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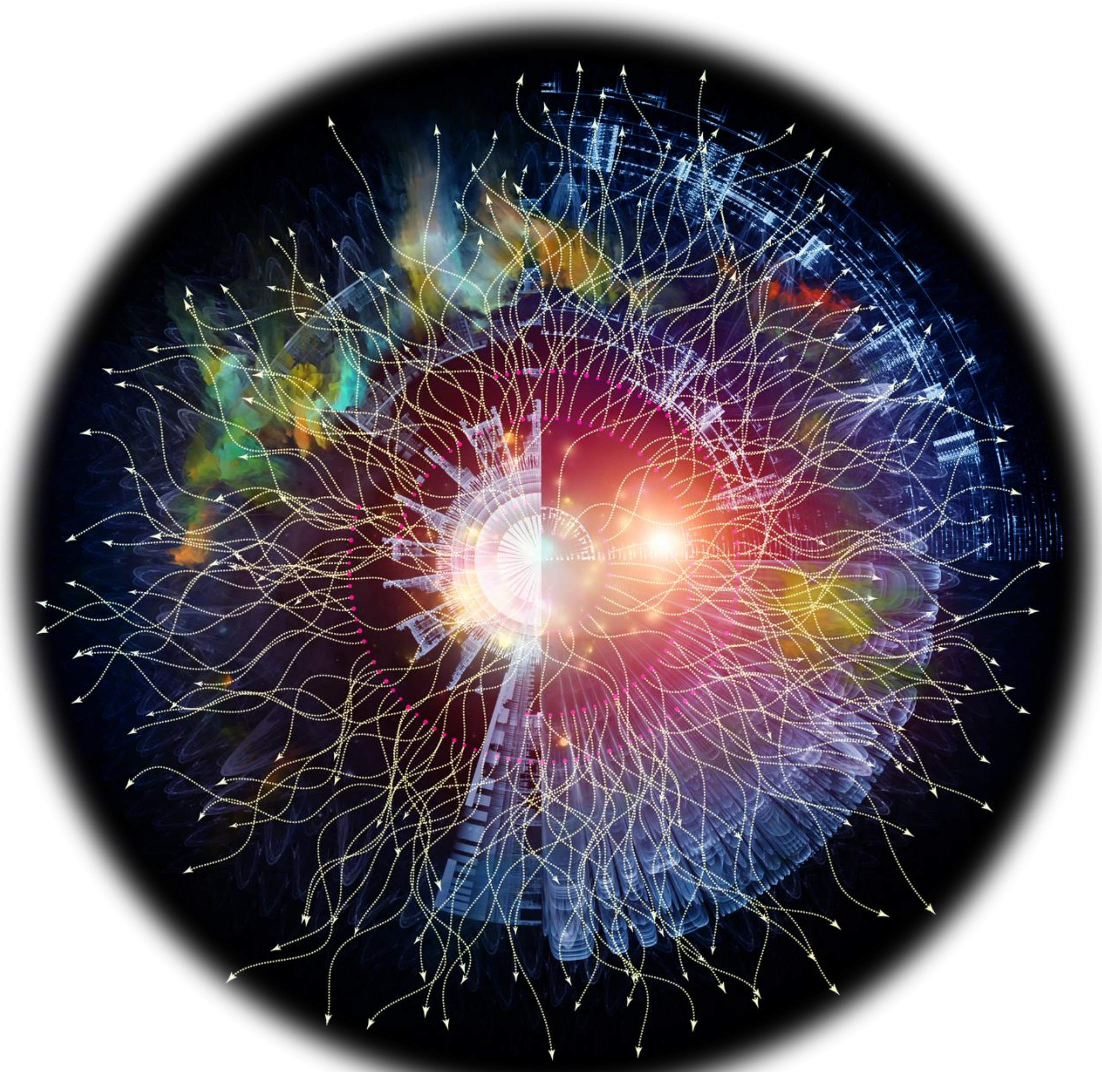

Enterprise Asset Management (EAM) Advisory & Implementation Services

G-Cloud 15 Service Definition Document

January 2026

Contents

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 and 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-enabled Enterprise Asset Management (EAM) and Enterprise Resource Planning (ERP)**. 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.

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 organisation's 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 Enterprise Asset Management Capability

Deloitte is a leader in Enterprise Asset Management (EAM), supported by strong relationships with leading EAM solution providers including IBM Maximo, IFS, Hexagon, SAP, Oracle, and ServiceNow. These relationships provide us with access to industry-leading technology solutions to help clients deliver long-term value through large-scale, complex enterprise transformation. With Deloitte and EAM, you can better understand asset risk, reduce the cost of operations, and optimise performance.

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[1]. 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 integrated with the global Deloitte ecosystem that 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.

[1] https://www.deloitte.com/global/en/about/recognition/analyst-relations/idc-marketscape-worldwide-artificial-intelligence-services-vendor-assessment.html

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Our Alliances and Ecosystems

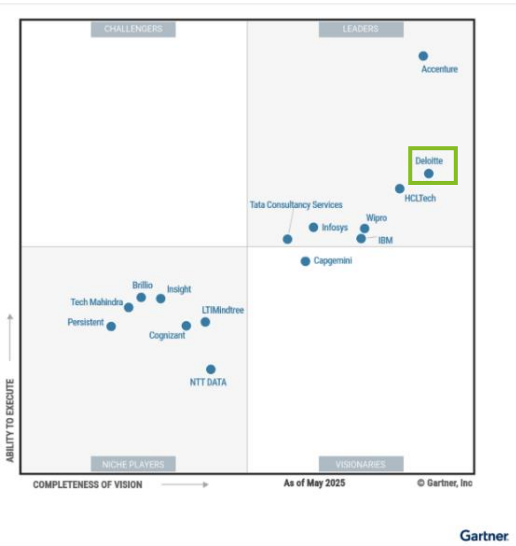
To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft[2], and SAP. Deloitte also has relationships with a range of EAM providers including IBM Maximo Application Suite (MAS), IFS, SAP, ServiceNow, Oracle, and Hexagon. 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

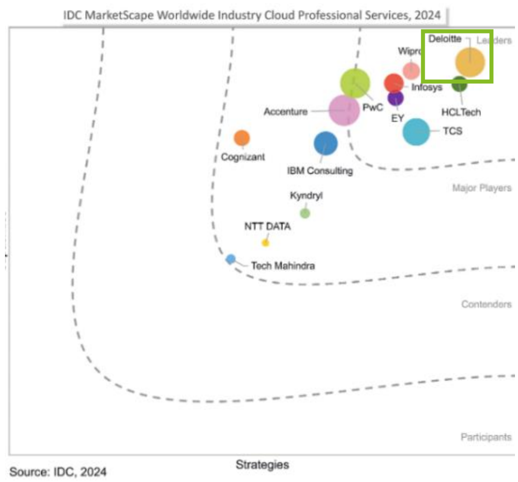
Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.



Gartner: 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 and Integration Services** and **Software Engineering Services**.



IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment
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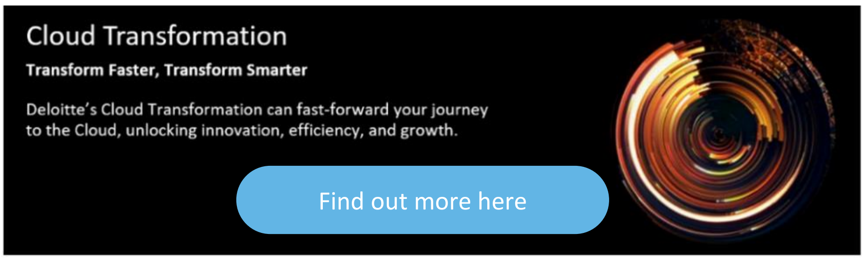

[2] As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business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

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2 Service Overview

Deloitte offers strategy, implementation and support services across a range of leading Enterprise Asset Management (EAM) solutions including IBM Maximo, IFS, SAP, ServiceNow, Oracle, and Hexagon, to help clients optimise the end-to-end management of assets. Our services include asset management strategy, EAM strategy, system design and specification, software selection, and hosting strategy; as well as implementation support (configuration, testing, deployment, and hypercare).

As an endorsed assessor of ISO55001, we are also able to advise on your wider asset management maturity journey including ISO55001 gap assessments, asset strategies, process improvement, risk management, and asset information management.

Lastly, as the world's largest professional services organisation, we can advise you on operating model design, change management (user adoption, communication, training, culture), and programme management (strategy, delivery, and controls) to help accelerate your transformation programme.

Features:

- Comprehensive EAM strategy development and planning
- Expert software selection guidance
- Tailored, client-specific EAM solution design
- Seamless, efficient system configuration and setup
- Robust, secure data migration and validation
- Comprehensive system integration services
- Thorough testing, quality assurance, and validation
- Smooth, controlled deployment and successful go-live
- Effective, proactive change management and adoption
- Dedicated, responsive hypercare and post-launch support

Benefits:

- Vendor agnostic, providing an independent perspective
- Improved, holistic asset lifecycle management
- Optimised EAM system performance and utilisation
- Predictive analytics for proactive asset maintenance strategies
- Unlock strategic business value through advanced EAM data analytics
- Ensured regulatory compliance and reduced audit burden
- Accelerated project timelines via strategic vendor relationships
- Robust methodology minimising implementation risks and disruptions
- Optimisation strategies to reduce total cost of ownership
- Access to Deloitte's global subject matter experts and insights

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3 Detailed Service Description

Our Service Offering

Cost challenges, climate change and transition to a Net Zero future are accelerating transformation within asset-intensive organisations. We support organisations throughout their asset management transformation with industry leading advisory and technology services to address their unique challenges and opportunities, including:

EAM and Digital Strategy: We can improve reporting, governance, and management of existing systems to improve asset performance; or advise on specification, selection, and roadmap across your technology estate.

Target Operating Model: We design and support deployment of efficient asset management frameworks and delivery models to execute business plans and strategic outcomes.

Risk and Resilience: We support organisations with risk management, resilience and sustainability through alignment of short, medium, and long-term planning.

Portfolio Planning and Optimisation: We co-create value frameworks that enhance alignment to strategic objectives and support investment decisions across portfolios.

Efficient Delivery Models: We help reduce cost and mitigate risk by optimising operations, maintenance, and renewals activities.

Assurance: We provide end-to-end assurance services to bring confidence in the deliverability of work against strategic objectives.

How We Can Help

- Comprehensive EAM strategy development and planning
- Expert software selection guidance
- Tailored, client-specific EAM solution design
- Seamless, efficient system configuration and setup
- Robust, secure data migration and validation
- Comprehensive system integration services
- Thorough testing, quality assurance, and functional validation
- Smooth, controlled deployment and successful go-live
- Effective, proactive change management and adoption
- Dedicated, responsive hypercare and post-launch support

Benefits

- Achieving end-to-end asset lifecycle mastery, managing every stage from planning to decommissioning for maximum value extraction and compliance
- Streamlining operations with fully integrated EAM capabilities, unifying work order management, preventative maintenance, inventory, and procurement to eliminate data silos.
- Driving smarter decisions with powerful analytics and reporting, gaining real-time visibility into asset performance, costs, and operational bottlenecks

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- Maximise your asset return on Investment (ROI) through advanced asset performance management (APM) to predict failures, extend asset lifecycles, and significantly reduce maintenance costs.
- Unlocking the power of AI, IoT, and Digital Twin technologies to gain deeper insights, automate processes, and enable predictive asset management strategies
- Adoption of modern, intuitive mobile experience that enhances data accuracy, streamlines workflows, and empowers your field force teams on the go
- Boosting user adoption and efficiency with a modern, intuitive user experience, designed for ease of use and reduced training time across all roles
- Flexibility and scalability of cloud architecture, ranging from public, private, or hybrid cloud environments, ensuring your EAM solution grows with your business
- Support strategies to reduce IT overhead and ensure continuous innovation

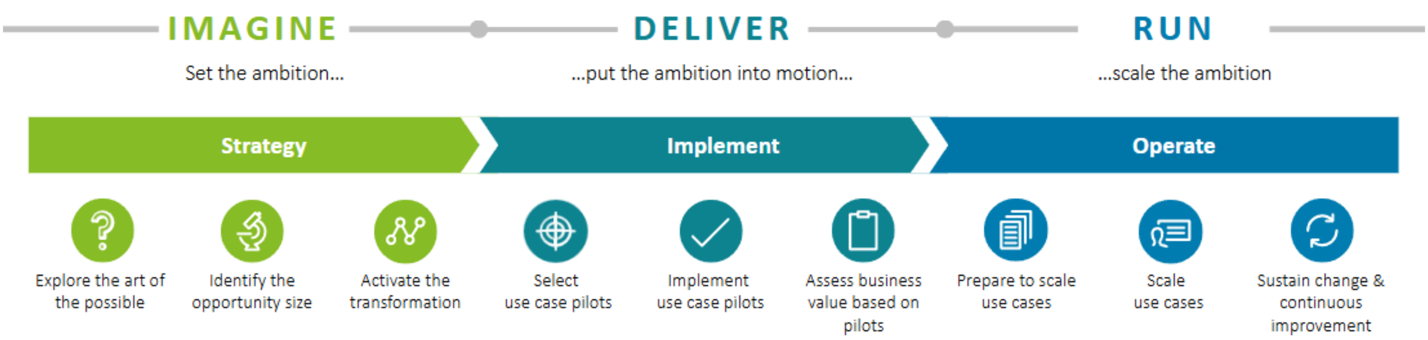
Why Deloitte?

- We are an endorsed gap assessor for ISO55001, the international standard for asset management systems
- Our marketplace success is evidenced through our industry accolades, analyst recognition across EAM, to Cloud, and AI
- We have hand-picked a team of experts with experience in transformation, with an in-depth knowledge of process, data, reporting and technology
- Deloitte is vendor agnostic: this means we always put the needs of our clients first; while our established ecosystem with leading EAM and Cloud service providers provides access to knowledge and experience that can adapt to your unique technology stack

Our Approach

Deloitte's overarching approach to transformation is summarised as ‘Imagine, Delivery, Run.’

- **Imagine**: Focuses on future vision, strategy, design thinking, identifying opportunities, and understanding customer needs through innovation, data, and creativity
- **Deliver**: Involves building and implementing solutions, leveraging technology, data, AI, cloud, and platform integration to bring the vision to life
- **Run**: Centres on optimising and operating the transformed business processes, focusing on content, automation, and continuous improvement to achieve ongoing value.



We can support clients throughout the entire delivery lifecycle, ensuring strategies translate into tangible results and sustainable operations, not just isolated projects. We consider a range of technology and data solutions throughout the lifecycle including EAM, ERP, AI, and IoT to create new customer experiences, efficiencies, and improve resilience.

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Our Experience

1. UK Real Estate Services Organisation – EAM Strategy and Transformation

A UK Real Estate organisation needed to replace its legacy Computer Aided Facilities Management (CAFM), Finance and HR systems through the implementation of IBM Maximo software, integrated with field service optimisation and scheduling software. They also sought changes to the way the business operates, facilitating efficiencies across the workforce and providing accurate and reliable management information. Legacy systems rely heavily on staff to schedule work, with a high volume of jobs (81,000 per day).

We provided a range of services across programme management and governance, programme architecture, release management, change management, vendor management and technical solution delivery (including solution design, data and testing). We helped define the business requirements and to identify and implement the prioritised gaps between the previously built system and 'to-be' business processes.

- Technical best practice insights to shape the definition of the 'to be' processes and to implement the technical solution
- Robust programme governance and controls restored senior client confidence and secured support for continued investment in the transformation programme
- Change strategy to address cultural and behavioural change arising from the technology implementation.

2. Global Energy Company – EAM Strategy and Transformation

A global energy companies with 50,000+ employees needed to transform their existing asset management and material supply chain landscape by improving efficiency, digitising operations and upgrade their ERP to SAP S/4HANA. Their legacy EAM system was heavily customised and poorly integrated and needed to be replaced with a modern platform with improved integration and capabilities supporting a wide range of mobile and connected devices.

Deloitte provided end-to-end digital and business transformation services including:

- Asset management strategy and roadmap
- Simplified and Integrated Solution Architecture
- Master data quality, governance and ISO14224 Alignment
- Agile DevOps based approach using Deloitte Methods, Tools and Accelerators
- Standardised and improved processes

This helped the client achieve:

- Improved resource management, maintenance scheduling, and mobile and geographic-enabled work execution
- Improved maintenance order processing and data quality
- Reduced project and turnaround costs
- Reduced downtime and maintenance cost
- Deep integration with integrity and safety platforms lowering overall organisational risks
- Improved user experience for more than 10,000 users
- Modern and future-ready business capabilities

3. Regional Government Authority – EAM Strategy and Transformation

A regional government authority's legacy finance, asset management and procure-to-pay system was approaching end-of-life. Employees were struggling with time-consuming, inconsistent, and manual processes

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as a result of poorly integrated systems with inconsistent or conflicting data. There were also different ways of working across government departments, resulting in a challenge managing performance of suppliers, contracts, assets, and employees.

Deloitte helped the authority implement S/4HANA Enterprise Asset Management, SAP Service and Asset Manager, SAP Resource Scheduling for maintenance planners, and Geographical Enablement Framework; with integrations to ESRI, Tranman, HighwayWorx. We designed consistent process based on industry best practices, introduced standard new ways of working and removal of siloed working practices across government departments. We also introduced mobile applications to support issuing of corrective and preventive maintenance via hand-held devices.

This enabled:

- Improved work scheduling, accountability, and visibility
- Process and policies embedded and enforced using technology
- Automated high-volume, transactional, and repetitive maintenance activities
- Greater use of mobile working and self-service by employees, residents, and businesses
- Improved user experience for 10,000 users
- Visibility and monitoring of maintenance work backlog
- Use of data and analytics to drive decision making and reporting
- Continuous landscape improvement using cloud-based technology and its release strategy

4. Leading UK Landowner – Finance and Property Transformation

A major UK landowner (£15bn portfolio) sought to modernise its finance and property functions, rationalising existing applications to meet evolving business needs and enhance commercial performance.

We provided strategic oversight and detailed design support, designing the Transformation Programme Office and developing the Initial Business Case. We defined the Target Operating Model (TOM) for core functions and conducted a comprehensive review of the data model and quality (particularly for property data), identifying critical data remediation activities.

Our work laid essential foundations for a significant, enterprise-wide transformation, establishing governance structures and data quality improvements crucial for future commercial success and operational efficiency.

5. Ministry of Municipal & Rural Affairs – Strategic Asset Management Transformation

A Ministry was seeking to improve its asset management capabilities given the large portfolio of owned land and building assets encompassing headquarters, municipalities and sub-municipalities owned holdings. Existing practices were ineffective, lacking added-value and prohibiting proper leveraging of owned assets to advance the government vision and strategy. The requirement was to set a strategic direction supported by an operating model, processes, implementation roadmap and other deliverables for the aim of enhancing strategic property portfolio management practices.

This initiative involved a comprehensive current state assessment and global benchmarking, which informed the strategic direction for land and building asset management. It included the development of a target operating model with a Centre of Excellence for portfolio reporting and data quality, alongside an implementation roadmap for future initiatives. Furthermore, it encompassed the creation of policies and procedures manuals to guide asset data collection, quality assurance, and data visualisation for decision-making.

A clear implementation roadmap was developed to prevent delays in executing identified initiatives. This was supported by a detailed operating model outlining the necessary operational layers, and the design of policies and procedures manuals specifically for a property management function, including its quality assurance capabilities.

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6. Ministry of Transport – Asset Management Department Establishment

A key element of the Ministry's vision for 2030 was to establish robust and sustainable asset management principles and capability across the country. The Ministry had established operations and maintenance general departments focusing on survey & assurance, operations & safety, and maintenance, but lacked a function to provide strategic planning across the asset portfolio. Deloitte assisted the Client with a comprehensive end-to-end programme to successfully design, test, resource and launch the new General Department of Asset Management (GDAM), with the necessary processes, tools, and capabilities.

This service encompassed a comprehensive current state assessment and global benchmarking of existing practices, alongside a review of asset data taxonomy and interoperability. It involved developing the strategy, policy, and design for a Target Operating Model (TOM) for a new General Department within Roads Operation & Maintenance, including organisational structures, job descriptions, and detailed policies and procedures. Furthermore, an integrated roadmap for TOM implementation was created, requirements for a new Infrastructure Asset Investment Planning system were captured and tested, and procurement support was provided. Finally, a shadow team of asset management specialists offered support and knowledge transfer to the newly onboarded team.

A new asset management department was successfully designed and launched, tasked with strategic planning to support the countries' 2030 vision. This included the successful implementation of an infrastructure asset investment planning system and the development and adoption of a performance framework (House of KPIs) to ensure organisational goal alignment. Launch risks were mitigated through the provision of an expert team for recruitment, onboarding, and knowledge transfer to the new GDAM team. The programme's success was further recognised by its shortlisting for the 2022 Teaming Award with the Institute of Asset Management (IAM).

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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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