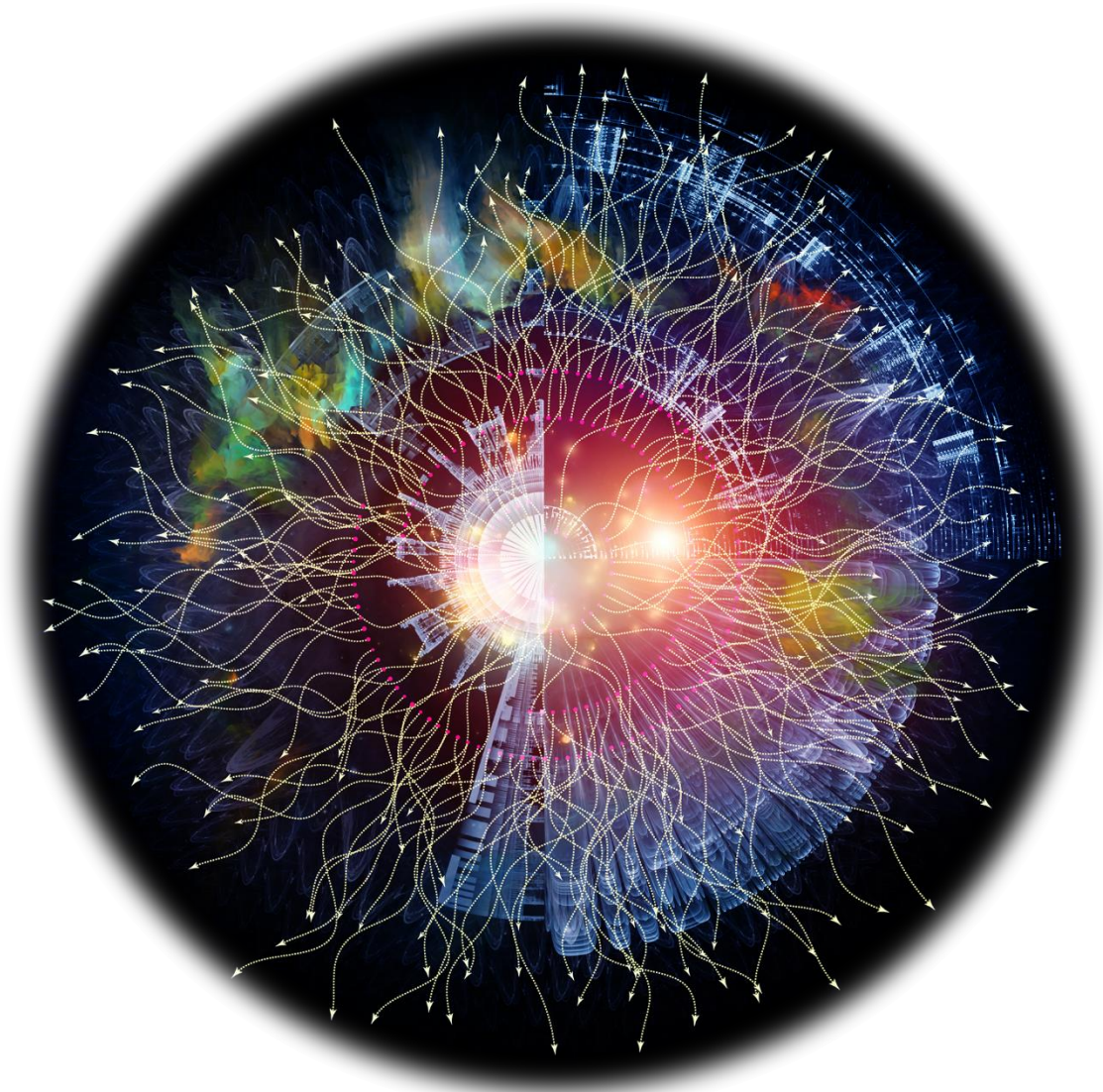




**CLM & ELM Cloud Technology
Specification and Selection
G-Cloud 15 Service Definition Document
January 2026**

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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.

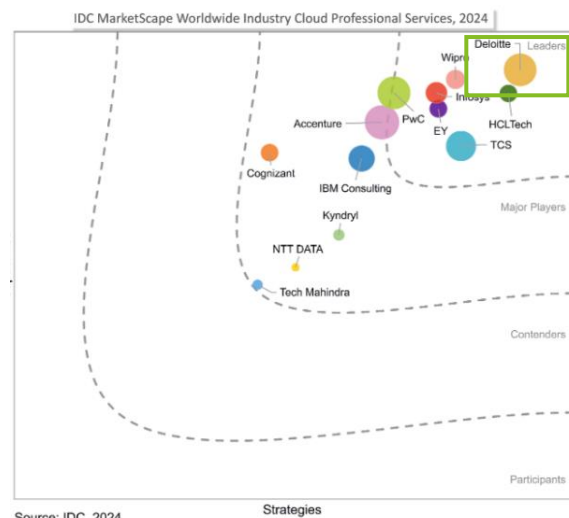


Gartner

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

We bring a unique set of experiences and skills to respond to our clients' needs with cloud technology platform specification and selection. Solutions available include contract lifecycle and legal entity management, matter and knowledge management, e-Discovery, and global risk & compliance. By choosing Deloitte, you are working with a partner who you can trust to not just be an IT delivery partner, but a reliable guide and adoption partner.

The technology available to the legal function includes "old school" solutions that make business-as-usual processes more efficient and accurate, and disruptive tooling that increases efficiency and adds value by changing the way legal services are rendered and by delivering insights across the organization. Until recently, the market has been characterized by the former. One example of the cloud's usefulness is its enablement of applications to be run efficiently on third party servers and connected to users' computers via the internet, removing the need for extensive in-house storage.

Solutions in use

In-house teams that are already taking advantage of technology typically deploy it as follows:



Entity management providing a single source of truth containing information about each group member including shareholders, directors and filing deadlines. Some tools also automatically execute corporate actions such as resolution drafting



End-to-end contract management enabling much of the workflow to be done outside the legal team, freeing up time, and including: automated creation from templates (using algorithms, not rules based systems), editing and version control, electronic signatures, review and analytics to extract specific contract clauses, identify gaps and produce insights, centralized document repository, management of obligations under the contract or license, and contract communication to visualize components of the contract



Matter management including collaboration and workflow management tools with real-time status reports and documents in one place, and tools for managing ongoing cases, enabling effective litigation management, budgeting and reporting



Knowledge management including statutes, precedents, court decisions, opinions obtained on behalf of the organization, and regulations applicable to the business. The best tools include search and analytics capabilities, and web scraping for changes to regulations



e-discovery tooling for due diligence exercises and the disclosure phase of litigation, also used for document review and analysis and data segmentation



Global Risk & Compliance (GRC) tooling combines components of knowledge management systems with matter management. Responsibility for GRC often sits outside Legal so this may fall outside the strict definition of legal technology.

Supporting you to overcome your challenges

Legal teams are interested and open to change with technology, but there are a variety of challenges that may need to be addressed. The process of assessing the best technology requires a blend of expertise from both within and outside the organization. If the decision is made to adopt technology solutions, using Cloud-based SaaS is typically the best option from a value for money perspective and it has the flexibility for expansion if beneficial, or to be turned off if not. However, data security and privacy can cause the GC's team to be cautious due to the impact of global regulations.

The extent of cloud technology enablement we expect within the legal function and, increasingly, digital transformation, will vary according to the level of regulation, size of the functions involved, and the industry involved. Large functions in highly regulated environments or those in the technology field are likely to use more technology than smaller, traditional functions facing fewer regulations.

Benefits

The introduction of technology to the legal function adds value to the entire organization and provides additional competitive advantage. The potential benefits are extensive, provided they reflect the strategy that the legal

function has developed to support the organization as a whole, and that the selection and implementation of the technology has been rigorous and effective.

The obvious benefits of technology for Legal and the business include, but extend beyond: better risk management, increased efficiency through lower cost and time saved, reduction in human error, and the avoidance of fines and penalties by meeting filing deadlines and license obligations. In the case of regulatory obligations, compliance is traceable, trackable, and auditable to demonstrate a robust compliance framework. Technology also frees up resources that can be applied to identify and manage the key legal risks, which is ultimately the core function of Legal.

3 Detailed Service Description

Our Perspective

The General Counsel (GC) is changing from a legal expert and risk mitigator to a business enabler. The best of this new breed of GCs are agile, on the ground, close to the business, and engaged up-front with their organization's design and technology teams, enabling them to advise on contentious issues relating to security or risks. The general consensus amongst GCs and their teams is that technology is going to transform the operation of in-house legal functions. Legal functions now appreciate the volume of under- or unexploited data under their control, and they understand that valuable insights can only be extracted through the use of technology, with particular attention given to cloud-based tools. Despite this recognition, the pace of adoption has been rather slow.

Cloud technology is only one component of the transformation of the legal function. Its effectiveness is dependent on the quality of Legal's operational strategy including the ways people and processes, as well as technology and data, will contribute to its achievement. GCs should hold off exploring the myriad of third-party cloud technology solutions available, until they have decided which of their problems they are trying to solve and whether technology is the best way to fix them. Then the questions of in-house technology, brought in for use on-premises or accessed as a service on the cloud can be addressed.

Over the next two to five years we expect to see a more extensive use of Cloud/SaaS solutions as concerns over privacy and security are allayed and because of the economics of buying technology in this way. Cloud has the additional attraction that all users get an immediate benefit as cognitive solutions improve in accuracy, and the rate of increase is faster because of the volumes handled compared to a single-enterprise, on-premises tool. A lot of research will be automated, intuitive document and knowledge management will expedite finding precedents, with the legal function spending less time on administrative tasks and more on strategic advice that adds significant business value. This presents exciting opportunities for GCs and their teams.

Our services, outputs and their benefits

Digital transformation is more than just implementing the newest cloud technology. Digital transformation can mean different things to different people. At its most holistic digital transformation reimagines the modern legal department as one that embraces new, cloud-leveraging, technology-enabled delivery and interaction models, comprises digitally fluent, forward-thinking staff, and adopts operational excellence principles to ensure continuous improvement.

Standardised and automated triage and workflows

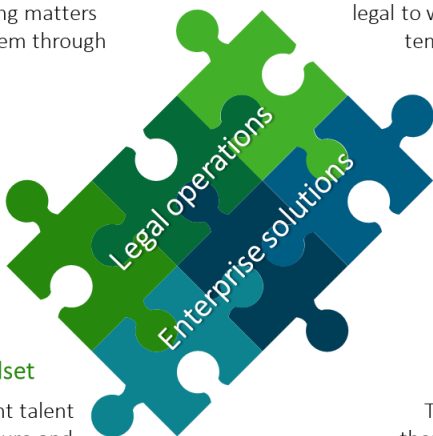
Structured and consolidated matter intake captures salient matter data at the point of inception, categorising matters with associated automated workflow flowing them through their lifecycle.

Data driven decision making

Defined data capture strategy with associated information governance framework to ensure the right data is being collected at the right time to report on those things that matter the most.

Digital talent and continuous learning mindset

Attracting, nurturing, and retaining digitally fluent talent is incorporated into the department's infrastructure and talent management processes, and a culture of growth and innovation is fostered to enable talent to thrive.



Unified contract management with seamless interaction

Single end-to-end contracting platforms enable business and legal to work seamlessly with one another, with risk controlled templates for business self-service and legal only getting involved where it matters most.

Collaboration toolsets and platforms

Communication is centralized in one place on user-friendly and collaborative platforms, enabling the business and legal to reduce email traffic, whilst at the same time keeping an audit history of correspondence.

Empowered self-service

The business is enabled to quickly and efficiently serve themselves in a risk-considered way, by accessing easy to use, centralised resources and up to date resources.

Legal technology tooling has wide coverage across the modern legal department. Solutions range from department-wide focused technologies down through practice area-specific options, with numerous opportunities to take advantage of cloud-based or cloud-enabled technology solutions throughout.

Spotlight on | The Legal Technology Landscape

The legal tech landscape is vast and continues to expand with AI-native and genAI tools. Successfully navigating the market and selecting the right tool suite is key to success

Triage & Self-service – intake and allocation

- Structured tools for ingesting legal requests with embedded self-service resources and materials

servicenow | teneo | PLEXUS | automic | MITRATECH

Matter & Case Management – workflow and storing

- Matter and case management tools with automated workflow functionality, collaboration, and real-time status reports and documents in one unified place

HighQ | MITRATECH | onit | Wolters Kluwer | LAW360

Document Management – storing documents and emails

- Provides built-in organisation system for document storage, including tagging, emails linking, case files, client matters, key templates and learnings, with versioning and audit trails

Manage | Wordox | Laserfiche | netdocuments | Filevine

Document Review – identification, collection, processing and hosting documents and emails for review

- Document identification, collection, processing and hosting for review, incl. de-duplication, OCR, indexing, analytics, metadata extraction, NLP and Machine Learning to streamline review and reduce cost.

Brainspace | Relativity | nuix | opentext

Contract Management – contract creation and amendment

- Software that manages the end-to-end contract lifecycle including document assembly, negotiation, execution, and storage, as well as renewal and obligations mgmt. Also enables business self-service

icertis | Agiloft | Ironclad | DocuSign | sirion | Thomson Reuters

Spend Management – instruction through to invoicing

- Helps to control spend with third parties incl. competitive bidding, spend tracking, automated invoice and billing review.

THOMSON REUTERS | BusyLamp | PER SUIT | brightflag

AI-native and GenAI tools – general purpose or point solutions

- General-purpose AI offers broad legal research, drafting, and analysis capabilities, while point solutions target specific tasks like contract review or eDiscovery

LEGORA | Spellbook | Harvey. | CoCounsel | Thomson Reuters

IP Management – end-to-end strategic IP lifecycle management

- Software tools for asset management, FTO searching, patent data searching, landscaping as well as patent and trademark prosecution

ANALYTICA | Questel | Clarivate Analytics | CPA GLOBAL | IPfolio



When deployed with a well-defined vision, technology can transform key activities. Below are some example case studies showing where legal technology has aligned a key process to a clear and desirable vision.

	What they did	Benefits
	Triage and self-service - A S&P 100 media and entertainment conglomerate introduced a universal enterprise wide portal through which all legal requests were received. - The portal housed a Wiki, FAQs, and basic templates amongst other self-help materials which users were guided to dependent on their query. - Requests were submitted via a structured form capturing key metadata with automated workflows to route matters to the right groups of individuals.	- Basic and routine queries into legal were reduced, enabling lawyers to focus on higher-quality, higher-value work. - The front door centralised queries and their associated correspondence, with automated triage reducing manual allocation. - Structured query level metadata enabled the department to track, and monitor and report on the types and volumes of queries received.
	Knowledge management - An S&P 100 multinational technology company struggled with their knowledge management portfolio, which was slow to access, inaccurate, and inconsistent. - The performed a knowledge rationalisation process, transitioning knowledge onto a new KM platform. - Functionality included powerful in-document searching of multiple sources, parsing not just internal documents but from various legal databases and web sources.	- Developed a manageable, single source of truth which was easily locatable and which contained version control and audit history. - Reduced turnaround time to meet compliance and other deadlines. - Drove satisfaction by improving the user experience, creating shorter, more effective interactions.
	Contract management - A Legal team in a life sciences company was not to scale, technology was engineer focused and intake was a challenge. In some cases, contracting was taking 6 months for basic deals. - Modified existing CLM with new “self-service” portal. - Rationalized and simplified templates for key agreements. - Optimised processes to reduce manual handoffs/interventions. - Created internal shared service team to support intake and low risk contracting.	- Radically reduced contracting time from 6 months to 45 days. - The change in model enabled much faster time to clinical trial, which in turn enabled faster time to commercialization. - The overall ‘cost-to-serve’ for contracting activity reduced significantly. - Overall “business satisfaction” doubled.

Our approach

Deloitte applies a whole lifecycle of activities and approaches so that we create, transition into, and continue to deliver a service that exceeds the expectations of our client. We will work with you to define the various opportunities for integrating proven cloud technology into your function's transition design and methodology, providing an effective and efficient IT-aligned service roadmap.

Service Strategy

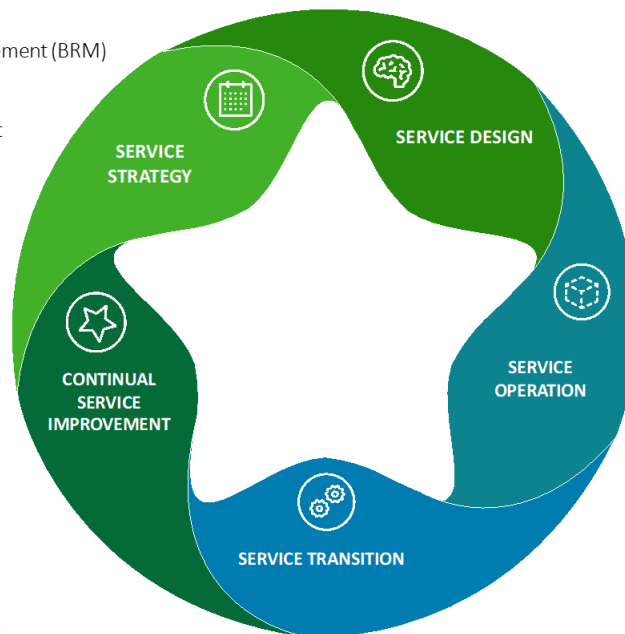
- Business Relationship Management (BRM)
- Governance Model
- Demand Management
- Service Portfolio Management
- Financial Management
- Strategy Management

Continual Service Improvement

- Service Review
- Process Evaluation
- Quality Management
- CSI Initiative Review
- 'New' CSI Initiative Evolution

Service Transition

- Change Management
- Change Evaluation
- IT Project Management
- Knowledge Management
- Release and Deployment
- Service Validation and Testing
- Service Asset and Configuration Management



Service Design

- Design Coordination
- Service Catalogue Management
- Risk Management
- Compliance Management
- Service Level Management
- Capacity Management
- Availability Management
- IT Service Continuity Management (ITSCM)
- Information Security Management
- Supplier Management
- Architecture Management

Service Operation

- Event Management
- Incident Management
- Request Fulfilment
- Access Management
- Problem Management
- IT Operations
- Service Management
- Service Desk
- Application Management
- Technical Management

The specification and selection of the right cloud technology follows a tailor-made process. Deloitte's teams focus on assessing the current environment and then create optimized target cloud-oriented operating models across the full enterprise and contracting lifecycles, diving not only into the legal function, but all of the business operations across an organization. We assess current use of tools and processes, define cloud technology requirements, complete vendor assessment & support selection, and further design, transform, simplify, and select/implement/optimize cloud technology tools throughout the organisation's processes and lifecycles – finding ROI at every step.

Inputs, your contribution and key success factors

As an enabling planning stage of a larger holistic transformation methodology, cloud technology specification and selection involves performance of the following services to build a secure foundation to move forward from:

- Interview relevant stakeholders to understand current processes and technology requirements.
- Validate existing tools and technology and need for any integrations.
- Hold workshops to finalise the cloud-oriented tool requirements.
- Perform a market scan to shortlist vendors that best meet requirements.
- Assist in writing requirements to send to the vendors to provide pricing and confirmation of required functionality. This includes:
 - Licensing requirements.
 - Functionality requirements.

- Integration requirements.
- Non-functional requirement (e.g. number of users, number of templates, volume of contracts, language requirements).
- Write demo scripts for vendors to demo their cloud tools.
- Organise demos for the different cloud tools.
- Perform comparison of shortlisted vendors including highlighting differences in cost and capabilities.

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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