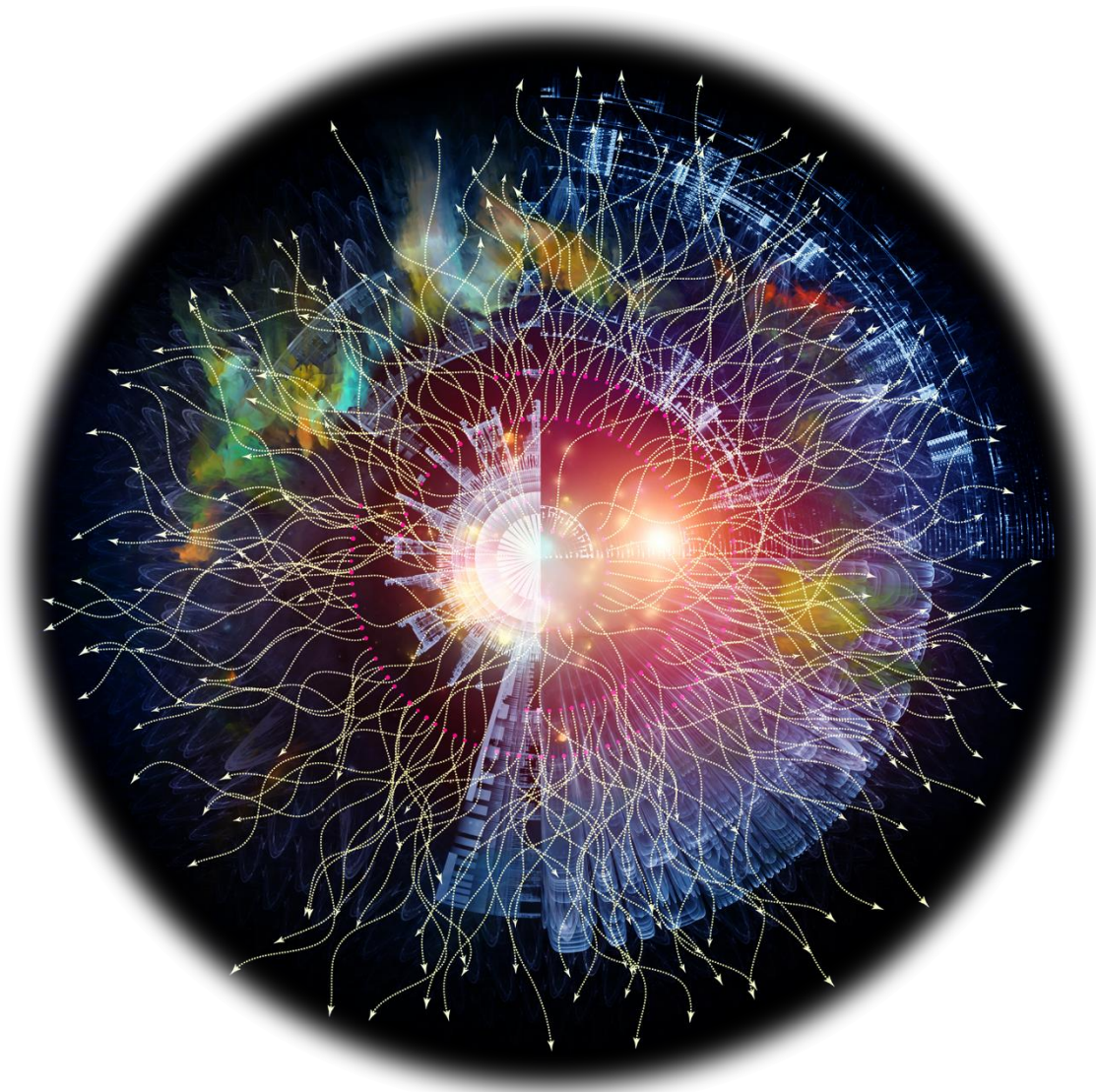




Cloud Enabled Digital Workplace

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**.



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 expertise enables an organisation to deliver or enhance a Cloud enabled digital workplace, from strategy to implementation, including security considerations and risk profile for both the existing IT platforms and the target state. This covers a broad spectrum of collaborative and productivity tools, including but not limited to Office 365, AI/Co-pilot, Power BI, AWS Workspaces, Google Workspace (G Suite), AR/VR, Metaverse, etc. We help you understand user needs and the associated business benefits to support new ways of working, and enable benefit realisation, maximising investment.

Features

- Project vision and objective definition
- Understanding of existing user technology capabilities, including technical security assessment
- Risk identification, development and execution of a risk management strategy
- Security model and associated security monitoring requirements definition
- Planning and impact analysis for technology adoption
- Role based user requirement analysis and aligned technology solution identification
- Design, integration and transition management services to target Cloud enabled digital workplace state
- User adoption including training, tailored stakeholder mapping and communication
- Business readiness and benefits realisation with appropriate tracking
- Design Authority establishment to manage dependencies across suppliers and components

Benefits

- Business benefit realisation aligned to user experience defined requirements
- Enhanced end user experience during migration
- De-risking service impact during transition due to unknown complexity
- Optimised outcome of integrated AI capabilities, supporting productivity and efficiencies
- Tailored communications to business stakeholder groups to support adoption
- Decreased risk in migrating or enhancing cloud-based user services
- Increased operational assurance during cloud transition or enhancement
- Security operations aligned with cloud best practice
- Communication of role-based benefits to targeted stakeholder groups
- Proven methodologies and tools to execute complex digital workplace integrations

3 Detailed Service Description

Our Approach

This service provides a proven method and approach for adopting or enhancing a Cloud enabled digital workplace, including the consideration for the security and associated risk management. We have repeated experience of supporting the migration of end users to cloud based SaaS services such as Office 365, including driving the migration of data into OneDrive and a SharePoint environment, and adoption of Teams for end devices and meeting room technology. Additionally, we have designed and implemented multiple AI and Co-Pilot solutions to enable organisations to take advantage of this emerging technology. Furthermore, we have experience of enhancing cloud based digital workplace solutions, including Google Workspace, enabling organisations to achieve the optimal outcome from their solution investment, whether through increasing use of all components purchased or using common features in innovative ways.

We understand that the challenges in achieving this are often different based on the user needs, organisational context and strategy, technology maturity and application estate within our clients. This enables us to develop customised migration and enhancement plans that include an assessment of technical, personnel and organisational risks, the development of risk management plans, security operating models, and security monitoring requirements to provide operational assurance during the period of change.

We put the user at the heart of the approach. We reflect on what you do as a business, who your people are, the work activities that they undertake, what technology we need to put into their hands to be effective and how to best deliver this to a diverse, mobile user base. We follow a user-centric transformation approach to determine your technology wants and needs – both current and future.



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 in a position 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;
- Existing Technical landscape; 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;
- Providing effective working space for our joint team in a co-located space; and
- Contracting separately for the provision of software licenses and hardware for the technology solution.

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:

- End to end plan, encapsulating design, build, deployment and migration and/or optimisation schedules
- Digital Workplace Architectures and Design
- Change impact assessments
- Business readiness assessments
- User personas
- Benefits Identification
- Cloud Enabled Digital Workplace business case

Business Context

The service is designed for public bodies that have a defined business need for Common Technology Services and have or require a business case for change, which can only be delivered by an IT enabled project. It is designed to give public bodies 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 and business 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 non-disclosure 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.



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