



**CLM & ELM for Cloud - Strategy,
Consultancy and Managed Service**
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

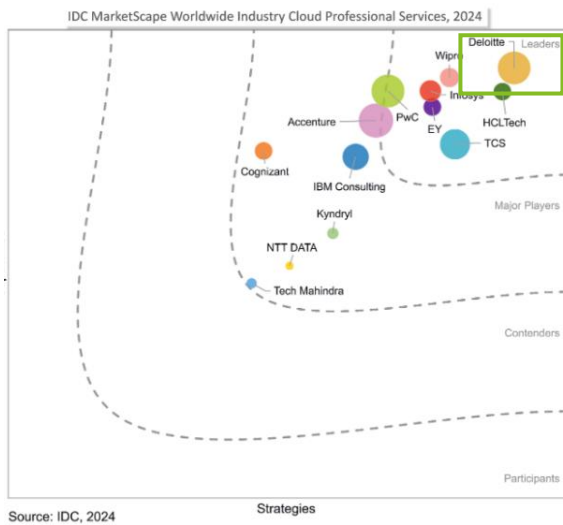
Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of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



Gartner: 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.

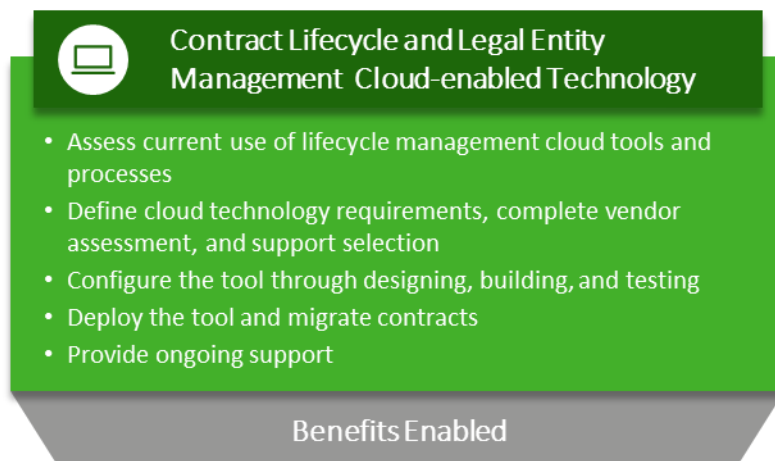
Find out more here

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 and Benefits

Our team encompasses the full contracting lifecycle and touches not only Legal, but all of the business operations across an organisation. We select, implement, and optimise cloud-enabled technology throughout the lifecycle – finding ROI at every step.



-  **Reduce value erosion** from contracts through enhanced management of obligations, performance and enforcement of discounts and other benefits
-  **Improve speed to value** with reduction in cycle times by optimising templates and increasing automation and business self-service
-  **Reduce risk exposure** through increased use of approved language, visibility of contracts & ongoing obligations management
-  **Enhance governance** through the enforcement of required approval & review processes
-  **Improve resource efficiency** through automation and streamlining of processes and contracts

Supporting you to overcome your challenges

Our team is best placed to be your cloud-based tool configuration and implementation partner. We bring a unique set of experiences and skills to support our clients with contracting and legal technology transformation, including implementation of cloud platforms. Our multi-disciplinary team consists of members with legal, buy-side, sell-side, IT and risk management expertise. By choosing Deloitte, you are working with a partner who you can trust to not just be an IT delivery partner, but a true configuration and implementation partner. We are also equipped to provide the full end to end CLM function including a managed service, or managed tech service.

3 Detailed Service Description

Our perspective

People often conflate contract lifecycle management or legal entity management technology with full operation model review and optimisation. The technology here has never been better and the use cases and innovations in cloud-based or cloud-enabled platforms are piling up. But the real business case victories actually come, more often than not, from when an organisation simplifies its processes, connects the legal function to the business, gets the right type of resourcing around it, and then implements the technology as an enabler. There is value in every piece of the operate model approach, but, put together with technology, it creates something of value for the whole organisation.



Cloud based CLM (contract lifecycle management) and ELM (enterprise legal management) technology is here as the next enterprise-oriented system that every company needs alongside their CRM, ERP and procurement or supply chain tools. The value is immense, but the pitfalls are real. Different tools have different strengths and applications. If you don't pose the right questions ahead of time when configuring your cloud technology, there is a significant risk that you'll end up with a disappointing implementation. Deloitte has experience of working closely with all of the leading cloud technology vendors in the marketplace. We can offer our clients end-to-end support from initial business case development and tool selection to designing, configuring, testing and implementing the chosen cloud technology.

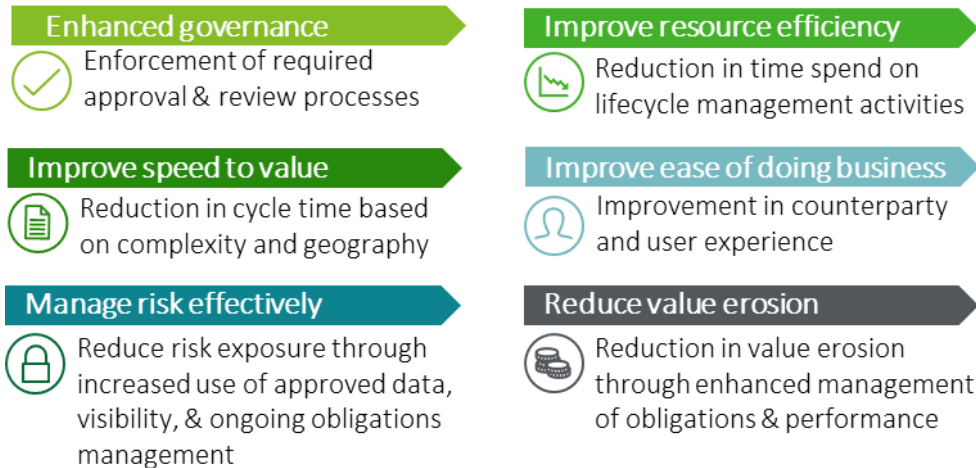
Our services, outputs and their benefits

Configuring and implementing a Cloud solution requires thoughtful selection and specification to be a key precedent step, especially where data involved is time-bound or broadly interacted with.

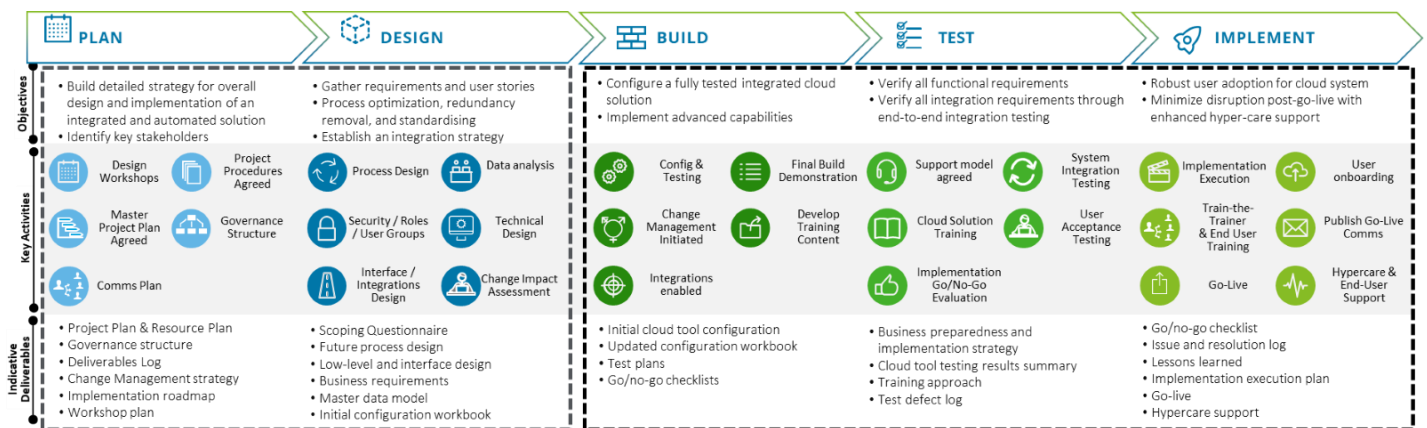
We utilise a "Hybrid Agile" approach which combines an Agile approach for the plan, design, and build phases, with a traditional Waterfall approach for the test and implement phases. Our core CLM implementation across each wave will be delivered using this methodology given the nature of the CLM solutions. Ensuring the tool is configured to receive all additional or ancillary data is migrated is key to ensuring nothing is left behind during implementation, whilst the migration is an opportunity to extract and cleanse any additional metadata. This is co-developed, co-configured and can be adopted by the client, or run as a managed operate service by Deloitte.

Our services are badged as configure and implement. Many organisations purely configure and then wonder why the adoption of the services are so low. We know from our experience that there are many pitfalls with implementing new contract and legal tech systems. The diverse number of stakeholders who have a vested interest in the roll-out provide a huge range of business requirements. These business requirements are often non-concordant, requiring detailed and rigorous prioritisation to enable the system to operate effectively.

Benefits enabled by Cloud tool functionality



Our approach



Inputs, your contribution and key success factors

Configuration

Focus area	Deloitte activity	Deliverable / Output	Dependencies	Client responsibilities
User groups / permissions	Configure user groups / permissions	User groups configured in cloud tool	Receipt of completed list of user groups and associated permissions design	- Identify user groups - Attend workshops
Load data	Load data	Data housed in cloud tool	Receipt of up-to-date data ready for upload	- Provide taxonomy - Provide final data ready for upload
Data request form	Configure generic data request form	Data request form configured in cloud tool	Receipt of BRD outlining optimized generic contract request questionnaire design	- Provide request form - Attend workshops
Workflow automation	Workflow automation	Workflows configured in cloud tool	Receipt of completed BRD detailing workflow	- Attend workshops - Review and verify workflows for

			design including triggers and processes	accuracy
Dashboards	Configure basic information management dashboards	Basic dashboards configured in cloud tool	Receipt of completed BRD outlining dashboard design requirements	- Attend workshops - Review and verify dashboarding requirements
Internal testing	Perform series of internal tests to verify the configuration against agreed criteria	Completed test report; stable functionality working in line with requirements	Completion of configuration of all elements above for internal testing	N/A
User Acceptance Testing (UAT)	UAT suggested amendments logged and key changes processed	- Completed test report - Client sign-off to go live	- Completion of internal testing - Participation by UAT resources	- Provide resources - Provide sign-off for go-live

Implementation and Managed Service

Focus area	Deloitte activity	Deliverable / Output	Dependencies	Client responsibilities
Identify in-scope contracts	Identify in-scope data	Central data tracking document outlining in-scope data by	Identify in-scope contracts	Identify in-scope data
Develop / update implementation plan	Update implementation plan developed during configuration	Updated implementation plan document and detailed schedule of implementation tasks	Inputs from wider project stakeholders	Contribute to and stress-test implementation plan
Contract extraction	Extract data from legacy system	Full extract of data and metadata	Dependency on other teams to provide extract	Liaise with relevant IT teams to arrange extract
Test for completeness /accuracy	Test data for completeness and accuracy	Extract is complete and accurate	Availability of client resources	Support completeness / accuracy testing
AI metadata extraction & cleanup	AI metadata extraction	CSV file detailing the extracted metadata	- Defined set of key metadata fields required - Complete and accurate extract provided	Review and verify outputs for accuracy and quality
Implementation	- Develop bulk load template - Upload contracts and metadata into cloud tool	Located data successfully migrated with searchable metadata in new cloud tool	N/A	N/A
Quality assurance	Perform QA on upload into new cloud tool	Data tested for successful implementation	N/A	Support final testing

A key determinant of success is to simplify and standardise the workflow processes, delegations of authorities, approvals and most importantly the contract templates themselves. To ensure we continue to provide our clients with value for money, we will structure our team to deliver the Cloud solution's configuration and implementation in the most advantageous way possible; onshore teams working closely with you to capture requirements, and offshore teams performing configuration at a cost competitive price. Our approach covers each of these areas, delivering a successful, usable system.

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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