



**SAP Customer Experience Suite –
Planning, Design, Integration,
Implementation and Support**
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.

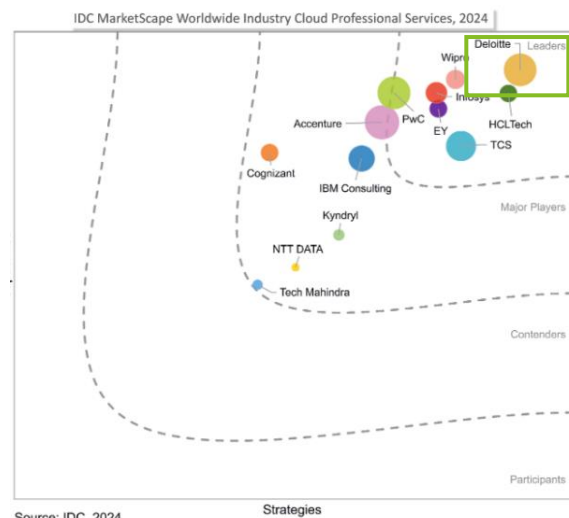


Gartner

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

Overview of Service Offerings

Deloitte provides a comprehensive suite of services, delivered by a highly experience team of local cloud solution implementation/migration specialists, covering the full suite of SAP cloud solutions. Deloitte's team supports the customer in migrating to SAP's cloud solutions, either from an on-premise solution(s) or alternative cloud solution(s). Deloitte's team provides:

- Strategy and Architecture
- Project Management
- Business Process and Solution Design
- Solution Configuration
- Data Migration
- Technical Integration
- Testing
- SAP Business Technology Platform (BTP) Solution Extensions
- Change Management
- Employee Experience
- Training (train-the-trainer)
- Support and Maintenance

Deloitte utilises robust industry standard methodologies for all services, enhanced through Deloitte's own templates and accelerators that enables the team to deliver high quality outcomes, at pace, for Deloitte's customers. Depending upon the specific scope and customer requirements, Deloitte can apply an Agile, Hybrid or if necessary, Waterfall method to the migration.

Whilst Deloitte offers a turnkey service for the migration, Deloitte usually seeks to establish an engaged joint project team, thereby maximising the quality and adoption of the final solution for the business.

Deloitte is a certified SAP UK partner and Value-Added Reseller. In addition to the implementation of new SAP solutions, Deloitte also provides services to transition existing SAP on-premise products to either hosted cloud infrastructure or to SAP Cloud solutions where available.

Once implemented or migrated, Deloitte provides support services for both infrastructure and applications. Deloitte offers a 'bring your own licence' model for customers who have current perpetual licences and only require re-platforming.

As an accredited Amazon Web Services solution provider, Deloitte offers services to host development, test and production SAP systems in the AWS cloud. These include core SAP instances as well as mobile services including the SAP mobile platform.

An overview of the Deloitte service offerings to support the planning, design, integration and implementation of G-Cloud PaaS and SaaS is provided in the paragraphs following. Further information on our service offerings and partnerships may be found at our website www.deloitte.co.uk.

Benefits and Features of Deloitte Services

Deloitte's cloud services are designed to help customer gain maximum benefits from the SAP SaaS solutions. The key features of Deloitte's services are as follows:

- **Full lifecycle services delivered on a “one-stop-shop” basis** – Deloitte can help customers evaluate solution fit and suitability as part of defining the organisation's strategy and architecture as part of a cloud migration Deloitte can help develop the business case to gain approval and then setup the project

for success. Deloitte provides the project implementation services from design, build and test through to go-live and ongoing support and maintenance

- **Best practices-based implementation approach** – successful adoption of cloud solutions is predicted by adherence to the best practices inherent in the solution design. Deloitte is well-versed with these and uses these as the basis for the implementation
- **Artificial Intelligence and Accelerators for rapid deployment** – Deloitte accelerators, powered by AI, drive quicker delivery timelines
- **Collaborative customer engagement model** – Deloitte’s philosophy is to be an enabler to helping the customer transformation through technology adoption. Deloitte seeks to work in a joined-up manner, helping the customer build internal competence leading to high levels of adoption and satisfaction
- **Focus on delivering business improvement and innovation** – Deloitte’s team has market-leading experience and is focussed on delivering new and innovative solutions, as evidenced by the number of awards Deloitte has won over the last 5 years
- **Benefits and outcomes-based approach** – Deloitte seeks to ensure the business case is well defined and the drivers for benefits are understood. In this way, the solution design remains focussed on achieving the anticipated outcomes, removing blockers that may arise. Deloitte has a Benefits Realisation methodology to support these engagements from identification through to enablement and finally, achievement
- **Agile user experience design approach** – Deloitte has extensive experience in utilising Agile methodologies for designing and building solutions and has a strong focus on delivering a delightful user experience. Deloitte’s visual design team works with the solution teams to focus on usability
- **End-to-end solution integration** – SAP’s cloud solutions seldom operate in isolation, thus necessitating end end-to-end process and solution design. Deloitte’s team are masters at designing and implementing sleek integration solutions that orchestrate processes across the technology stack
- **Mobile integration** – Deloitte recognises that as part of ensuring user satisfaction and delight in the experience, these services need to be mobile enabled and optimised for ease of use. Deloitte’s visual design and User Experience team helps design solutions with Deloitte’s technical teams ensuring they are delivered robustly
- **Local implementation and support team** – Deloitte is differentiated as a UK-based, owner managed, cloud services provider with one of the largest SAP teams in the market focussed on delivering its services with a high degree of client engagement and collaboration thus meeting quality and enablement commitments

3 Detailed Service Description

SaaS Solutions Serviced

Deloitte provides, through G-Cloud, specialist cloud services to support the planning, design, implementation, integration and support of the following SaaS-delivered applications:

- SAP S/4HANA (ERP in the cloud)
- RISE with SAP
- GROW with SAP / SAP Business Suite
- SAP SuccessFactors (of Core HR (Employee Central), Payroll, Time Management, Learning Management, Recruiting, Onboarding, Succession, Career Development Planning, Performance and Goals, Compensation, Work Zone, People Analytics)
- SAP Customer Experience Suite (SAP Marketing Cloud, SAP Commerce Cloud, SAP Customer Data Cloud, SAP Sales Cloud, SAP Service Cloud)
- SAP Ariba / SAP Business Network
- SAP Joule / Artificial Intelligence (AI)
- SAP Analytics Cloud
- SAP Business Technology Platform (BTP) Integration Services
- SAP Application products deployed on Amazon Web Services Platform (AWS) and other cloud platforms

The sub-sections that follow provide a summary of the relevant service:

SAP S/4HANA ERP Suite

Deloitte services to plan, design, integrate, implement and support SAP S/4HANA, SAP's cloud solution for Enterprise Resources Planning (ERP). Variant editions supported by Deloitte include Enterprise Management Cloud, Finance Cloud and Professional Services Cloud. Solutions encompass Finance & Accounting, Sourcing & Procurement, Supply Chain Management, Sales and Asset Management.

RISE with SAP

Deloitte services to plan, design, integrate, implement and support RISE with SAP for S/4HANA, Ariba, Customer Experience Suite, SuccessFactors. SAP's cloud solution for Enterprise Resources Planning (ERP). Variant editions supported by Deloitte include Enterprise Management Cloud, Finance Cloud and Professional Services Cloud. Solutions encompass Finance & Accounting, Sourcing & Procurement, Supply Chain Management, Sales and Asset Management, Customer Relationship Management and Human Capital Management.

SAP SuccessFactors HCM Suite

Deloitte services to plan, design, integrate, implement and support SAP SuccessFactors Human Experience Management (HXM) cloud applications. SuccessFactors is the leading cloud solution for Human Resources Management, Talent Management (including Recruitment) and Learning Management (LMS). Integration to SAP on-premise systems supported via SAP PO or SAP Cloud Platform Integration.

SAP SuccessFactors Recruitment and Onboarding

Deloitte services to plan, design, integrate, implement and support SAP's SuccessFactors Recruitment and Onboarding cloud application that provides end-to-end support for recruiting activities (Requisition-to-Hire) including marketing and social media integration. Integration to SAP on-premise systems supported via SAP PO or SAP Cloud Platform Integration.

SAP Customer Experience Suite

Deloitte services to plan, design, integrate, implement and support SAP Customer Experience technologies, SAP's cloud solution suite for omni-channel citizen engagement. The SAP CX solution components of primary interest and supported by Deloitte provides solutions comprising Enterprise Service Management, Customer Service, Marketing, eCommerce and Sales, including integration with back-end ERP solutions.

SAP Ariba Suite

Deloitte services to plan, design, integrate, implement and support SAP Ariba, SAP's cloud solution for Strategic Sourcing, Contract Management, Supplier Management, Procurement (catalogue and non-catalogue) and Invoice Management. Integration to on-Premise and cloud ERP solutions supported.

SAP Analytics Cloud

Deloitte services to plan, design, integrate, implement and support SAP Analytics Cloud, SAP's cloud solution Analytics and Planning. Deloitte offer a broad range of SAP Cloud based Analytics and Planning services from building Cloud Based Analytics strategies and Roadmaps, to design, build, implementation, support of analytics and planning solutions using SAP Business Technology Platform (BTP) and SAP Analytics Cloud (SAC), along with integration of these platforms to on-premise solutions

SAP Business Technology Platform (BTP) Integration Services

Deloitte services to plan, design, integrate, implement and support SAP Business Technology Platform (BTP), SAP's integration software for Cloud based and On-premise applications. Deloitte services to plan, design, build, test, implement and support development utilising SAP's Business Technology Platform (BTP) based on SAP HANA technology for custom applications and SAP's Cloud Platform Integration services for developing cloud and hybrid cloud application integration routines. Previously known SCP.

SAP Cloud Platform (HANA)

Deloitte services to plan, design, build, test, implement and support development utilising SAP's Cloud Platform (SCP / HCI) based on SAP HANA technology for custom applications and SAP's Cloud Platform Integration services for developing cloud and hybrid cloud application integration routines.

AWS Migration for SAP Solutions

Migration of SAP workloads to a cloud provisioned AWS environment. Deloitte service to provide the full range of services to develop, deploy and migrate SAP systems on Amazon Web Services (AWS), SAP Cloud HANA Platform (HCP) or S/4HANA. Specialisms include HR, Finance (FI), Logistics, HXM, SCM, BPC and BW.

Non-Functional Service Offerings

AWS SAP Infrastructure Hosting Management

Deloitte are an accredited Amazon Web Services solution provider. We offer solutions to host development, test and production SAP systems in the cloud. These include core SAP instances as well as mobile services including the SAP Mobile Platform.

Deloitte install and support every type of instance of SAP: SAP ECC, CRM, SRM, HXM, PLM, OpenText, SAP PI, Portal, BW, SAP Mobility Platform and SAP HANA.

Deloitte also offer services to upgrade SAP and to implement enhancement packs and to implement archiving solutions.

SAP NetWeaver Cloud, SAP HANA Cloud and SAP HANA Cloud Portal

Deloitte will deploy customer specific solutions using SAP's array of PaaS offerings. Solutions include providing customer or citizen identity services through to full blown e-Commerce application suites.

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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