



Electronic Communications Analytics (AI-powered)

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

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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

Deloitte's cloud-based electronic communications analytics platform, **Deloitte NavigAite**, has powerful analytics and searching capabilities allowing you to identify, review and visualise relevant communications quickly and efficiently. The platform enables you to process all forms of electronic communications across audio, video and written formats (email, text message, chat) with built-in transcription and visualisation capabilities.

Further, it is highly customisable, allowing you to build your own workflows and reports, whilst also providing machine learning toolsets that can be continually improved over time to help reduce the number of false positives and help to focus on the most critical content.

Deloitte NavigAite provides Generative AI and chatbot functionalities that allow quick and accurate interrogation of data to identify potential conduct issues. Our cloud-based technology has a proven track record of assisting compliance and audit teams, lawyers and paralegals, data protection and privacy professionals, employment and human resource teams, and IT and security professionals.

Efficient communications analytics is managed through automated data ingestion, processing and filtering to generate easily digestible reports outlining suggested areas of focus for compliance and legal teams. The solution alerts the user to communications found to be breaching misconduct rules or risk-based thresholds. The application allows for the ingestion of all forms of communication including email, chat, and audio-visual data. Results are generated as the data is ingested, flagging the highest risk content for further review.

Features

- Deloitte NavigAite provides a set of prompts out-of-the-box to identify conduct related issues within an organisation, examples include but are not limited to, collusion, code of conduct, gifts and entertainment and insider information.
- Generative AI and Machine Learning is fully integrated into the process to minimise false positives and help detect suspicious activities.
- As decisions are made to the relevancy of documents, analytics engines are able to iteratively adjust and learns to leverage all information to score and prioritise the most relevant alerts.
- Integration of emails, chat, and audio communications in one platform.
- Automated language identification to send documents to the appropriate reviewer.
- Supports over 1,000 file types and allows ingestion of files from a range of different data sources.
- Integrated transcription to convert speech-to-text.
- Advanced audio processing including speaker separation and sentiment analysis.
- Integrated translation engine to translate from multiple languages to and from English.
- Bespoke rules can be created using customised code to perform non-standard functionality.
- Fully customisable dashboarding allowing for different client departments to view appropriate information.
- Eliminate duplicate content with near duplicate identification and email threading.
- Prevents alerts on signature and disclaimers using repeated content filtering.
- Use keyword expansion (stemming and wildcard), clustering, and data visualisation to optimise searching.
- Fully automated reporting with e-mail and file format customisation.
- Keyword term highlighting and pre-defined workflows.
- Metadata filtering to block spam and other unnecessary content.
- Video playback alongside transcription for review of virtual meetings.
- Risk ranking of key words to allow the prioritising of alerts.

3 Detailed Service Description

Deloitte NavigAite allows for the data collection, processing, analytics, Gen AI investigation and machine learning, review and production/reporting of electronic communications and data. Our approach is to support your requirements in each of these steps to deliver a bespoke service and ensure we help maximise the benefits that you can gain through the intelligent use of our technology. Our team is highly experienced in delivering a customised solution that will help mitigate risks, create efficiencies and drive cost reduction.

Key highlights to demonstrate our approach are detailed below.

Our technology

Deloitte NavigAite (private and public cloud)

Deloitte NavigAite is an advanced communications analytics application that allows you to ingest all forms of communication – including email, chat, and audio – at speed across scaled data volumes. Leveraging the power of Generative AI and machine learning, the solution flags the highest risk content for further review. This helps detect and act on suspicious activity, whether that involves corporate abuse of positions of power, sexual harassment, discrimination and bullying in the workplace, unethical sales practices or misleading representation of product benefits, or other misconduct.

Deloitte Audio Discovery – Transcription (private and public cloud)

Audio Discovery brings an enhanced capability to the platform Deloitte NavigAite by complementing transcription with behaviour and sentiment analysis. Allowing for the capture of the context of an audio-video file by analysing language and behaviour, including speech rate, hesitation and pauses. Audio Discovery harnesses the power of Machine Learning (ML) to predict sentiment rather than only relying on keyword searching.

Each audio-video file is supplemented by a confidence prediction allowing for a level of assurance in the accuracy of each output, whilst also being faster, cheaper, and providing a more accurate analysis of calls.

Our approach

Early communications assessment

Early case assessment is an important step in helping drive efficiency in the processes, reducing the number of false positive alerts and focusing on the most important content, together reducing risk and cost whilst increasing efficiency. Understanding your data landscape in the early stages of a project can inform your strategy for managing aspects of the data ingestion, processing, analytics, policies and alerts workflows and review.

Communications assessments provide the user with important information that will determine how relevant and non-relevant electronic communications are propagated through the automated workflow. Additionally, they will provide information on how to effectively leverage policies and Generative AI and machine learning toolsets to identify key content, build workflows and rules to generate and manage alerts, and manage the review and potential remediation of true positive alerts.

Below are some early communications assessment approaches that are routinely employed to make review cost effective:

- **Date Ranging:** to support fast and effective timelines, all data can be provided, and we can process data that's within scope or by custodian. This allows internal IT teams to provide data in a fast-efficient manner.
- **Gap Analysis:** we support the analysis of data against timelines where data may have been corrupted, missing or not available. Ensuring data completeness and accuracy.
- **Metadata Normalisation:** we support the extraction and normalisation of non-aligned metadata. An example of this is within audio platforms where metadata and audio data can be stored separately. Using metadata normalisation, we can perform call matching to identify call associations with the correct metadata.
- **Risk Ranking:** we can attach a risk ranking criteria to each individual keyword or policy allowing for the prioritisation of the highest risk communications.
- **Ethical Walls:** the creation of segregated teams or users that communications should not be distributed between.
- **Targeting documents:** search results are turned into a visual map or wheel. Where a user can quickly identify hot documents and store focused maps of narrowed populations for visual reference and audit trail.
- **Concept clustering:** the clustering engine dynamically organises content into relevant, related clusters. You can interact with the tool by defining what is most important and can modify or remove words to exclude irrelevant results. Search results are clustered, named, and visually navigable.
- **Form searching and keyword searching:** search using metadata fields, such as custodian or date, returning a list of documents that will be clustered together based on concepts.
- **Textual near duplicate:** near duplication technology automatically detects near duplicates and groups them together, enhancing review efficiency.
- **Search term analysis:** review a search hit report to examine the effectiveness of any keyword search term. Identify potential opportunities to refine search terms for purpose narrowing the review population.
- **File type analysis:** identify file types not captured during extraction (e.g., within archives) that may not be responsive to the project or may require a special workflow for efficient review.
- **Domain name analysis (Whitelist):** identify all email domains and the frequency with which they occur in the collected population so that emails with non-relevant domains can be removed prior to review.

Technology Review Accelerators

Complementary to the early communications assessment approaches, deployment of further technology applications, where appropriate, can bring both time and cost efficiencies.

- **Generative AI:** Generative AI capabilities utilising the Deloitte NavigAite platform integrated into our communications analytics service which utilises the latest GenAI technology to drive significant time, cost and risk savings for our clients when reviewing documents or text-based files
- **Active Learning:** An automated predictive coding process tool. As reviewers apply tagging to documents, the model takes these coding decisions, applies the "learning" to other documents within the workflow, and pushes documents into the review queue based on how they compare to the manually reviewed documents.

In other words, it can be applied to prioritise the review population by a predicted relevance score, calculated through machine learning.

- **Email threading:** A solution that can group emails from the same thread. This provides the ability to select only the most inclusive versions of emails for review.
- **Automated redaction:** A number of tools to assist with the redaction process including (1) a solution that automates the identification and application of redactions by leveraging both standard search terms and regular expressions, (2) a redaction propagation tool that can replicate the redactions across its duplicate documents, and (3) facilitating the redaction of Excel spreadsheets.
- **Automated translation:** An automated translation solution that can perform on-the-fly machine translations. The application can be applied to a single document, or across a larger population.

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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