



Cornerstone Implementation and Adoption Services

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.

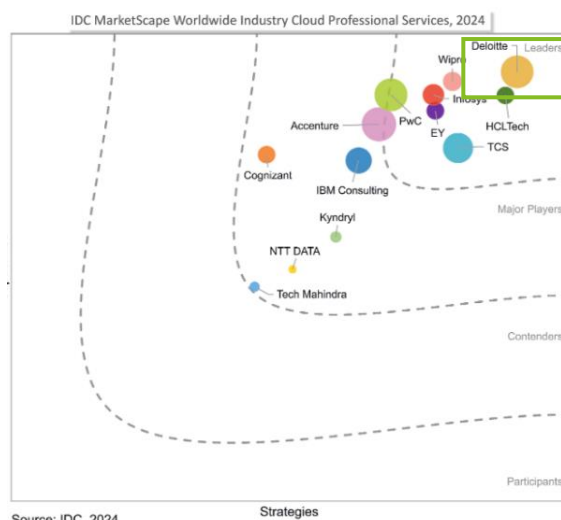


Gartner

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's Learning & Development offering empowers and enables clients to design and build meaningful, high-impact learning experiences. Our offering includes learning advisory, content development, technology implementation, learning academies and learning operations; all underpinned by our expertise within our skills-based-organisations, Change and Adoption and Learning Innovation.

Learning Advisory	Content Development	Technology Implementation	Learning Academies	Learning Operations
- Learning vision and strategy, Future trends - Maturity diagnostic, Business case & funding model - Op model, org design and shared services, Vendor rationalisation & Learner experience design - Learning tech strategy and market assessment	- Learning needs analysis and measurement - Learning content design, development, and delivery - Learner Personas and Journeys - Content/ Curriculum rationalisation	- Learning Tech assessment, business case, and sourcing - Implementation Learning Management Systems (LMS), Learning experience (LXP) and adaptive learning platforms, AR/VR/AI implementations - Learning to enable adoption such as SAP, Oracle, Workday, Cornerstone	- Bespoke and off the shelf design of learning academies - Includes setup, governance, admin and operate for Learning Academies and career pathways	- Managed service or embedding teams to support the running of business as usual - Learning Operations and upskilling current in-house learning teams

Skills-based Organisations, Change & Adoption and Innovation

This document focuses on the **Deloitte Cornerstone Learning partnership and offering**. We will support you through every step of your Cornerstone journey. As a Cornerstone on demand (CSOD) implementation partner, we bring a wealth of expertise to ensure your investment in CSOD delivers long-term value. Together we imagine what the optimal use of the platform is for you. We will support you with:

- Implementation:** Our team of Cornerstone Certified Consultants can provide end-to-end implementation service support **using our Momentum methodology, which is grounded on value-based agile principles**, for the full suite of platform capabilities. We are also focused on supporting CSOD clients for more specific engagements like Optimisation, Stabilisation, LXP Implementation, and other engagements.
 - Advisory:** A key differentiator within the Cornerstone partner ecosystem, Deloitte specialises in Learning, Content, Talent Acquisition, and Performance Strategy engagements along with more traditional services such as Training, Governance, and Change Management. We are also experts in Technology Assessment, advising on the business and functional requirements to assess what best LMS or Tech will suit the organisation.
 - Managed Services:** Deloitte provides extensive Application Management Services (AMS) to support all aspects of the Cornerstone Platform.
- 15** Product Certified resources across US and India

300+ Learning professionals supporting Cornerstone services

17 Cornerstone projects to date including many global, complex deployments

Learning Technology questions to consider:

- How can technology help workers learn and upgrade their skills needed in the flow of work?
- How can technology help drive the talent agenda and meet the expectations of the workforce?
- How can technology help the organization be ready for the future of work?
- What investments should be made in technologies to enable desired learning outcomes?

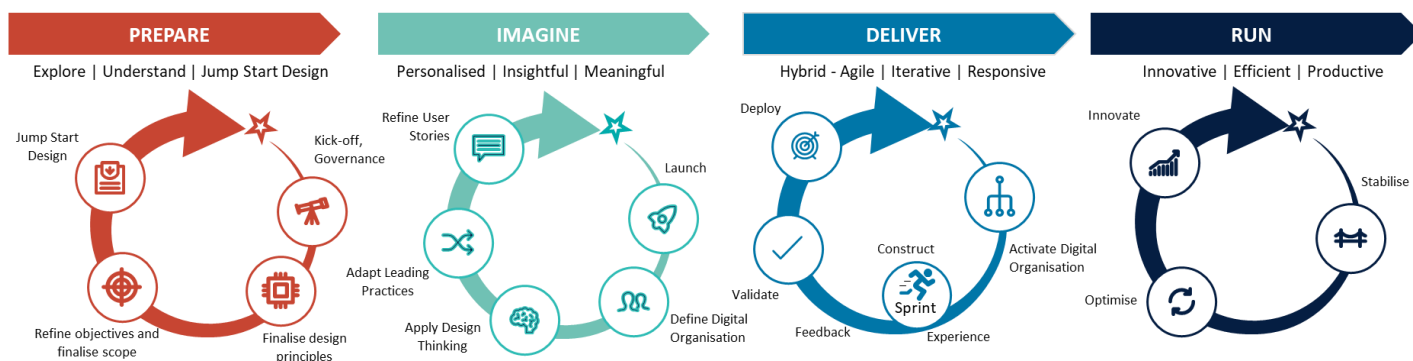
Examples of what we have done before:

Global LMS Consolidation and Learning Strategy Challenge: Complex global life sciences conglomerate with a fragmented learning function with 25+ learning management systems (LMS), 200,000+ courses, and over 500 LMS administrators. What we did: Deloitte helped them to consolidate multiple learning management systems, build a business case for change, and develop a learning transformation strategy to become a high impact learning organization.	Learning transformation with EdCast LXP Challenge: global sport company which relied on SharePoint to train people and for knowledge management. What we did: Deloitte helped them to consolidate the huge amount of content in an engaging way, develop a learning transformation strategy with focus on learning experience as well as the implementation of EdCast LXP, and a learning governance strategy for curating and creating content.
LMS migration: From SUM TOTAL to CSOD Challenge: company acquisition resulting in 2 LMSs, with major differences in the way the LMSs were used by the two organisations What we did: Providing CSOD expert advice on aligning the processes to minimize the impact of the change to the learners as well as the administrators. LMS migration: Over 1 million records migrated, UAT and go-live support as well as integration with other HR/Finance systems.	Global LMS and Shared Services Center Implementation Challenge: organisations with 40+ Learning Management Systems (LMS) with no global governance, processes, or reporting capability, resulting in quality and compliance concerns and a downgraded learner experience What we did: provided support to consolidate learning management systems, establish an operating model and enterprise processes for learning services, and manage the change journey for more than 200,000 employees and contractors around the world.

3 Detailed Service Description

Our Methodology for Implementation

When approaching a Cornerstone implementation, we will combine interactive design, rapid prototyping, and a focus on user experience as part of our Deloitte implementation methodology, Momentum, to accelerate adoption and reduce project risk.



Prepare

During Prepare, we work with you to **focus on critical design areas** which then enables Cornerstone implementation to progress rapidly. We will tailor this phase specifically with you, however typically this includes **understanding legacy processes, confirming data architecture** and identification of any data quality risks and finalisation of process scope to enable prioritisation and preparation for the Imagine phase.

By prioritising and completing this base design we allow the project to progress from a solid foundation, mitigating risk from areas where delays can occur.

Imagine

Your Learning implementation needs to be **in harmony with other HR processes** to successfully reimagine your way of Learning. To achieve this, the Imagine phase will be an all-encompassing design for your scope. We will **focus on priority processes**, drive transformational thinking to re-engineer your processes and **focus on learner experience**.

Combining our technology and public sector expertise with our leading processes, we will bring fresh ideas to challenge your thinking and drive standardisation. This will leverage Cornerstone to design business processes that are integrated, automated, and robust – focusing on transaction efficiency and generating data to support both real time decision making and a foundation for strategic thinking. In Imagine we **look to the future** whilst learning from the past.

Deliver

We will build and deploy the scope in a **single deployment**. We believe this scope is reasonable to deliver in a single release and provides greatest efficiency and time to value. Following the prioritised processes in the Imagine phase the **solution will be designed and built in iterative sprints** (e.g. any required integrations and reports). This will enable you to see the solution as it develops, building familiarity and confidence in the solution.

Run

Following go live, Cornerstone will be deployed to your organisation, and we will transition to the hyper-care phase.

The focus of hypercare is the **rapid reaction to fix defects** and putting into practice the processes required to oversee critical incidents. A change control process will be followed to manage migrations into the production environment based on perceived urgency.

Bringing our approach to life

We will enable **smooth transition to your existing long-term support organisation.**

Our method puts the Learner at the heart of our solution. We use human-centred design techniques to validate that what we are delivering will result in excellent Learner experience; one that encourages users to adopt the system, adapt their ways of working to it, improving quality throughout the organisation as a result. To achieve this, we will bring work streams together to participate in Integrated Design Workshops to design a comprehensive solution.

We will create **Personas** to represent your teams and consider not just what their roles are in the business, but also what they want out of technology and how they interact with colleagues and teams. We capture **Moments that Matter** – those pertinent points within a process which make a positive impact on people’s experience of the process and how effective and efficient they are in enabling it.

As we take standard processes and enhance where needed, we **map these moments that matter onto the process.** We also capture the roles who execute these processes so we can validate the process meets the needs of the associated personas and be clear on responsibilities and decision rights.

Scope of Services

Our scope of services will include the full suite for a successful Cornerstone implementation.

Project Management & Governance: We take accountability for what we deliver. We believe in working collaboratively with your programme leadership to achieve an expertly organised and executed deployment. Implementations of this nature require a carefully considered management and governance structure – organisation and accountability are key. We will help you to assign clear business process owners and empower them to make decisions. Also, we will communicate and include stage gates/checkpoints to align on decision/progress/risks/issues.



Business Process: We understand that harmonisation of business process is absolutely critical to the success of this programme. From working with you to deliver Design, we already have a deep understanding of your processes. Our experienced team, supported by our leading industry SMEs, will challenge you to rethink your ways of working – seeking every opportunity to simplify, standardise, and automate.

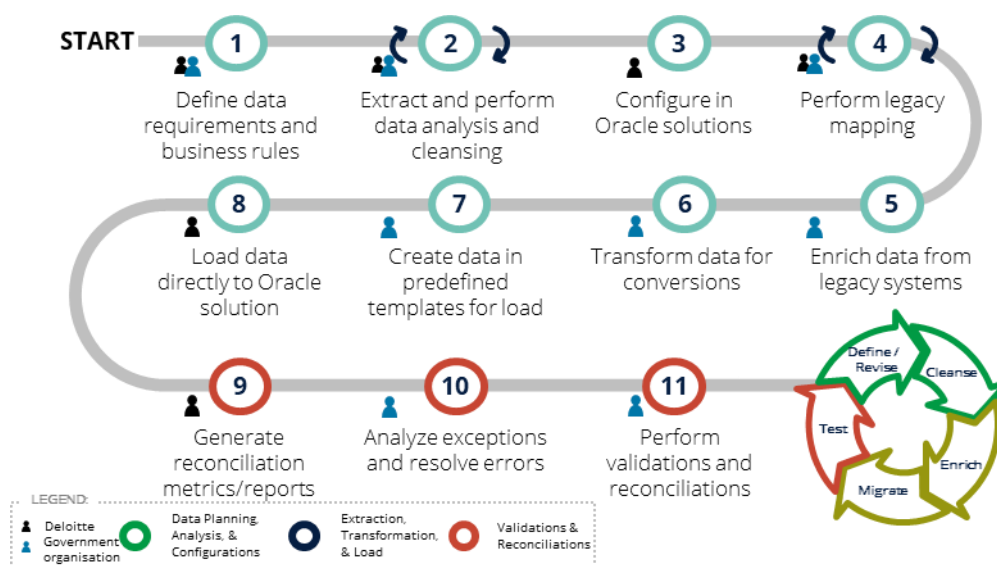
Testing: Thorough testing doesn’t simply identify and remove defects, it builds confidence, reduces risk and increases adoption. We write personalised test scripts for your solution to accelerate training, take accountability for integrated testing and support you during acceptance testing.

	Validation Test	Systems Integration Test (SIT)	User Acceptance Test (UAT)	Non-Functional Test & Operational Readiness Test (OAT)
Objectives	Validating system behaviour against functional and technical components developed during sprints	Verification of end-to-end business process flows, Data flows and file deliveries between various systems	Ensure system functionality meets user requirement and obtain user acceptance.	Verification of system and documentation readiness against non-functional requirements

Security & Controls: We understand both the implications of Government cloud on security and the need for robust internal controls to manage risk. We provide a holistic view, meaning security and control is central to our design in both business process and underlying architecture.

Technology: We translate your re-imagined processes into reality. Our people are experts in their fields and bring together Learning with analytics, integration, and automation to deliver efficiency, scalable, and secure solutions. Working with your technology team, we deliver end to end integrated solutions that reduce manual effort, avoid duplication, and enable a seamless flow of data and transactions.

Data Migration: We know that it is crucial for you to seamlessly transition to Cornerstone & protecting the learner experience. We have delivered data migration for learning technology many times including within Government cloud and understand its complexities.



We will support you to initiate a workstream focusing and planning for a data assessment/cleansing programme and the governance around getting it fit for purpose. Data is a vital component of transformation and, having initiated the data stream in Prepare, there will be a number of mock data migrations to test the migration process, enable reconciliation, and to confirm data quality supports future processes and reporting.

Business Change and Training: Adoption is a major factor in determining the level of benefit gained from transformational change. Through building an understanding of your team, we map capability drivers and the impact a transformation will have on your team. We work with you develop clear actions to address gaps, build advocacy, communicate change, and ultimately deliver true transformation through organisation wide adoption. Where possible we will support you to embrace simplification which will help you in the long run.

Cutover & post go-live support: Testing isn't just about functionality, it's also about planning (and testing) that we are ready to go live. We will define cutover plans and test them via dry-runs to build confidence in the plan. This includes business and technical activities. We will define the approach to Hypercare and work with you to enable initial solution support then handover to BAU support teams.

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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