of operating systems is done using management automation
- Systems are monitored continually to ensure they are kept up to the level recommended by vendors for maximum security and performance

Capacity Management

- Proactive monitoring of footprint and system limits prevents surprise overspending or delays caused by hitting cloud vendor service limit

Infrastructure Monitoring and Security

- Resources are continually monitored to ensure uptime and secure operation, triggering integrated alerts and tickets for efficient service management
- Automated cleanup scripts for optimising infrastructure cost

Backup Management

- Backup management for schedule, frequency, retention aligning to your policies and managed transparently

Disaster Recovery (DR)/Business Continuity

- Cross-region replication of data if needed as per requirements

Application Management

Deloitte's CMP integrated with your applications and monitoring tools will provide full-stack visibility across all managed applications to reveal performance problem areas early and provide resolutions automatically before they cause outages. This component provides the following benefits:

- A finalised list of critical requirements for key monitored components
- A clear implementation plan and schedule
- Synchronised the solution with other technology systems (e.g. CMDB, Logging)
- Prioritisation of market data monitoring requirements
- Configure monitors to reflect status of probes
- Defined operational reports
- Defined fit for purpose KPIs across ITSM processes
- Identified data sources for each KPI
- Defined process for consolidating KPI data
- Developed dashboard (e.g., Excel, Tableau) for KPI reporting
- Defined process for publishing/reviewing reports

Compliance and Risk

Deloitte is a globally recognised leader in the compliance and risk space, so it should be no surprise that these principles are foundational to the CMS processes and CMP capabilities to ensure responsible stewardship of client data.

Identify & Access Management

- Federated Identity services and Access Governance supporting the infrastructure, operating system, and application layers
- Ability to federate with external directories

Data Protection

- Data encryption capabilities for all data at rest and in transit
- Key management procedures for key creation, rotation, revocation, access, and distribution

Enterprise Guardrails

- Vulnerability management services to detect and report operating system vulnerabilities
- Centralised logging of all infrastructure, operating system

Compliance Monitoring & Alerts

- Continuous monitoring and alerting for events and indications of malicious activity and violations of policies
- Infrastructure configuration monitoring with alerting for violation of compliance with regulatory practices

Cyber Security

While managing risk and ensuring compliance is critical to informational security, proactive, continual monitoring of managed resources ensures that vulnerabilities aren't being exploited to gain unauthorised access or leak sensitive data

Operational Processes

- Processes and procedures operationalised for monitoring, responding, resolving and closing alerts
- Operational processes for coordinating scan results with patching personnel

Automated Deployments

- Automated onboarding of accounts to expedite deployments

Runbook Creation

- Runbooks developed and operationalised for responding to alerts
- SOC runbooks developed and operationalised to support the monitoring, response, and investigation of alerts

Incident Response Processes

- Processes and procedures defined and operationalised for alert categorisation and priority, notification trees, escalation paths, and response workflows

Global Cloud Operations

Holistic coverage in each time-zone and continent for 24X7 supports all needs for client organisations.

Proven Delivery Network

- A globally standard COE methodology, tools and accelerators
- CMMI 5-India, CMMI 3-US
- 20+ year history in providing full life cycle Application Management and Cloud Services

People

- A deep pool of resources, spanning technical, functional, and industry domain expertise
- Lowest attrition rates in business
- Rated as employer of choice
- Globally standard career path

Value Management

- Framework and method for benchmarking and performance management (Business and Technical)
- Tying performance and accountability to objectives and business outcomes

IT Service Management

Deloitte's CMS integrates tooling and processes to provide comprehensive IT service management, integrating issue tracking, resolution, automated triage and escalation, into a cohesive solution that plugs into existing client systems

Incident Management

- Restores normal service operation as fast as possible, minimising the impact on the business and end users

Change Management

- Controls the lifecycle of all changes to IT services to ensure that only beneficial changes are made and that they result in minimal disruption

Problem Management

- Implements cost effective, permanent solutions to eliminate the root cause of incidents and prevent their reoccurrence

Request Management

- Handles service requests and prioritises them directly according to the request's urgency

Knowledge Management

- Creates, shares, uses, and manages the organisation's information to meet objectives and enhance supportability and repeatability

Reporting and Dashboards

Deloitte CMS provides consolidated billing, cost management, and optimisation recommendations to enable ready insights into the month-to-month infrastructure spend driving recommendations that result in cost optimisation

KPI Reporting

- Drive visibility across different stakeholder levels and institute a culture of continuous improvement
- Measure success of on-going cloud workstreams

Cost Optimisation

- Gives financial controllers visibility into the client's ability to lower cloud costs
- Costs can be easily associated with technical or security dimensions such as cloud/application team, business unit, or project
- Examine the drivers of differences between forecasted and actual spend

Cloud Utilisation

- Understanding of runtimes for different cloud environments
- Assists with cloud provisioning

Cost Optimisation

Deloitte CMS provides consolidated billing, cost management, and optimisation recommendations to enable ready insights into the month-to-month infrastructure spend driving recommendations that result in cost optimisation

Chargeback

- Savings on actual Cloud spend

Showback

- Cloud costs are accurately allocated to projects and functions for purposes of billing & chargeback
- Financial controllers have visibility and transparency into spend

Optimise

- Enables proactive response to cost anomalies, alerts and deviations from the predicted cost management plan.
- Streamline costs through the optimisation of cloud resources

Arbitrage

- Cost cutting of cloud spend without reducing quality and robustness

DevOps and Automation

Deloitte CMS will provide DevOps and Automation enablement support for client infrastructure deployments that through industry-leading principles and tooling can be integrated into application deployment pipelines

Infrastructure as Code

- Network and infrastructure automation through intelligent use of tools like Ansible tower helps provision the infrastructure in minutes
- Increased speed to market and valuation speed

Single Source of Truth Database

- Keep track of all cloud resources through single source of truth database
- Enables self-aware, parametrised intelligent automation

Automation scripts

- Scripts for common provisioning patterns, enforcing security and compliance rules

- Automation script to tear down infrastructure to save cost and efforts of manual decommission operations

DevOps CI/CD Pipeline

- Standardise source code management and release management
- Standardised deployment process

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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