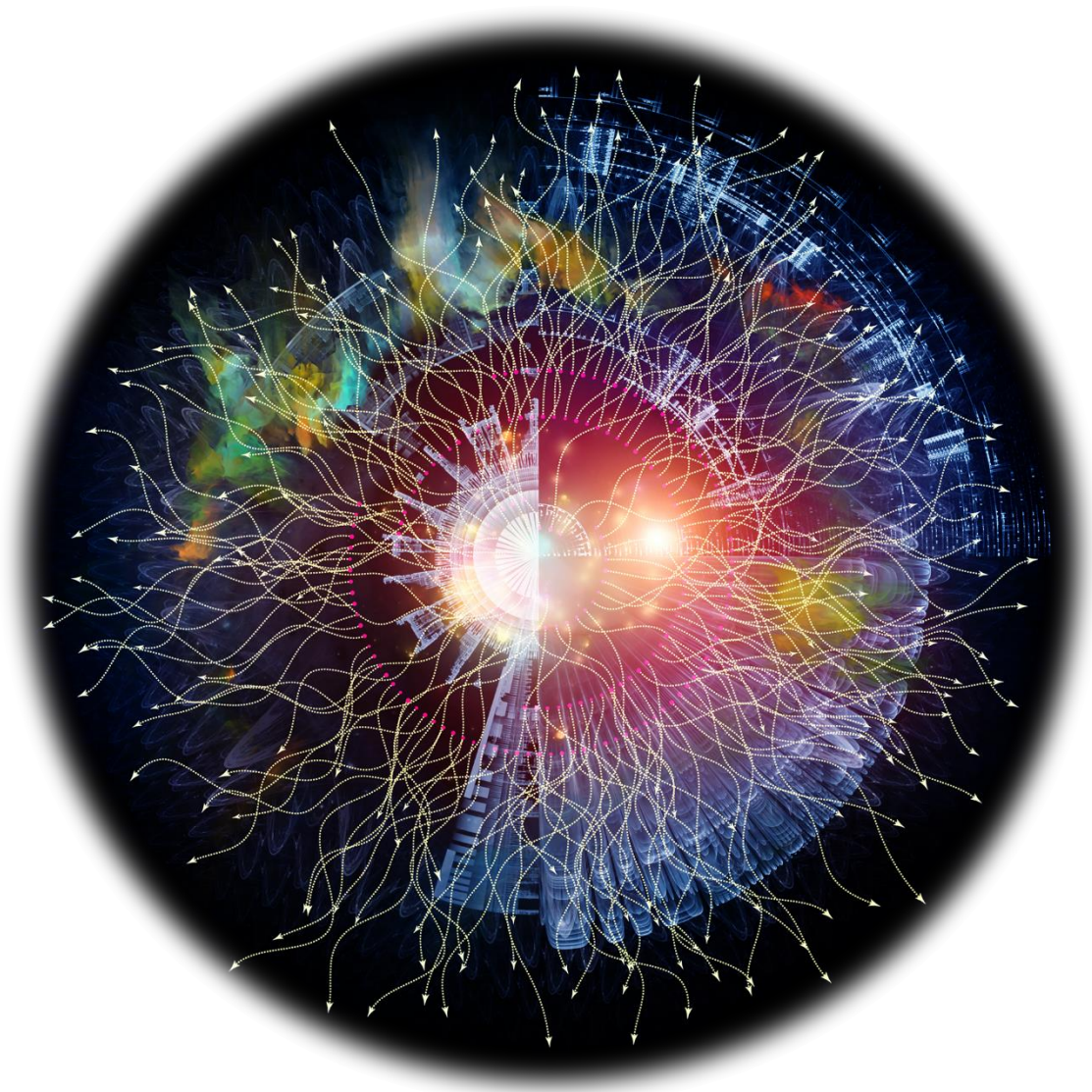




**Design, Build, Operate a Cloud-based
Contract Legal Shared Service Centre**
G-Cloud 15 Service Definition Document
January 2026

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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.

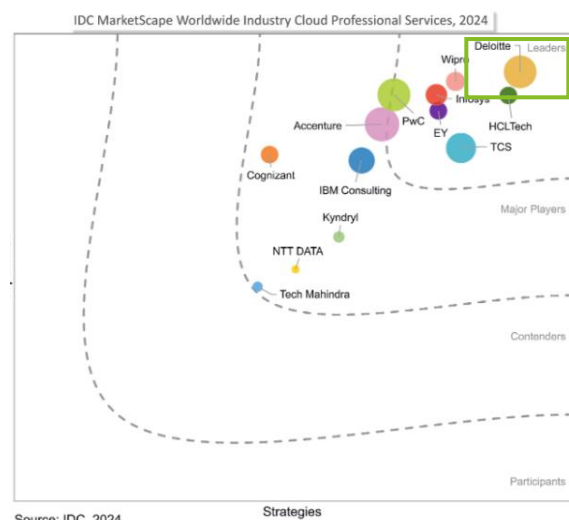


Gartner

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](#)



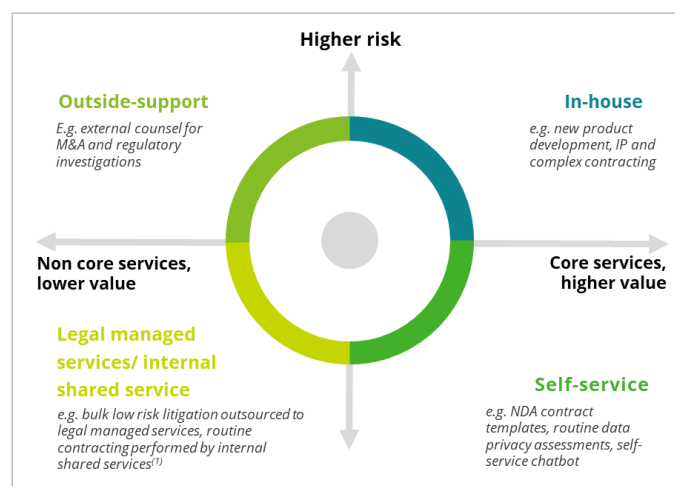
¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business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

2 Service Overview

Service Offerings

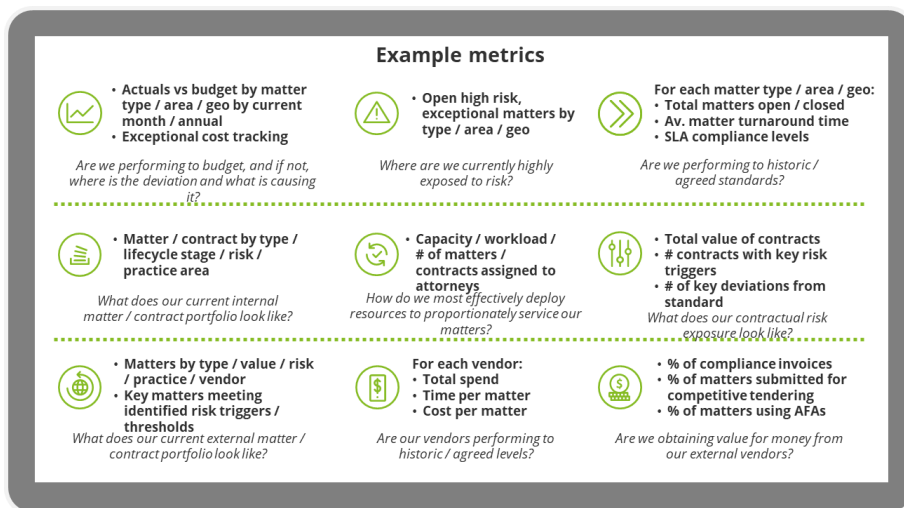
A number of key trends are emerging across corporate legal departments which correspond to the evolving role of legal from a cost centre to a valued business partner and commercial driver that is able to really add and demonstrate the value that it brings. These trends include risk-proportionate service levels, leveraging data, and contracting which leads to consideration of shared services and centres of excellence models.

By looking at their sourcing models holistically, legal departments are increasingly able to define core services and risk levels / triggers for each. By taking this more systematic approach to risk, legal departments are increasingly able to create tiered delivery models comprising lower cost delivery (e.g. centres of excellence, shared service centres, ALSPs), premium external law firms, and internal lawyers to ensure the right individual is doing the right work at the right time and price point. Taking this more holistic approach enables departments to unlock highly material cost savings as compared to traditional segmentation.



Legal departments are increasingly falling in line with other business partnering and 'support' functions in the adoption of KPIs and performance metrics. Departments that define the right metrics and use appropriate, timely supporting data are better able to evidence the value they bring. In many cases, metrics are also being used to manage vendor and law firm relationships to ensure goal alignment.

The same trend that has seen legal departments widening their remit into more strategic and business-focused roles has also brought with it increased scrutiny to justify the value of their output, and the need to operate more like commercial businesses. Being able to demonstrate value objectively and quantifiably through metrics has therefore become an existential question that has rapidly risen to the top of legal department agendas. Metrics are only useful to the extent that they enable enhanced decision making. The following examples are a set of key types of metrics some legal departments are deploying.



Supporting you to overcome your challenges

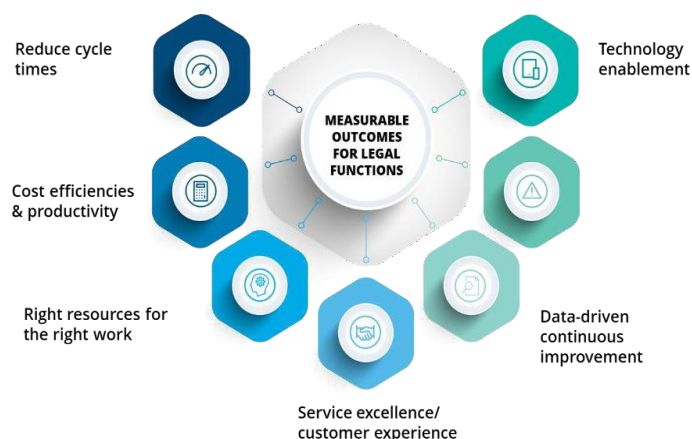
Any digital transformation is a massive undertaking, but any digital transformation effort, even while ultimately resulting in efficiency, can be especially disruptive and challenging in the short term. A designated cloud Centre of Excellence (CoE) can equip your organization with the functional team, governance, consultative, and implementation responsibilities necessary to move your business and its processes to the cloud and keep your business running smoothly and securely while it happens.

Often decision makers do not have the headspace, time, data, or insights needed to make intelligent decisions for their businesses. By dedicating a CoE to gather research or intelligence on competitors, customers, technologies, and best business practices, you can empower your business to uncover insights that lead to truly transformative business decisions.

Of course, the way you build and invest in a Centre of Excellence will depend on your organization's needs, available resources, priorities, and more. Out of the gate, team members may need to split time between their day-to-day job and a CoE team. However, as your business grows and transforms, the principles of a CoE will remain the same. Our team can help you define and tailor the proper model for your organisation and set up the CoE or shared service leveraging our best practices and market trends.

Benefits

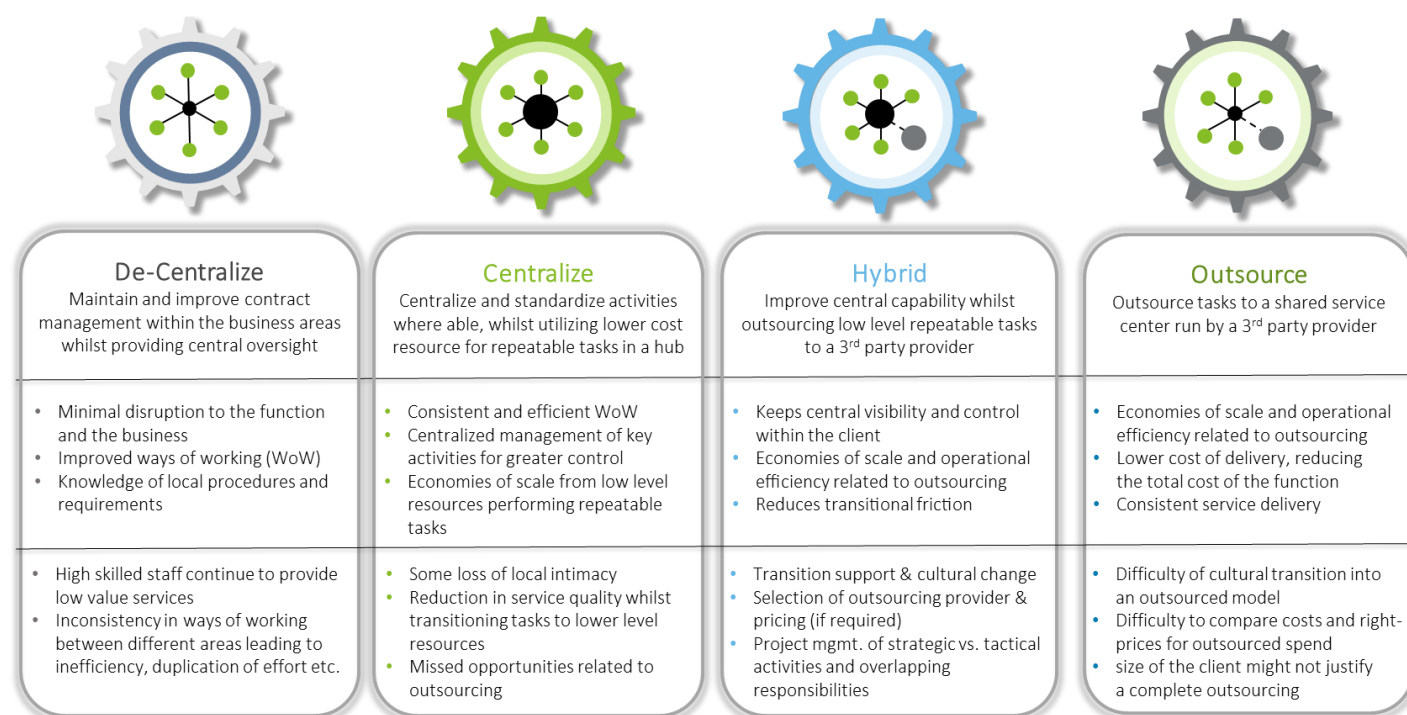
As you embark on your journey toward your new tech-enabled global contracting operation, you are seeking a provider that can help develop and enhance internal processes within your legal department to include the rigor required for an organization. You require a team that knows how to design, implement, and operate an evolved contracting function that gives you control, scalability, quality, and transparency. Deloitte can help provide rigorous consulting and setting up Cloud Shared Services and Centres of Excellence to support legal, third-party risk, and innovation across your enterprise. When it comes to contract review and negotiations, our team knows what “high-quality” looks like and is prepared to step in swiftly to help you get there.



3 Detailed Service Description

Our perspective

The right Legal Delivery Model will create greater consistency, visibility and scalability across legal functions. Our team can help identify both the legal and contracting activities for alternative sourcing and develop delivery models to best support goals of the legal function. Regardless of where you start or which path to CoE success you follow, it's an essential building block to managing change, time, resources, and staying innovative in the constantly changing landscape of modern business.



Our services, outputs and their benefits

Deloitte team can help with correct allocation of resources and the prioritisation of projects according to their added value. It saves time, increases responsiveness, agility and therefore reduces delivery times, improving the speed to market and the final customer experience.

Properly designed CoE (or Shared Service) acts as a link between the individual parts of the business and develops measurements for each location, providing governance and communication between them. Companies achieve significant improvement in communication, empathy and data democratisation, thus synchronising supply chains.

CoE should be designed to act as centralised information hub. We can help you leverage cloud Knowledge Management best practices, delivered along with streamlined processes so that all project participants can easily access any information they need and contribute new ideas regardless of their department or geographical location. With CoE, companies become more collaborative and are prepared to benefit from global data and cohesion between areas.

To make operations flexible and production capable of responding proactively to change, centres of excellence are responsible for creating standard processes that, along with automation, allow for essential variations and mass customisations. These types of control centres are in charge of preventing problems and generating reports that help in strategic decision making, in order to make the company evolve and strengthen.

Centres of excellence present an opportunity to consolidate best practices and new technologies in one place central to production, certifying efficient processes and spreading them where they make sense. The result is an improvement in the product and service, allowing to achieve consistency and establish significant KPI standards for the quality of the result.

These centres restructure resources and operating costs by eliminating inefficient practices and reducing the time to implement new skills and technologies. They promote intelligent automation and measurement because they are committed to investing in new technologies for digitising and exploiting data. By having a defined ROI, they can measure and test organisational impact very effectively.

Our approach

Deloitte's methodology for designing Cloud Centres of Excellence and Shared Services begins with a pre-launch ramp up typically within the Cloud Operating Model design phase. We facilitate success by starting with well-defined staffing models which will include a core team of dedicated resources. In addition to contract management specialists, CoE team shall include a dedicated delivery manager and a designated point of contact for day-to-day operations.

We will define the client-specific process for managing CoE operations that includes required contract types, RACIs, escalation paths and proper governance and help you execute our defined process for negotiation, escalation, approval, and signature. Contracts move throughout the process utilizing the available client technology, and touchpoints and milestones that will be created as a part of the CoE design.

Our operating methodology includes tracking of contract status from initial receipt throughout the lifecycle until signature and archive. We provide standard reports against our agreed-upon SLAs and KPIs. Additionally, our delivery team tracks questions and quality incidents to report during our service updates. The results from our metrics reporting and our incident tracking inform our continual improvements.

Cloud CoE includes defined methodologies and standard working templates to be completed with our clients prior to starting our service. A critical component to our combined effectiveness is the development and agreement of the client's contracting process and operating model. We can help define SLAs, escalation paths, negotiation cycles, and cadence for service delivery updates and incident resolution. Once the process design is accepted, we conduct process overview and training sessions with key stakeholders (e.g., procurement team, attorneys, etc.). At the time of service go-live, we meet frequently with client service owners to raise questions, identify issues, and promptly resolve unexpected bottlenecks. We then return to our standard cadence of reporting delivery updates including a quarterly service review, which includes a broader discussion of service success factors and innovation opportunities.

Quality Assurance

We can include the rounded provision of activities, within Cloud CoE set up, as determinants of quality assurance. In order to achieve this, our quality assurance program (QA) is inclusive of rigorous quality control procedures, measurements and remediation actions. We take a programmatic and process-driven approach to identifying and minimizing errors which includes establishing benchmarks, measuring performance to detect defects and variations, analysing and performing root-cause-analysis, remediating to remove the errors, and then controlling / measuring to work diligently toward sustained improvements.

Our QA program is underpinned by quality control (QC) protocols that target the work-product deliverable, delivery within agreed timescales, and efficiency/process adherence. Quality metrics will be measured and controlled at an aggregate and granular level per the designed processes.

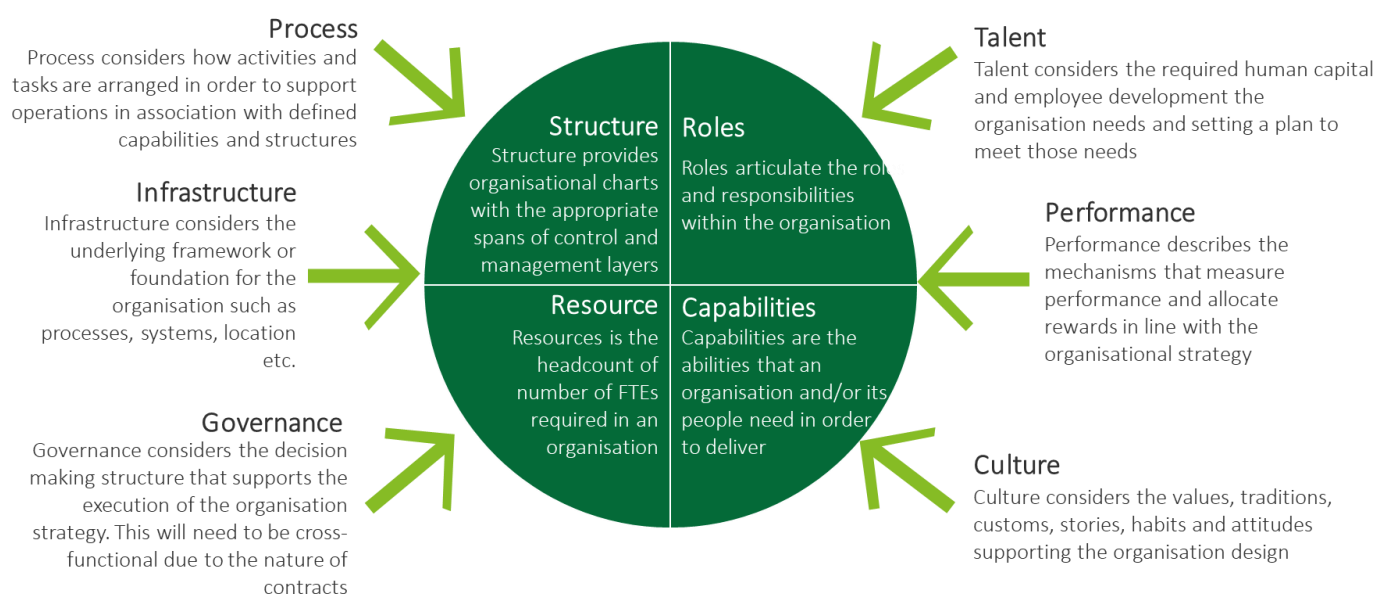
Our QC/QA process will evolve during the duration of the engagement as you shift from CoE build, to steady state, to further optimization. At first, our approach will be to quality check the vast majority of deliverables, then our efforts will be targeted at identified errors complemented by statistically significant random sampling. We take this approach as it allows us to efficiently and effectively identify and implement remediation and insert, where appropriate, new controls to reduce error recurrence. This same-phased approach of initially

validating nearly 100% of activities then targeting efforts in line with realized errors will be deployed as scope is added CoE such as new geographies or contract types and activities.

Inputs, your contribution and key success factors

Designing approach to Cloud CoE or Shared Service involves analysing of many different aspects of your current operations in order to determine proper, successful operating model for your future services. Those aspects are outlined on the graph below.

Key considerations for CoE organization design



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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