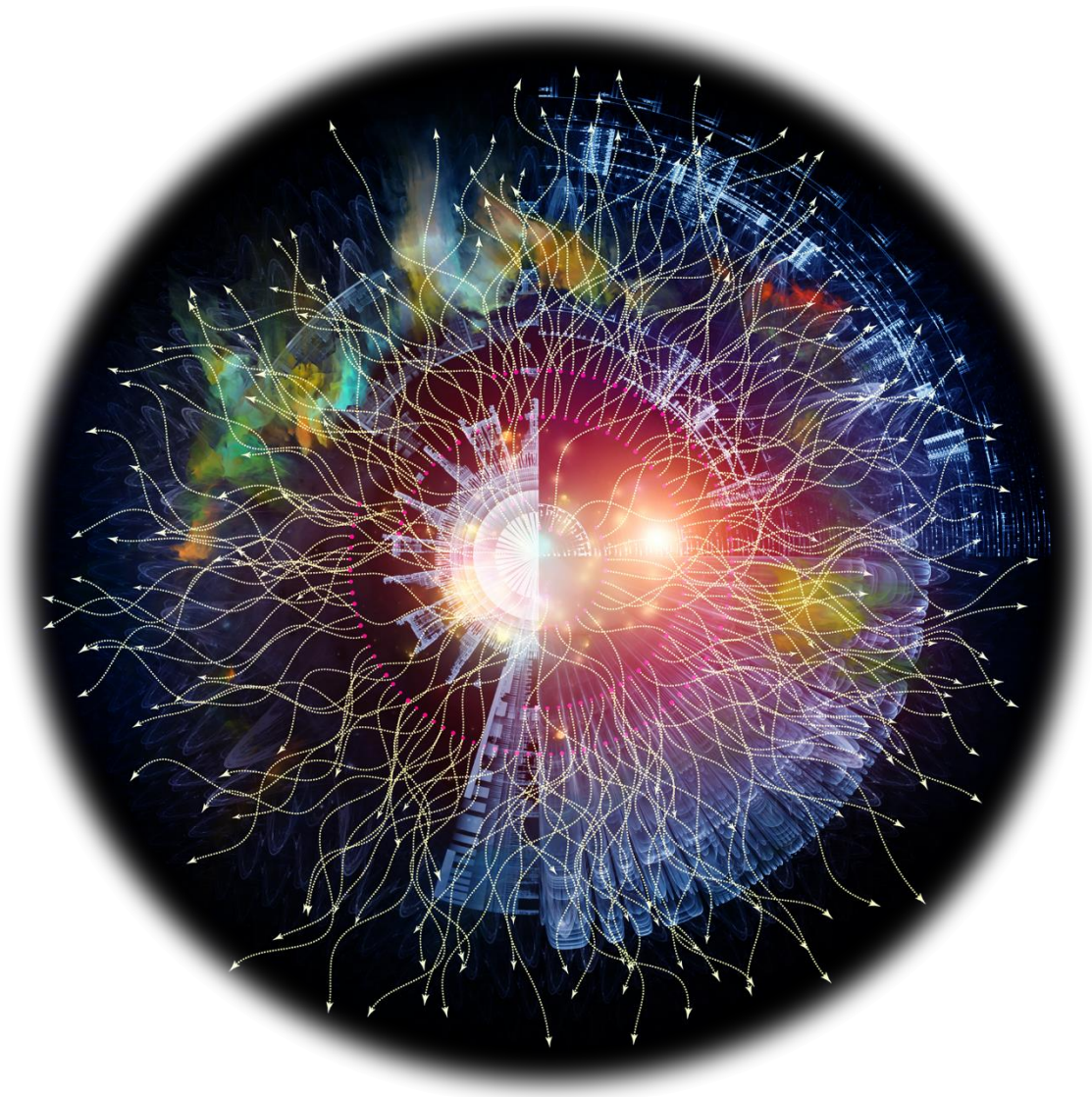




Cloud Integration Services

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.

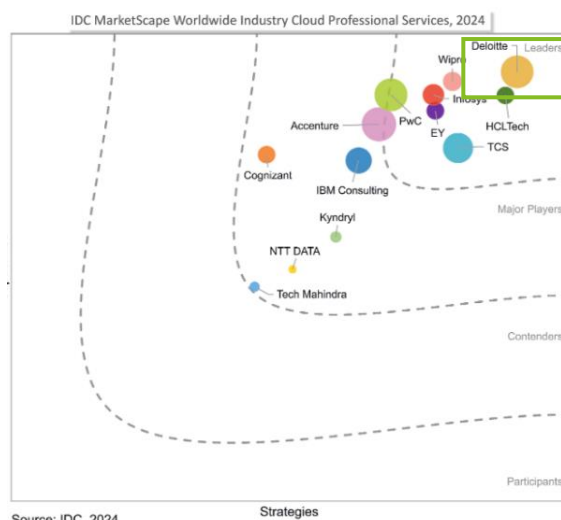


Gartner

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 Cloud Integration practice supports the definition and implementation of integration/API strategies, the building of on-premise/cloud integration platforms, developing of integration/APIs and their on-going evolution. These services can be provided as standalone capability-building or within the context of a Cloud/Digital/IT transformation programme.

Services include: Strategy Definition, Maturity Assessment, Integration Architecture/Design, iPaaS/API Gateway/Platform Standup/Configuration, DevOps/Automation, Integration/API Development/Build, Security, iCoE/iC4E Integration Capability Build, Testing and Integration Delivery Management.

Features

- **Establishing the Integration & API strategy, vision and roadmap;** defining the vision and roadmap to achieve business objectives, including reduction of development costs and defects, faster development and time to value, open data initiatives, encouraging innovation, scalability and partner ecosystem development.
- **Identifying and documenting integration requirements** through user stories, acceptance criteria and integration/API catalogues based on the demands for data/functionality across the organisation.
- **Architecting and designing integration solutions;** implementing reference architectures, principles, design patterns, accelerators and our cloud management tools such as OpenCloud. We cover on-premise, cloud integration and hybrid integration approaches.
- **Defining and embedding an integration capability,** based on alternative models including Integration Centre of Excellence (CoE/iCoE) or Centre for Enablement (C4E), and including the people, processes and technology needed to maintain and evolve integration delivery efficiently and effectively.
- **Designing and implementing APIs and other integration solutions,** using modern integration iPaaS tools such as MuleSoft, Boomi, Apigee, Kafka/Confluent and equivalent native cloud platform technologies such as Google Pub Sub, Azure API Management and Amazon EventBridge.
- **Providing assurance on integration projects and platforms** including agile project management, data privacy/security, and completing rigorous testing of integration solutions and APIs using automation.
- **Operating and evolving the integration platform/capability;** including support and maintenance, cloud financial tracking (FinOps), performance-tuning, solution monitoring, capacity and license management and improving or adding new functionality to ensure the solution adapts to evolving business needs.
- **Integrating large language models** into processes and platforms as well as integrating applications with external LLMs provided by vendors such as Google, OpenAI and Anthropic.
- **Applying Agile and DevOps best practice** to integration through CI/CD (application and infrastructure) build, test, and deployment automation using tools such as Jenkins, Github and Terraform.
- **Establishing robust Governance framework and implementing Security** best practices to protect integrated systems and associated data.

Benefits

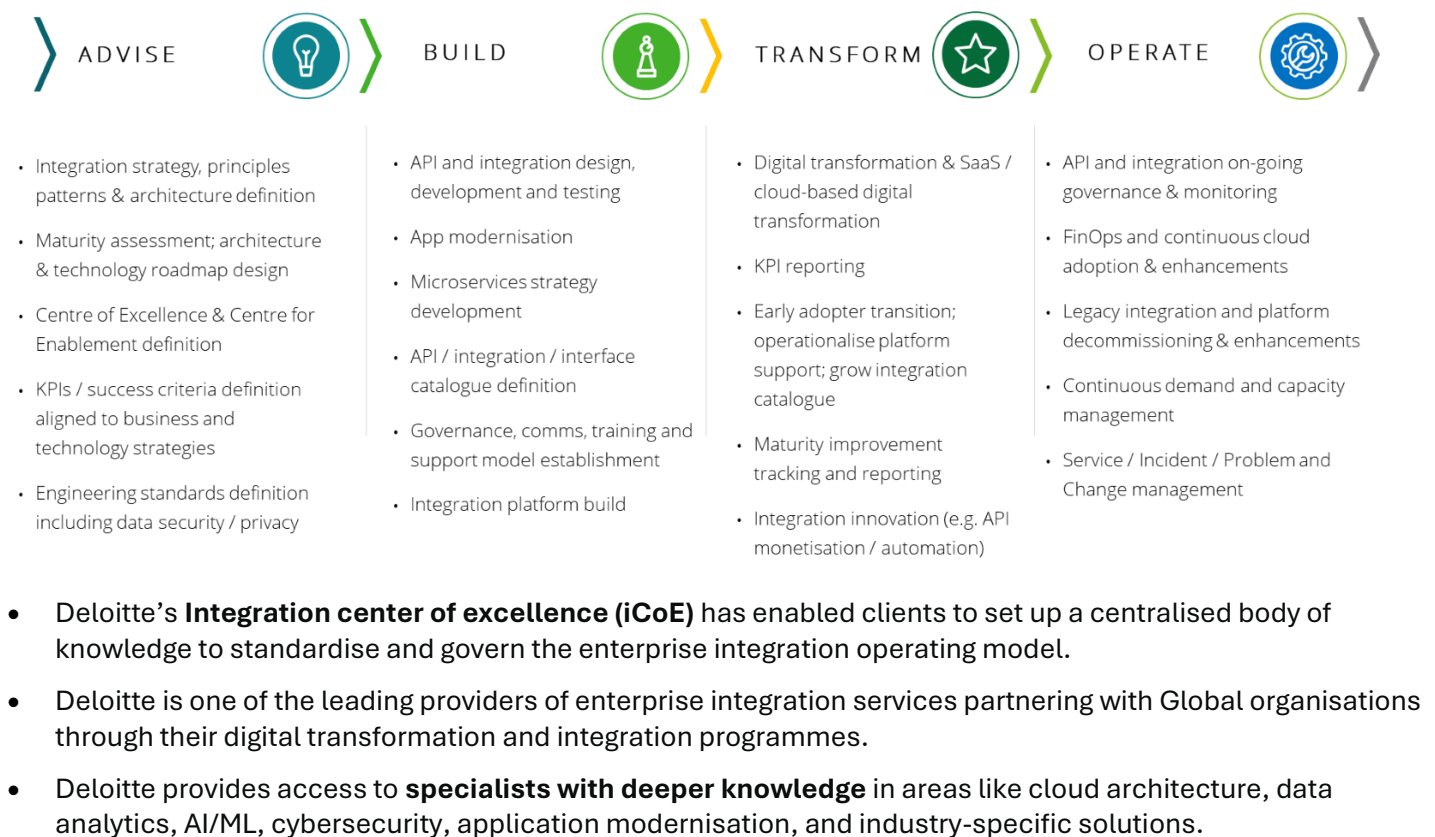
- Aligns integration strategy with organisational objectives to achieve business outcomes.
- Reduces effort/delivery risk through proven methodologies, tools, effective stakeholder engagement.
- Reduces cost through enhanced visibility of cost drivers (e.g. FinOps).
- Increases innovation through award-winning partnerships with iPaaS and cloud partners.
- Increases agility through DevOps best practice (e.g. build/deploy/IaC pipelines).
- Increases quality through automated validation of requirements conformance (e.g. linting/testing).
- Builds integration capability/maturity through effective training/KT and organisation enablement.
- Reduces architectural decision-making time/effort through principle and pattern-based approach.
- Reduces time-to-market by leveraging accelerators, open-standards(e.g. OAS/AsyncAPI/JSON/REST) and pre-built solutions.
- Improves security posture by addressing data privacy, compliance, related cyber threats.

3 Detailed Service Description

This service provides a proven method and approach for implementing integration solutions and standing up integration capabilities. We have extensive experience analysing, designing, architecting, planning and delivering the integration of cloud and on-premise integration services, including hosting and software.

We recognise that building an integration capability is an investment and that achieving a return on this investment requires a holistic approach tailored to the specific circumstances and organisation's needs. However, such an approach enables the realisation of benefits that far exceed simply linking systems together. As a result, our approach to integration capability is a strategic and multi-dimensional one. We put the wider business context at the heart of our approach, taking into account organisational strategy, culture, maturity and demand as well as the technology landscape.

Our Integration & API Capability Framework identifies key tasks that should be considered at various stages, however we can adapt our approach to the needs of specific requirements, and we would seek to be flexible in response to the circumstances of individual engagements.



Following this approach, we can develop a tailored plan that identifies the people, process and technology needs to implement the new integration capability and execute this plan with you, delivering:

- A platform that delivers the technical capability, combined with an approach to integration that promotes good design through separation of concerns and enables reuse to drive consistency, agility and efficiency.
- Standard processes that enable a future multi-party development ecosystem, while facilitating and driving consistent quality, good governance and collaborative, agile delivery.

- Defined roles & responsibilities of the people and organisation at the core of the integration capability that ultimately determine success, ensuring they are empowered and enabled to drive business value through integration.

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.
- Key Performance Indicators (KPIs) to define the success of implementation.
- Access to business, system owners and technical subject matter experts (SMEs) relevant to the requirements.
- Access to any in-scope integration platforms and associated technologies.
- Access to any standard SDLC technologies or repositories including project / task / knowledge management.
- Documentation on any relevant data models, data dictionaries or other metadata sources.
- Documentation on data volumes and growth, existing data governance policies related to data quality, retention, access, and privacy.
- Documentation on the existing technical and systems integration landscape including application catalogues.
- Organisational information such as roles, responsibilities, skills / capabilities, and team structures.
- Information regarding Internal security standards, policies, and procedures, and specific industry regulations (e.g., GDPR, PCI DSS, HIPAA, ISO 27001) that the cloud environment must adhere to.

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 (unless otherwise agreed in advance).

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:

- Integration strategy / principles / design patterns.
- Functional and non-functional integration requirements documentation including acceptance criteria.
- End to end plan, encapsulating design, build, deployment / release and migration schedules.
- Integration platform architecture and design documentation.
- Interface catalogue and specifications / design, including integration / API specifications, data mapping specifications and supporting documentation including API portal content (where applicable).
- Integration components – application source code, deployable binaries, test cases, test data, test scripts and CI/CD configuration, including, for example, Terraform scripts.
- Business / benefits case.
- Handover guide containing service management documentation and information required by operations teams to support the solution(s).
- Training guides and plans.
- Proposed iCoE / C4E operating model and organisation structure.
- Integration engineering standards.

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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