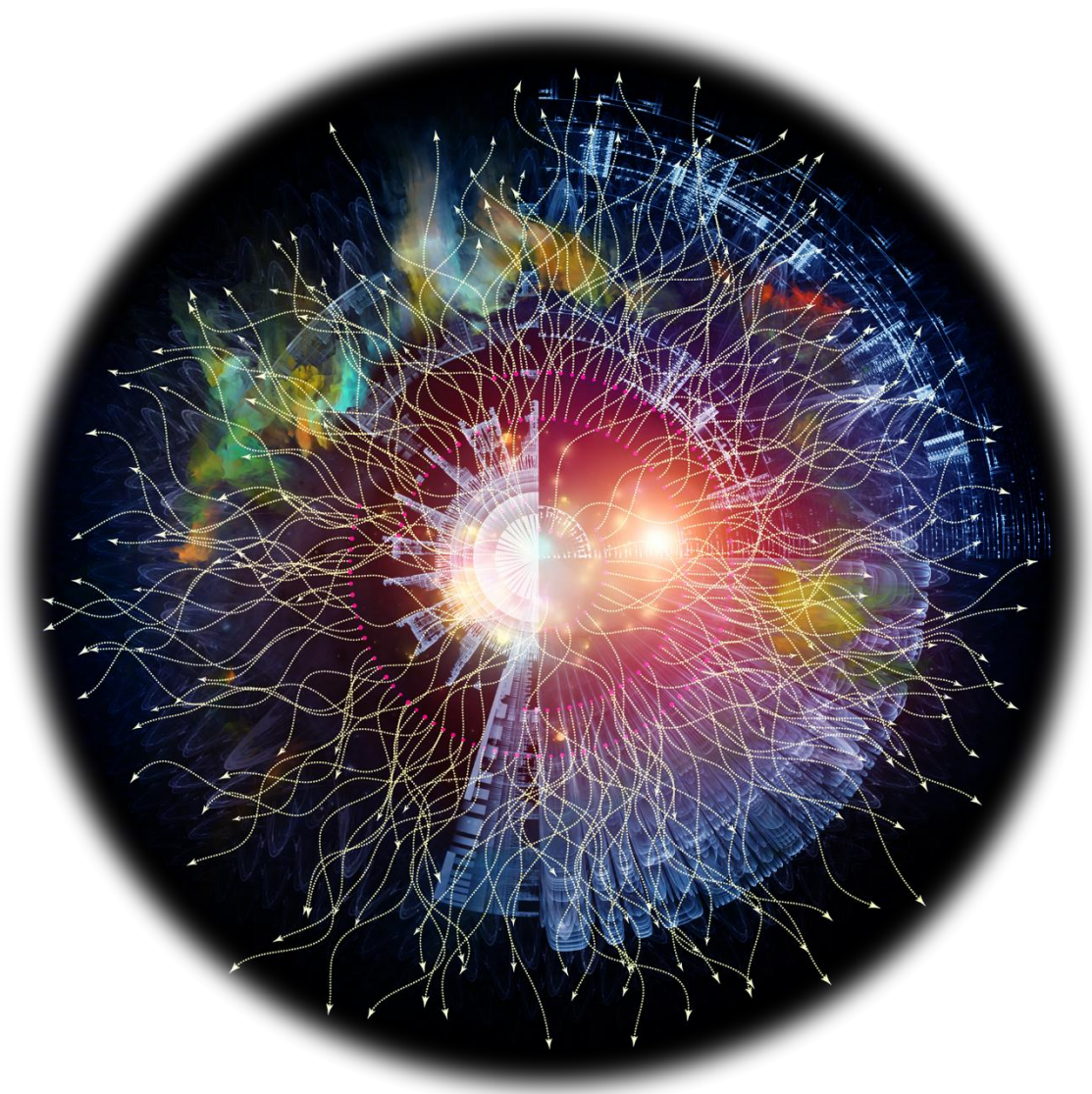




Multi-Cloud Architecture & Design

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.

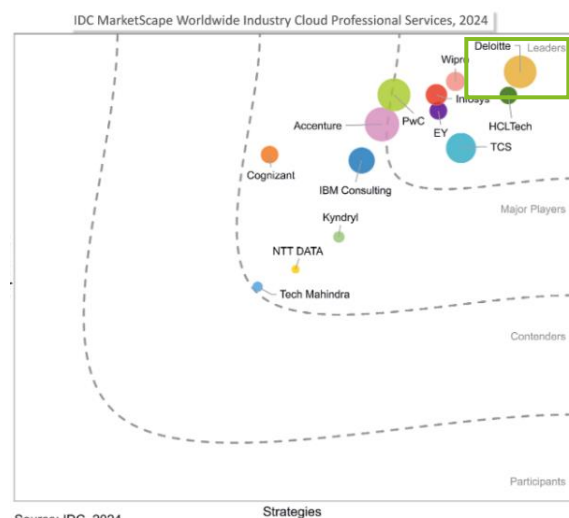


Gartner

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

Multi-cloud architectures can bring significant service and efficiency benefits when implemented right, but come with many challenges. Deloitte provides multi-cloud architecture, strategy and design services that can help you drive the maximum benefits from deploying multi-cloud services in an efficient, secure and scalable manner.

Features

- Expertise in multi-cloud Landing Zone and solution architecture.
- Expertise in public cloud including AWS, Azure, GCP & OCI.
- Expertise in the SaaS market including Oracle, SAP, Salesforce, ServiceNow.
- Enterprise architecture, service strategy and transformation roadmap expertise.
- Design and implementation of multi-cloud FinOps.
- Efficient multi-cloud management tooling design & implementation (single-pane-of-glass).
- Knowledge article creation and knowledge transfer to BAU teams.
- Service and Event Oriented Architecture (SOA / EOA) design expertise.
- Multi-cloud integration architecture and API design.
- Security design, NIST, CAF assessment and accreditation processes.

Benefits

- Landing Zone design patterns and architectures applicable to multi-cloud environments.
- Multi-cloud IaC tooling architecture including Terraform, Ansible and cloud-native tools.
- FinOps, automated guardrails and controls embedded into multi-cloud designs.
- DevSecOps tooling design and implementation to allow automated pipeline deployment.
- AWS, Azure, GCP and OCI high-availability multi-cloud solution design.
- Multi-cloud integration architecture with efficient egress and data exchange embedded.
- Multi-cloud connectivity design with network segmentation and zero-trust principles embedded.
- Business and IT strategic alignment, transformation roadmaps, and technology debt reduction.
- Support for architectural frameworks including TOGAF.
- Enhanced user experience and Digital transformation using the Cloud.

3 Detailed Service Description

Our Services

Many organisations are seeking to exploit the benefits of multi-cloud architectures to deliver greater value to the business. However operating a multi-cloud service comes with a number of specific challenges such as how to manage efficiently, how to implement consistent controls and guardrails, and how to efficiently architect so as to minimise costs and provide consistent FinOps capabilities.

Our multi-cloud architecture and design service provides proven methods to imagine, deliver and run the multi-cloud services for your business. Our services can help you design a roadmap for your future cloud services that will enable you to implement a new optimal multi-cloud service, or enhance, improve or transform an existing solution.

Our specific services can cover the following as required:

- Architecture, strategy and roadmap alignment with wider business and IT objectives;
- Design of a cloud Landing Zone (LZ) pattern that can be applied across your Cloud estate to drive a consistent service outcome irrespective of your cloud provider (and that can be applied to hybrid cloud);
- High-level and low-level cloud LZ design for one or more cloud provider(s) down to resource and configuration level if required;
- Implementation of a cloud LZ for one or more cloud provider(s) in accordance with the design;
- Build of an overall service operations capability that will provide a consolidated management capability across all cloud providers (and where practical on-prem/hybrid cloud services);
- Long-term or interim operate services to manage the multi-cloud environment; and
- Implementation of a cloud Infrastructure-as-Code (IAC) tooling capability to support DevSecOps and enable automated pipeline deployment for development whilst 'shifting-left' security controls into early stages of development.

Our Approach

Our approach will vary depending on the exact scope of our services but will be based on an understanding of the overall business objective and outcome that is sought. We will make use of tools such as the Deloitte good practice Cloud Landing Zone architecture, integration architecture framework and our Deloitte OpenCloud™ multi-cloud management platform to accelerate delivery.

Whilst we will bring Deloitte thought leadership and good practice to the delivery, we always seek to work closely with the Buyer's own technical architects to develop an architecture aligns to the business needs, aligns to the business and IT strategy and seeks to exploit existing enterprise assets. Our architectural blueprints and designs are always built with a practical approach that considers operations, service resilience and performance as outlined in the figure below.

**Operational Excellence**

Cloud Platforms should support their users. They should be monitored and improved as a result of either incidents or emerging cloud technologies.

Reliability

A cloud platform should support the reliability objectives of the business, should be effectively maintained, and be protected from failure.

Performance Efficiency

The ability to use computing resources efficiently to meet system requirements, and to maintain that efficiency as demand changes and technologies evolve.

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;
- Existing service architecture and details about the challenges and constraints of your current solutions;
- Business requirements, prioritisation and contextual information;
- Any outline business case or cost/benefit analysis that has been previously done on multi-cloud;
- Process definitions that demonstrate a continuous improvement of your infrastructure (e.g. keeping up to date with new Cloud Provider services, driving knowledge from incidents);
- Business SLAs; and
- For detailed designs, provision of key documentation on existing systems and services such as IT service policies and technical standards (for example IAM and RBAC policies).

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 (as required); and
- Contracting separately for the provision of any necessary 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:

- Design documentation such as:
 - highly secured multi-cloud Landing Zone patterns;
 - specific hyperscaler LZ designs;
 - solution architectures based on use cases, epics / user stories;
 - FinOps and resource tagging approaches; and
 - functional and non-functional requirements.
- Multi-cloud service management tooling and operational design;
- Implementation plan for multi-cloud deployment; and
- Working code and/or configured products that have been developed as per the design.

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;
- Key delivery milestones;
- Budget constraints; and
- Driving priorities and Policy.

Additionally, the service is most effective if linked with the buyer's internal technical capability and business expertise to ensure the right inputs are provided, and that any knowledge transfer can take place throughout our delivery.

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.

In some cases, specific professionals familiar with more niche legacy technologies may need to be supplied either by the client or will need to be sourced ourselves through our Global Delivery or local UK associate network. This could impact on delivery times, cost of the budget and open the programme of work up to risk. We strive to minimise these types of risks by identifying these needs as early as possible in our inception and elaboration phases to ensure a smooth transition.

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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