



Cloud application design, build and
support on Palantir Foundry Platform
G-Cloud 15 Service Definition Document
January 2026

Contents

1	Deloitte Overview	1
2	Service Overview	3
3	Detailed Service Description	6
4	Contact Details	11

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](#)

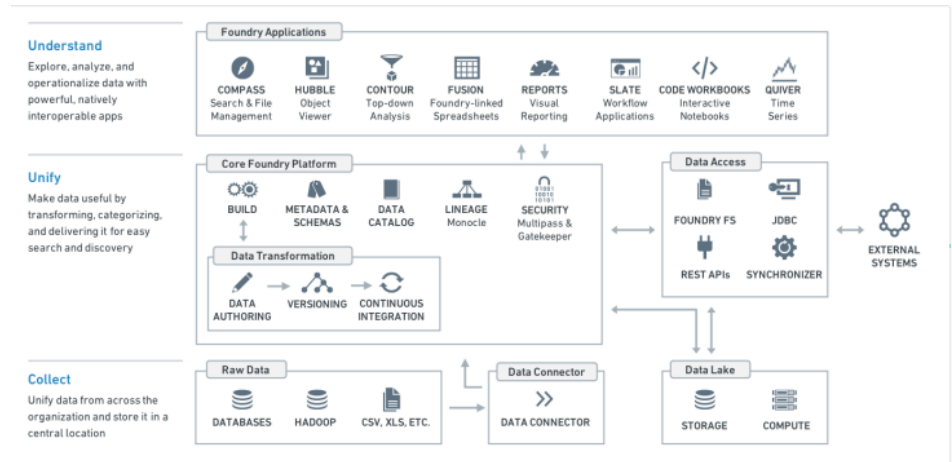
¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business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

2 Service Overview

Our approach to development on the Foundry platform

Deloitte offers deep expertise in the Palantir Foundry platform, driving digital transformation across processes and business functions. Our comprehensive services support organisations at every stage of their digitisation journey with Foundry, from initial proof-of-concept development and user testing to complex use case implementation and enterprise-scale service support.

We provide extensive experience in back-end data engineering, including the development of APIs and robust data/application integration points. Our capabilities extend to leveraging existing ontologies and, where necessary, developing or refining new ones. By combining our expertise in optimisation, simulation, and machine learning with our ability to harness the full Foundry stack, we rapidly deploy high-value models, ensuring integrated governance and effective end-user upskilling.



Effective end-to-end development on the Foundry platform delivers significant digitisation benefits, including:

- Digital workflows which increase business tempo, reduce direct administrative costs as well as indirect administrative costs associated with inconsistent or fragmented engagement, execution or monitoring
- Enrichment and exploitation of a common data fabric across a fundamentally interoperable applications landscape
- Low cost of refinement and continuous improvement once service is established
- Transparency of assumptions, processing, governance and degree of completion through a process cycle
- Reducing marginal cost of adjacent use cases and services as the business is progressively digitised
- The adoption of 'live' decision making in board settings – curating meetings around decisions with digitalised granular analytics support, with decisions captured and cascaded digitally

To further optimise return on investment, Deloitte also provides Foundry-specific operating model design, implementation, and comprehensive training programmes.

Our approach to implementing an operating model and appropriate governance to enhance Value for Money (VfM) from the Foundry platform

Deloitte is a recognised industry leader in the design of sophisticated operating models, robust governance frameworks, and scalable architectural strategies. While platforms such as Palantir Foundry offer extensive capabilities and rapid deployment, their inherent agility can inadvertently lead to challenges like fragmented

adoption, isolated single-use cases, and a critical absence of overarching governance. Without these foundational elements, organisations risk significant underutilisation of the platform's true potential.

To unlock and sustain the full value of such powerful data platforms, robust governance and an effective operating model are not merely beneficial, but essential. Deloitte specialises in guiding businesses through this critical transition, moving from an initial reliance on forward-deployed engineers to fostering sustainable, in-house platform management. We empower organisations to build continuous development momentum, ensuring maximum value realisation and a strong return on their investment.

We leverage our deep expertise to design the essential capabilities and services for effective Palantir Foundry platform management, encompassing:

- Developing a comprehensive plan to evolve Foundry services from tactical operations to strategic and transformational initiatives
- Develop an appropriate organisational structure (The Foundry Support Team) to support the Foundry Platform with clear roles and responsibilities, e.g. Data Governance, Training Lead, etc.
- Plan for the evolution of the team supporting Foundry, including a detailed forecast of the team size over time as service demand increases
- Create a training plan to further embed the use of Foundry within the organisation
- Designing and implementing seamless service integrations with your existing IT estate, such as ServiceNow, for enhanced Foundry support
- Design and document key governance processes, including data architecture, modelling and design, security and access, data quality etc

Effective platform management empowers Foundry's unique capabilities to facilitate your business objectives rapidly and at scale, delivering significant benefits:

- A robust framework for strategic and tactical decision-making
- Improved demand management and prioritisation
- Reduced time spent in governance meetings
- Enhanced visibility and reputation for your platform management team within the organisation

While robust platform management enhances use case delivery, end-users ultimately generate the true return on investment from any data platform. Therefore, we have developed a specialised training course designed for a diverse collective of platform users, enabling them to integrate Foundry effectively into their daily roles.

Our approach to training on the Foundry platform

Maximising the return on investment from Palantir Foundry hinges on empowering end-users to fully leverage the platform. Deloitte offers a comprehensive, day-long training course designed to transform novice users into proficient Foundry operators, capable of executing end-to-end workflows. Tailored for a diverse audience, this course focuses on Foundry's no-code tools, equipping participants with essential skills in data ingestion, cleaning, visualisation, ontology configuration, and application development. Delivered by Deloitte's specialised Foundry training facilitators, the curriculum is customised to your organisation's specific use cases before deployment. Outcomes of this training include:

- Increased platform adoption and utilisation

- Enhanced understanding of Foundry's capabilities
- Accelerated identification and registration of new use cases across the business
- Improved data literacy, particularly for non-technical users

As independent advisors, Deloitte structures its service offerings to provide unbiased guidance. Our team possesses extensive experience in implementing diverse solutions, including Palantir Foundry, and leverages a broad ecosystem of technology partnerships to deliver optimal outcomes.

Target Stakeholders

This service is aimed primarily at **Business Leaders** and **Chief Digital and Information Officers** of government organisations. Typically:

- **Business leaders** invariably own the process of their business's digitisation journey and may find themselves with access to Palantir Foundry but are struggling to fully exploit all of its current or potential capabilities as instantiated in their organisation. This service is aimed at providing the capability and capacity to reimagine the line of business digitally and design services effectively leveraging the platform.
- The **Chief Digital and Information Officer** is charged with providing an appropriate digital platform/infrastructure and will have already invested in the Palantir Foundry platform as part of that vision. This service offering is about providing appropriate capability and capacity to get improved return on that investment, to drive digital coherence and reduce digital risk.

3 Detailed Service Description

Introduction to Foundry

Palantir Foundry is a broad operations platform that combines features of application and data integration, analytics and visualisation, low code tools and developer tools, all underpinned by a central digital twin in the form of the ontology. It has extensive and fine grain data access controls to support compliance, policy, governance, auditability and security concerns – including controlled external sharing – and has been deployed by a range of government organisations seeking to better integrate, enrich and exploit their data ecosystems.

Investment in any such platform can be significant, often with barriers to achieving the full potential of the software. These barriers include:

- Commercial and financial barriers to cloud and SaaS offerings – often down to policies and practices that are legacy to pre-cloud capabilities
- Effective cloud hosting practices that provide assured levels of government security whilst reducing or eliminating the non-value adding frictions that can be associated with legacy government information policies
- Connecting the platform to extant business systems – many of which are necessarily governed by other government organisations, occasionally private, third party or otherwise external information sources, and achieving an alignment in the taxonomy and ontology of these systems which typically label and structure data in a variety of ways
- Effective data governance both with external parties, but also within the organisation itself, which will frequently have complex data and security permissions and implications
- The significant business barrier of reimagining business operations and business services through the lens of the platform so that it can deliver on its potential value. Frequently this requires fundamental operating model change – implying not just business process change, but changes to skills, to organisation, to authorities/accountabilities and vetoes. Simply achieving the right business design permission across these dimensions can be challenging
- The implementation barrier: scaling the service effectively across its enablers so that a valuable service in pilot can be exploited at enterprise scale. This involves crossing the right training, business change and enduring support barriers

These barriers challenge the effective development of services on any technology platform stack, often resulting in major impediments to realising the anticipated return on investment of what can be significant cash outlays. The spirit of our services in this space is to:

- build valuable services that are experientially enriching to the business; and to
- support the institutional overcoming of the barriers above to achieve increasingly higher investment returns

Approach

The scope of the services can be on any or all of the GDS lifecycle stages (Discovery, Alpha, Beta, Live) and/or across the variety of typical digital skillsets – including business analysis and low code build, software engineering, data engineering, data science, service design, user research/experience and information visualisation.

The highest value outcomes are where our teams can be embedded both with the end business user and connected to Foundry capability management team within the CDIO organisation; with a scope that encompasses the end-to-end bounds of the service, with permission to affect and implement process redesign. However, the service can also be targeted around a specific process steps, lifecycle stages and/or solution domains to address specific organisational challenges or as ‘surge capacity’ to your internal teams.

Our general approach is rooted in the GDS delivery is given in Figure 1 below. The following paragraphs detail our tailored approach, which supports the entire lifecycle (from Discovery to Live) and leverages the specific capabilities of the Foundry platform.

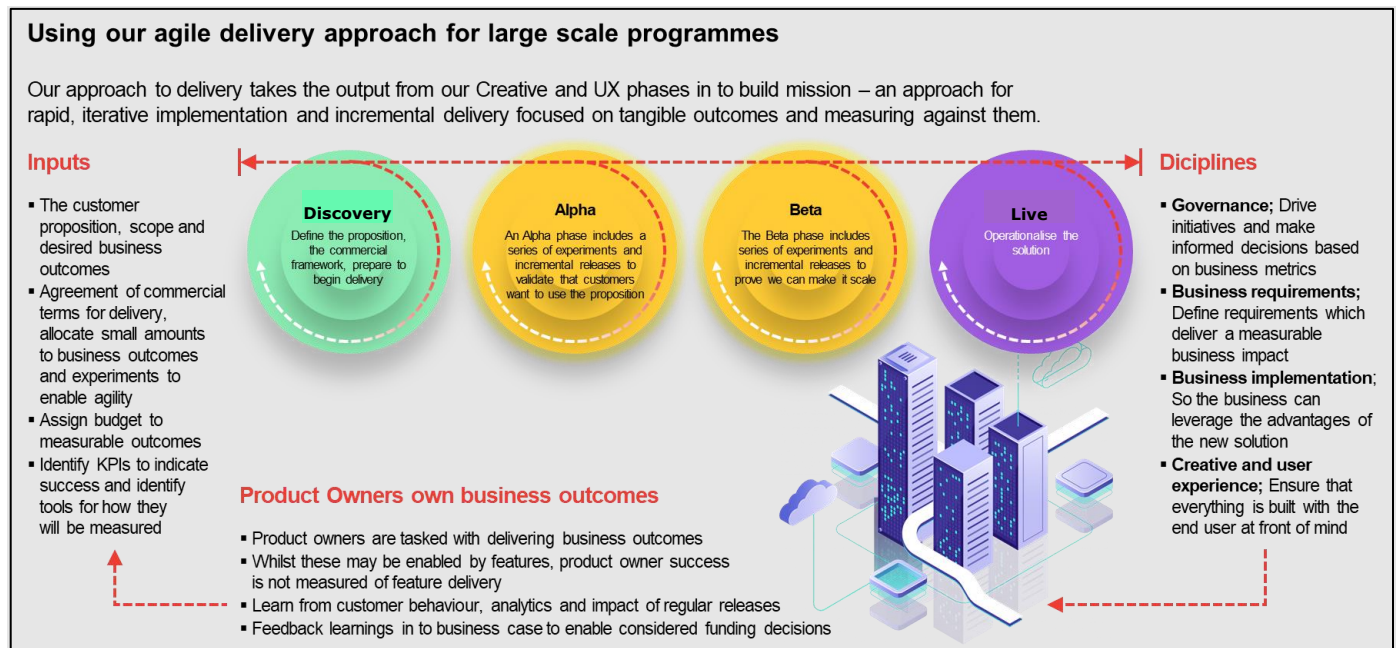


Figure 1: Deloitte GDS Agile Delivery Approach

Discovery

The Discovery phase seeks to **understand the business problem and bound the service scope**. An exploration might be triggered by a known extant or anticipated business process that requires digitisation to improve control, improve coherence and consistency, reduce cost, elucidate decision making, create data for exploitation by adjacent processes and user groups. Typical activities in this phase include:

- User research, including development of key personas and drivers for their success/experience
- Service bounding, performance metrics and hand-offs
- Assessment of the relevant data sources, including an assessment of the data quality for service purposes
- Assessment of the Foundry microarchitecture to identify appropriate elements of functionality, and appropriate elements of development
- Assessment of additional technology elements outside of the Foundry platform that are necessary to achieve business objectives, including identification of tooling gaps (or areas assessed as otherwise suboptimal)
- Development of a roadmap for implementation, including initial product backlog, identification of key client-side roles (e.g. Product Owner) and corresponding project governance arrangements for Alpha and beyond
- Development of inputs to business cases

Typical Outputs in this phase include:

- End-to-end process recommendations
- Corresponding toolset and persona recommendations
- High level solution design
- Next steps and implementation plan

Build (Alpha and Beta)

The Alpha phase seeks to test solution directions and to build and deploy a minimum viable service that allows for the greatest amount of user learning at lowest material risk to business outputs. Dependent upon the service complexity formal and separate Alpha and Beta stages may be appropriate, or it may be advantageous to combine into a single build stage (often appropriate for simple use cases). Typical activities in this phase include:

- Business analysis of the activities within the service scope
- Testing of the scope to ensure it corresponds to what is required to satisfy the user need
- Further user research
- Product prototyping and exploration of alternative solutions
- Elaboration of any key policy, contractual or legacy technology constraints
- Build of the service
- Connection of the service to data sources – including relevant handling of data (update, security, permissions etc.)
- Planning of the scaling activity, including identified barriers/impediments to scale and their mitigation

Typical Outputs across these phases include:

- A working service prototype
- A scale of the prototype to minimum viable service level
- A wider scaling plan that outlines how the service will roll out to its anticipated full scope breadth
- Detailed solution design
- Detailed training and documentation manuals
- Service management plan

Live

We will work with you to develop appropriate live service support arrangements, spanning enduring uptime, access, security, continuous improvement, testing, quality assurance, accessibility, performance and training. The start point will always be to create a service support arrangement that is sustainable within your IT organisation and that of your contracted vendor support arrangements. However, occasionally it may be valuable for Deloitte to continue with an enduring role in service support across the elements listed – either in a narrow or broad support setting.

Foundry Training

Deloitte offers a specialised Palantir Training and Adoption Programme designed to maximise your organisation's investment in data platforms. We address the common challenge of underutilised capabilities by developing bespoke training solutions tailored to your specific needs. Our comprehensive programme begins with a thorough training needs analysis, leading to the deployment of scalable e-learning modules and impactful Instructor-Led Training sessions. This integrated approach ensures your teams gain a deep understanding of Palantir's full potential, from data integration and ontology management to advanced application building. By empowering your employees with the confidence and skills to become self-sufficient users, we boost organisational performance, reduce reliance on external support, and ensure seamless alignment with your existing platform management and data best practices.

For example, Deloitte can design, build and deliver a 1-day course suitable for any staff member or business unit that covers an end-to-end workflow in Foundry, including low code modules across both the data layer and ontology layer.

The following information is based on a typical training programme:

- Bespoke use case generation to mirror genuine business process and operations
- E-course deployed on your HR system
- Customised modules to align with tools available in your Foundry instance and business objectives
- Course delivered in-person, unless requested otherwise
- Course delivered in Deloitte offices, unless requested otherwise
- Minimum of 12 participants
- Training development and e-course creation charged on rate card
- Training pricing estimated at £750 per person excluding VAT

Inputs and your Contribution

Delivery of the services is critically dependent upon the following:

- Operational uptime of your Palantir Foundry capability, including support, and any business-critical systems feeding/connected to the platform that are pertinent to the scope
- Access to Palantir Foundry, including permissions relating to datasets, objects and data owners (all via Palantir Foundry)
- Attendance of senior stakeholders and decision-makers to attend workshops and meetings
- Access to end-users who are embedded in the process(es) that may be affected by the development of newly digitised workflows, for activities such as user testing and training
- Access to your Palantir Foundry support team (in-house or vendor provided) for any handover or knowledge sharing activities throughout the project lifecycle
- Appropriate design permission across processes, governance etc. to develop effective business services

Unavailability of the above will materially impede the success of any application development.

Delivery of the service is greatly accelerated and improved by the availability of the following:

- Vision, mission or strategy documents for the business area
- As-is business processes, organisation charts, data sources and tooling architectures
- Information about the pre-existing implementation of Palantir Foundry (e.g. the modules enabled, the breadth and depth of different user communities on the platform, the scale of the hosting infrastructure etc.) build elements, code libraries and corresponding documentation for extant Foundry services
- How data is currently being used and any particular challenges
- Expected changes to the data landscape or types of data collected

Unavailability of the above is likely to necessitate additional billable work to determine or discover the dataset or to work through an appropriate process to establish sufficiently acceptable assumptions.

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 alterations in our approach might be possible to accommodate your situation.

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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