



## Contract Analytics of Cloud Service Providers

### 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, Microsoft<sup>1</sup>, 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.

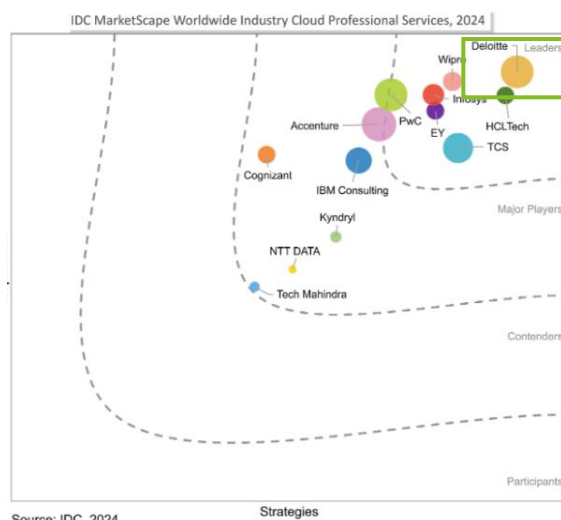


Gartner

**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](#)



<sup>1</sup> 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

With increasingly dependency on third party suppliers to deliver Cloud strategies, governance and assurance of these third parties suppliers is becoming more challenging. Contract analytics service enable the successful contract discovery, extraction and analysis. Deloitte's technology approach accelerates the process for reviewing your contracts and extracting the relevant information.

### Service features

- Automated third party supplier's cloud contract discovery.
- Centralise cloud contractual document in a repository.
- Digitise third party cloud providers contractual documents.
- Extract and analyse relevant third party cloud contractual terms.
- Generate new or amended cloud contract documentation (if needed).
- Facilitate negotiations of relevant cloud contracts document online.
- Contract document dissemination to contracting parties for review and execution.

### Service benefits

- Reduces cost, effort and time of contract gathering and extraction.
- Improves quality and consistent of contract gathering and extraction.
- Enhances visibility of contractual right and improves governance of suppliers.
- Reduce impact associated with cloud provider supplier failures
- Strengthen third party supplier governance and assurance
- Predict potential supplier failures or contractual breaches

### 3 Detailed Service Description

Whether you need to implement data centre exit or cloud migration, gather data from your documents, understand your contract portfolio and/or manage your contractual obligations, **you will need to extract and analyse key data** from your contracts or other documents.

**Contract extraction and analysis tooling accelerates the process** for reviewing your contracts and extracting the relevant information you need for your business needs, **provided it is deployed by a human production line that can be scaled up or down and supported by the right subject matter expertise.**



#### Our proposed Approach:

##### Phase One: Data point definition, planning and mobilisation:

- We will work with to understand Cloud Migration Plans, relevant contract portfolio and other cloud migration requirements as well as software requirements in order to determine the data points required and most appropriate contract extraction tool
- Deloitte will train an Artificial Intelligence (“AI”) based contract technology using a sample of contracts, with the machine learning then expanded across the full contract population.

##### Phase Two: Data extraction and data quality validation:

The **overall extraction process** consisted of two key steps:

- Natural Language Processing (“NLP”) data extraction: The NLP based contract extraction tool extracts data for each data point; and
- First level review: Human contract reviewers verify that the initial extract of data by the AI based contract technology to identify problem areas and amend if required.

The **data quality assurance process** involves importing the data output from the contract extraction tool into a customised, automated tool which identified inconsistencies in the data and prioritised findings into 3 categories: high, medium and low priority. The priority level determined the level of QA required and where queries needed to be raised with the client in respect of potentially missing data / contracts.

## Outcome:

The final output is an **extract of all data that could be impact the DC Exit and Cloud Migration**; and the **detailed QA check each contract went through for audit trail purposes**. In addition, we will provide a **merged pack of contractual documents that could be uploaded back into the client's contract management system**.

Deloitte has extensive experience deploying contract technology and analytics solutions for clients across numerous sectors. We have provided some recent examples below.

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| <p><b>Tier 1 European Bank: Brexit Contract Continuity</b></p> <p><b>AI-based contract review and remediation</b><br/> <b>Project Background:</b><br/>           Brexit Readiness to ensure Bank would ensure continuity of trade</p> <p><b>Client Challenge:</b> Review <b>18,000 contracts in multiple languages</b> to:</p> <ul style="list-style-type: none"> <li>Identify potentially impacted contracts that had indicators of financial passporting restrictions which may prevent the bank from moving the place of performance of services from London post-Brexit</li> <li>Identify and perform remediation activities</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We recently used Contract extraction technology to rapidly extract key contractual terms that could include financial passporting restrictions. We then used automated analytics to categorise documents based on the indicators of financial passporting restrictions in order to identify contracts with potential financial passporting restrictions for further legal review.</p> <p><b>Client Outcome:</b><br/>           The final output was a list of all contracts that were identified as contracts that had potential financial passporting restrictions in place and that could require repapering.</p>  | <p><b>Global Pharmaceutical Company: Contractual Obligations Management</b></p> <p><b>AI-based contract review</b><br/> <b>Client Challenge:</b><br/>           Contractual Obligations Management with focus on Third Party Anti-Bribery and Corruption obligations including:</p> <ul style="list-style-type: none"> <li>Contractual obligations management and Contractual improvements</li> <li>Identify focus areas for third party compliance</li> <li>Understand third party contractual obligations in order to assess third party compliance against contract</li> <li>Identify gaps in contractual terms or opportunities to improve / strengthen contractual terms</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We led a global programme of third-party contract compliance inspections for our client. We are regularly using Contract Extraction Technology on our client's third party (e.g. distributor, supplier) contracts in order to extract and analyse key terms from its contracts in order to understand contractual obligations, to assess third party compliance with contractual obligations and to identify gaps or opportunities to improve / strengthen contractual terms.</p> <p><b>Client Outcome:</b><br/>           The use of Contract Technology means the time to review these contracts has been halved compared to a manual (human only) review of the contracts; improved the quality of the contractual review and allowed better focus on the contract compliance and remediation activities.</p>  | <p><b>Major UK Retailer: Contract Extraction for new Coupa CLMa Implementation</b></p> <p><b>AI-based contract data extraction, standardisation and transformation</b><br/> <b>Client Challenge:</b><br/>           The client was implementing Coupa CLMa and needed <b>12,000 contracts</b> migrated into Coupa CLMa and engaged Deloitte to:</p> <ul style="list-style-type: none"> <li>Facilitate the definition of 60 contract attributes;</li> <li>Extract contract metadata from 12,000 contracts;</li> <li>Standardise and transform the data into the CLM system format including review of contract terms to provide rapid insights to the users; and</li> <li>Import the contract metadata and contract documents into CLMa.</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We used Contract extraction technology to rapidly extract key contractual terms from the contracts and analytics coupled with intelligent human intervention to review contract terms to create contract metadata that would be stored in the Coupa CLMa system to provide users with rapid insights on the contracts. The contract metadata and associated contract documents were then imported into the CLMa system.</p> <p><b>Client Outcome:</b><br/>           The final output was contract metadata in pure and transformed form imported into the Coupa CLMa system to support the client with its BAU activities. <b>We are currently delivering a managed service migrating third party paper contracts on an ongoing basis.</b></p>                                                                                                                                                                                                   |
| <p><b>Global Media Company: Separation of Business</b></p> <p><b>AI-based contract review</b><br/> <b>Project Background:</b><br/>           Separation of business and transfer of part of business to another legal entity</p> <p><b>Client Challenge:</b> Rapidly review <b>200 contracts</b> to:</p> <ul style="list-style-type: none"> <li>Identify high priority contracts</li> <li>Identify remediation activities for transition of supplier contracts</li> <li>Identify any opportunities for cost optimisation</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We used Contract Technology to rapidly review a client's contracts in order to extract and analyse key terms from its contracts in order to identify high priority contracts, determine remediation activities that were required as part of the business separation as well as identifying opportunities for cost optimisation.</p> <p><b>Client Outcome:</b><br/>           The use of Contract Technology meant the time and effort to review these contracts was halved compared to a manual (human only) review of the contracts.</p>                                                                                                                                                                                   | <p><b>Global Pharmaceutical Company: Contractual Global Contracting Services</b></p> <p><b>AI-based contract review &amp; contract optimisation</b><br/> <b>Client Challenge:</b><br/>           Launch programme to transform Third Party Contracting with aim to:</p> <ul style="list-style-type: none"> <li>Improve contracting cycle times</li> <li>Improve business experience and agility for contracting</li> <li>Free up resources through automation and efficiency</li> <li>Improve risk identification and management</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We reviewed <b>500 contracts</b> using technology, identifying frequently used clauses and identifying most commonly conceded points including statistics on frequency and consistency. Utilising this data we were able to quickly and efficiently collect pertinent trends in the utilisation of the contractual clauses and identify pressure points in negotiation and drafting. In addition key concepts were "tagged" using technology, supporting client integration with Contract Lifecycle Management Tools.</p> <p><b>Client Outcome:</b><br/>           The final output was revised templates, playbooks and clause libraries for the suite of client contracts, with revised contractual clauses derived from verified data and leading to an enabling the business and greater efficiency in the contracting process.</p>                                                                                                                         | <p><b>Global Telecoms: IFRS 16 Transition/Lease system data creation/Contract vs Template Clause Review</b></p> <p><b>AI-based data extraction/contract review</b><br/> <b>Client Background:</b><br/>           Preparation for IFRS 16 Lease Transition and Right to Renew Contract vs Template Review</p> <p><b>Client Challenge:</b></p> <ul style="list-style-type: none"> <li>Digitise, consolidate and link documents</li> <li>Extract <b>100 data points from 30,000 documents</b> to migrate data into Lease management system</li> <li>Compare actual contract clauses for <b>3,000 contracts</b> for right to renew provisions and compare to template contract clauses to identify deviations that could cause future issues with renewals and require remediation</li> </ul> <p><b>Technology-enabled Approach:</b><br/>           We extracted data points for each of the client's 20,000 leased assets covering 5 countries and in several languages using technology. As part of this process, documents were digitised, merged to create a consolidated document for each leased with using a unique naming convention to create a centralised repository. Follow on work was performed on 3,000 contracts for this client to extract specific clauses to obtain a better understanding of contractual rights for renewals and which terms deviated from their standard contract templates.</p> <p><b>Client Outcome:</b><br/>           The final output was an extract of all data for its lease management system. In addition, we provided a merged pack of contractual documents per leased asset for the client's contract repository. Insights into right to renew clauses and deviations from templates were then provided.</p>  |

## 4 Contact Details

Please send your requirement to [publicsectorbidteam@deloitte.co.uk](mailto: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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