



Cloud Testing 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.

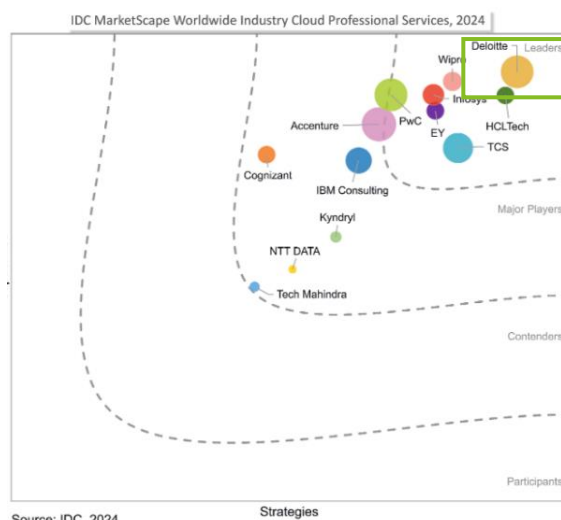


Gartner

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 Quality and Test Engineering are a vital part of any technology transformation programme, helping to independently validate the quality of software going into production before it is used by the business. Our global team offers an extensive range of testing services; providing projects with industry leading people, tools and flexible test resourcing options to ensure the transition to future states is smooth and sustainable. We have over 250 dedicated test professionals based across the UK. All our software testing specialists are certified by the International Software Testing Qualifications Board. In terms of global reach, we have 21,000+ testing practitioners, including 9,000+ automation practitioners.

We are engaged in some of the most complex and high-risk technology transformation projects spanning across a number of government departments, as well as throughout the Private Sector and Financial Services. We also assist with transitioning to DevOps delivery models, performance engineering, and usability testing. Our deep industry knowledge and technical know-how across market leading platforms makes our solutions innovative, tailored to your needs as well as being cost-effective. We have provided a summary of the test services that can be procured through G-Cloud service.

Features

Test Management and Execution

Our core testing services covers the entire programme lifecycle including test management, strategy approach and planning, test execution, performance testing and test automation. This can then be customised to meet the price model of your project by using a blend of our onsite, "near-shore" and offshore testing capabilities.

Application Specific Testing

In addition to our core test management and execution service (above), we also provide a range of specific testing offerings (centred on some specific packages) to meet the emerging, focused needs of a delivery programme. This allows us to deliver higher quality testing and a faster pace.

Test Automation

We can support programmes and teams to design and implement automated testing tools and processes and increases the repeatability of testing and can radically reduce the overall test and effort time, allow new technology solutions to be released in to the business faster and therefore release business benefits more quickly.

Test Organisation Transformation

We are able to apply the latest tools, methodologies, and our extensive experience of large-scale delivery to help you define, evaluate and maintain a high quality, efficient and fit-for-purpose internal test organisation and strategy that fits with your individual organisational and programme needs.

3 Detailed Service Description

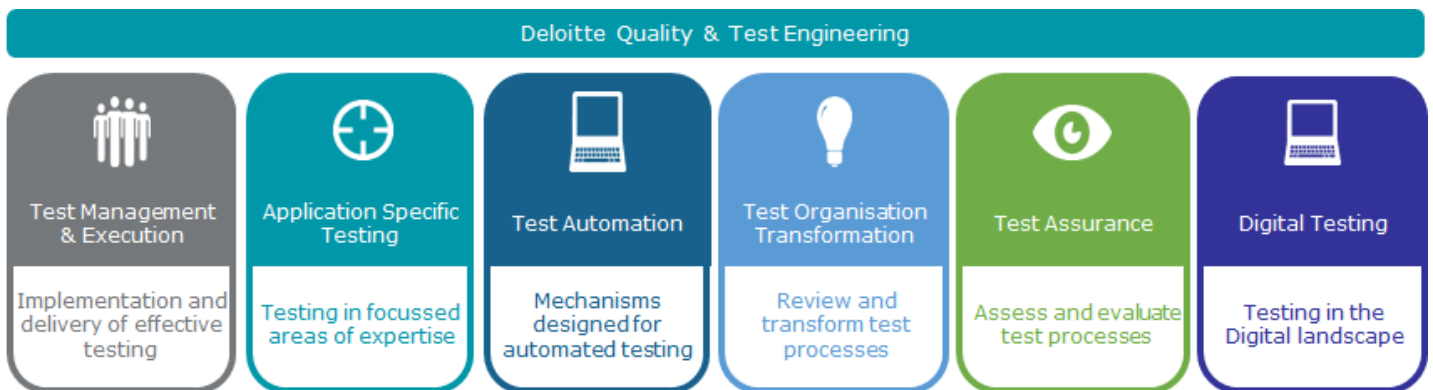
Business Context

As technology becomes more and more critical to the performance of public sector organisations the importance in reducing time to deploy new functionality, solutions and releases becomes paramount. A rigorous and strategically aligned test approach combined with an experienced team that utilise the latest tool, processes and methodologies is central to achieving this and minimising risk to the mission as new functionality comes online.

The key to achieving this is being able to design a testing package that is aligned with the overall objectives of the programme. We would be very happy to discuss your specific business requirements with you and design a test package that meets your requirements.

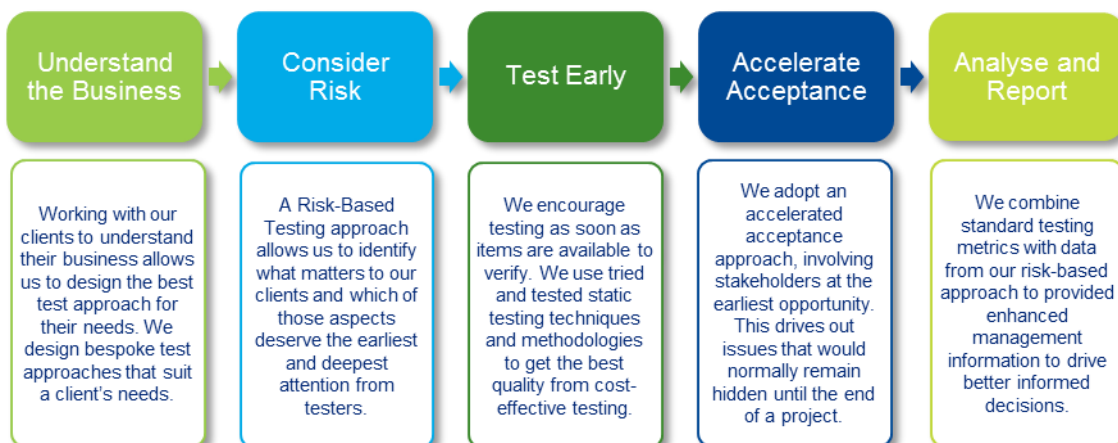
Our Approach

Our approach to testing is centred on core service offerings as outlined in the diagram below.



Test Management and Execution

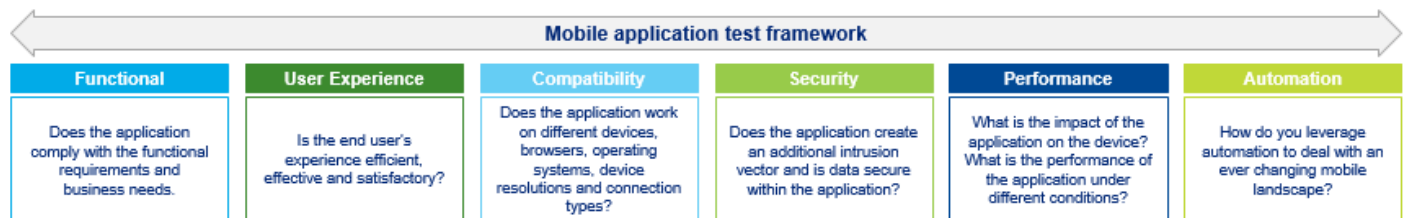
We don't believe in a "one size fits all" approach to managing IT projects. We understand the need for a business focused approach whilst taking into account an element of risk. From our experience, we are aware that our clients require testing that provides clear and accessible information on which they can make informed business decisions. Successful projects tend to be those that engage testing as early as practicable. Our approach to test management includes the entire project lifecycle and is customised on a sound set of principles shown on the below.



Our offering around test management and execution include the following, as set-out in the diagram below:

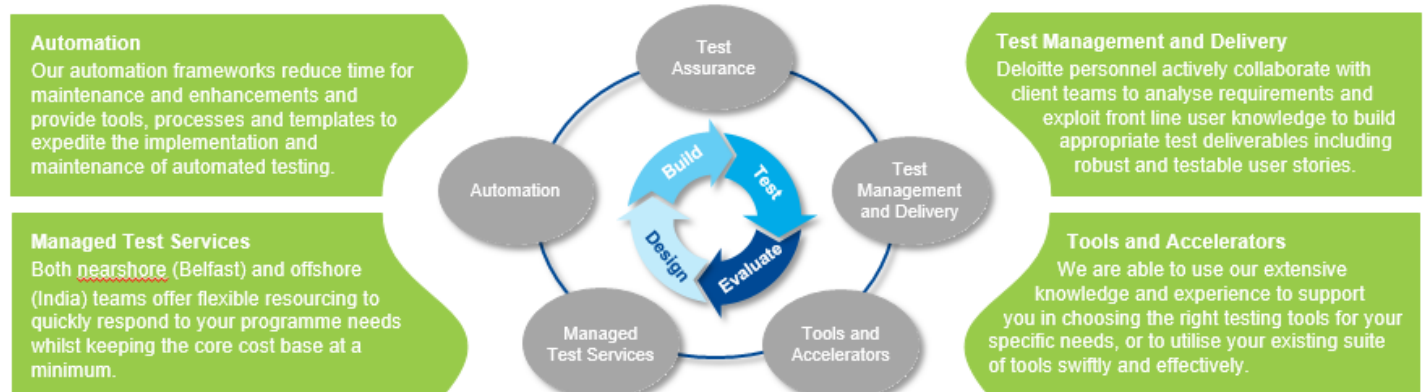
Test policies	Test plans	Test software	Test estimation	Test execution
Test hardware	Test coverage	Test strategies	Test data	Test reporting

Mobile Application Testing



The diversity of the mobile environment presents unique challenges to any client wanting to develop a mobile application testing strategy. Our approach to mobile application testing incorporates a number of different streams which may be tailored to suit the needs of the specific testing required. To conduct effective testing for mobile applications, a combination of emulators, simulators and real devices are required.

Cloud Testing



Our proficiency in utilising the Agile methodology puts Deloitte in a prime position to produce a comprehensive delivery of cloud based systems. We understand the likely areas of weakness that represent the highest risk for any cloud implementation project and we closely engage with product owners to accelerate the test acceptance process.

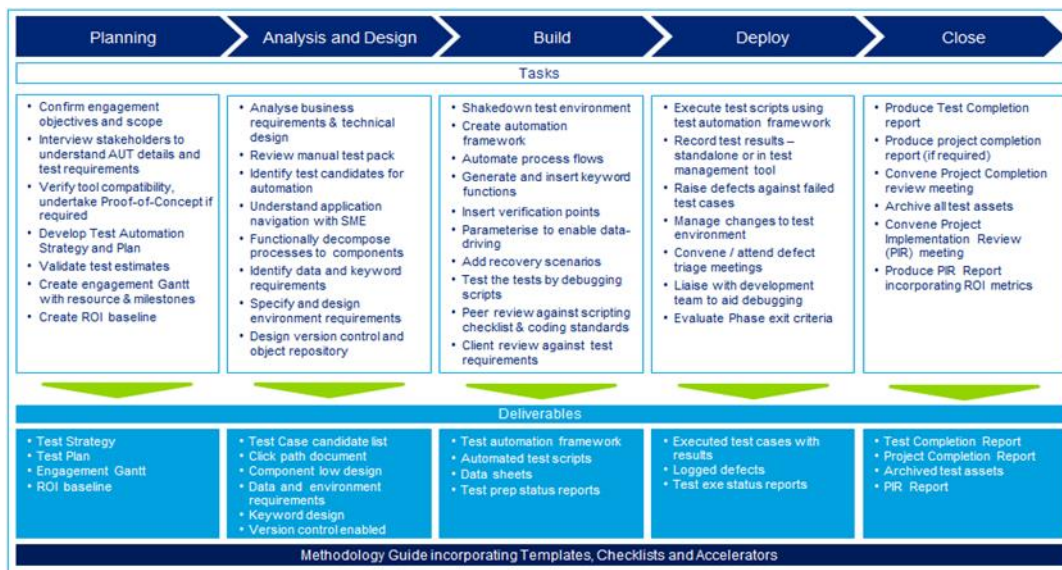
Data Migration Testing



Having been part of numerous migration projects across a range of organisations and industries we are able to grasp a full picture of the migration and its impact for the business. We understand the reasons that institutions have for migrating data and have been involved both with large scale moves involving very complex data sets and reflecting customer bases with many diverse and exceptional circumstances.

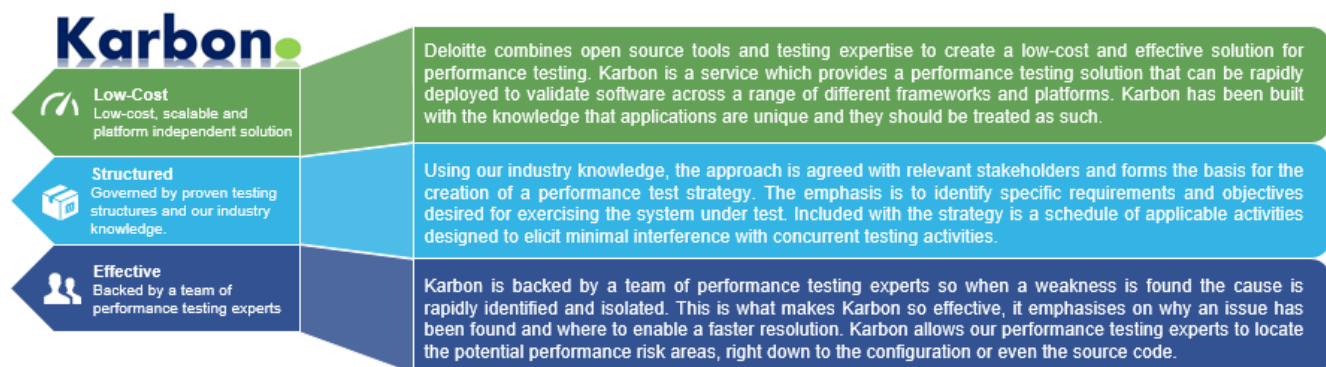
Test Automation

We understand that there are a number of barriers to automation, notably the initial upfront costs associated with implementing test automation and on-going maintenance costs. Our test automation solution has been developed to overcome these barriers in order to deliver the intended benefits. Our Test Automation Solution comprises of a robust keyword-driven framework that is application independent, tool-agnostic and extensible. The framework has been designed to integrate with market leading test tools in both the open source and commercial sectors in order to align to, and enhance, our clients' existing tool landscape. The use of a modular approach that re-uses code at both keyword and component levels promotes efficient scripting practice and hence reduces maintenance costs.



Performance Testing

Through Karbon we are able to simulate and interpret different activity levels that would be experienced by software in the course of its use. As a result we can advise the business as to whether its capabilities are fit for purpose or whether enhancements are necessary to contend with the varying loads mitigating the risk of system failure.



Critical Success Factors

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

- Access to key documentation and personnel involved in management, design and specification of the programme (and testing where appropriate);
- Access to environments and building to allow testing to be undertaken; and
- Provision of current test plans, strategies and reports.

Service Constraints

Where service constraints exist of a general nature, they would usually be addressed in the Service Definition document. These and any other constraints would need to be discussed with the client prior to placing the Order. This includes constraints that are specific to the client or the client's situation or that need to be addressed before delivery of the service. We will rely on the client to bring to our attention, before the order is agreed, any specific constraints that need to be addressed including those that could impact on quality, service levels, costs or duration of the engagement. We can advise on maintenance windows, level of customisation permitted, schedule for deprecation of functionality/features and other matters if relevant to the service.

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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