



AI-Enabled Records Management & Case Management for Modern Policing

G-Cloud 15 Service Definition Document

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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**.



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](#)



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 is a market leader in delivering digital transformation across policing, with extensive experience in implementing cutting-edge technologies such as Artificial Intelligence (AI), Agentic Automation, low-code platforms, Records management solutions and Case management solutions. As a trusted partner to policing, we have supported national programmes and local forces with proven use cases in areas such as intelligence, vetting, firearms licensing, digital forensics, and public contact. Our expertise enables us to deliver tailored solutions that address the unique challenges of modern policing, driving productivity, innovation and operational excellence.

Our AI-enabled Records management & Case management solutions are developed in close partnership with Appian and are purpose-built to meet the evolving needs of policing organisations. They can be deployed in cloud-hosted environments (such as AWS), client-managed cloud, or on-premise infrastructure, and they are designed to adhere to standards such as NCSC and PALZ. By leveraging Appian's low-code platform, our solutions enable rapid adaptability to evolving policing needs, changes in law, policy or standards, and emerging challenges. The solutions empower policing organisations to reimagine work, delivering productivity improvements through AI and Agentic Automation, reducing administrative burdens, and enabling officers to focus on frontline policing duties. This drives better policing outcomes, including proactive crime tackling, efficient offender prosecution, and enhanced victim protection.

Furthermore, our comprehensive managed services drive continuous improvement. This includes live environment monitoring, performance optimisation, and robust governance across regulatory, legal, compliance, and cyber considerations, which ensures the delivery of ethical, secure, and future-ready Records & Case management solutions.

Key features of our Records Management System & Case management solutions include:

- **Low-code, flexible, and future-proof:** Built on Appian's low-code platform, our solutions are designed to rapidly adapt to evolving policing needs and to changes in laws, policies and standards.
- **User-friendly, intuitive, and customisable:** Intuitive interface, streamlined workflows, mobile-first capabilities, personalised dashboards, and customisable to meet the needs of individual forces.
- **Adaptable and secure deployment:** Deployable anywhere, whether on cloud-hosted environments (AWS), client-managed cloud, or on-premise infrastructure, and securely, adhering to NCSC and PALZ standards.
- **Ongoing service management and continuous improvement:** Comprehensive managed services provide continuous improvement through live environment monitoring and robust governance.
- **AI and automation throughout:** Empowering frontline officers with advanced capabilities such as narrative summarisation, proactive risk identification, and next-best-action guidance.
- **Integration with other target systems:** Designed to integrate with other target systems such as LEDS, PND, and PNC for real-time data sharing.
- **Master data management:** Unified Person-Object-Location-Event (POLE) data spine enables master data management to maintain data quality and to act as a single source of truth for local forces.

Key benefits of our Records management & Case management solutions include:

- **Productivity through automation & AI,** enabling frontline officers to focus on the most important policing duties, rather than desk-based tasks.
- **Proactive policing** is facilitated by better use of data, with AI-driven insights empowering officers with greater situational awareness to anticipate risks and implement more effective crime prevention strategies.
- **Improves case completion rates,** including those for submission to CPS, through AI-powered compilation and automated quality checks.
- **Adaptable, flexible and scalable** as the platform can be used for all types of Case management systems and workflow requirements and is not just a bespoke system limited to one single use case.
- **Secure, flexible, and maintained,** with ongoing solution updates to align with evolving requirements, security standards, and operational needs.

3 Detailed Service Description

Our Records management & Case management solutions

Deloitte's Records management & Case management solutions are purpose-built and designed to meet the evolving needs of policing organisations. They have been developed in close partnership with Appian and leverage AI and Agentic Automation to address the current limitations and challenges of traditional systems, which are unable to provide the required agility, integration and insights required for modern policing.

Our Records & Case management solutions are focused on enabling productivity gains through Automation & AI, driving proactive policing through AI-driven insights, supporting forces to increase the rate at which cases can be submitted to the CPS. By leveraging Appian's low-code platform, our Records & Case management solutions are adaptable and customisable. They can be tailored to meet force specific requirements, and they can evolve to meet emerging policing needs and respond to changes in laws, policies and security standards. They can be deployed anywhere, whether in cloud-hosted environments (AWS), client-managed cloud, or on-premise infrastructure and are secure, designed to adhere standards such as NCSC and PALZ. The solutions integrate with other target systems such as LEDS, PND, and PNC for real-time data sharing and the unified Person-Object-Location-Event (POLE) data spine enables master data management to maintain data quality and to act as a single source of truth for local forces. Furthermore, our comprehensive managed services enable continuous improvement to drive sustained value and enhanced policing and public safety outcomes.

By combining Appian's cutting-edge platform capabilities with Deloitte's expertise in policing transformation, we can deliver next generation Records & Case management solutions that address the unique challenges of modern policing, driving productivity, innovation and operational excellence, whilst remaining fit for purpose in the future.

Our Approach

Built upon our proven, end-to-end methodology, our approach integrates strategic design, robust implementation, and continuous operational support to drive the successful delivery and sustained value of our Records & Case management solutions. We can adapt our methodology to suit specific force requirements. For instance, we can deliver and embed our Records & Case management product based on force requirements, but we can also then build custom applications for other use cases across the force, such as vetting, firearms licensing, or others, in order to provide a truly comprehensive solution that meets all needs. Our flexible and tailored approach therefore delivers a scalable, reliable, and cutting-edge solution to meet the needs of modern policing.

Our indicative delivery approach consists of three phases, 'Imagine', 'Deliver' and 'Run', which are set out below:

Imagine

Our *Imagine* phase is designed to empower policing organisations to understand the opportunities to utilise low-code and next-generation Records management & Case management solutions. This includes elements such as opportunity discovery activity, business case development, and solution design. Activities within this phase may include:

- **Identify and engage with stakeholders** across operational and IT areas to understand organisational needs and priorities for new low-code and Record & Case management solutions.
- **Establish governance framework** and define the governance strategy, terms of reference for governance boards, and communication protocols.
- **Develop foundational project documentation** including a project brief and a comprehensive plan for the project lifecycle.

- **Create a business case and roadmap**, working collaboratively stakeholders and operational teams.
- **Conduct a comprehensive discovery process** to assess existing systems, workflows, and pain points, identifying opportunities for improvement and innovation.
- **Define the requirements** for the solution including the infrastructure, integration, security, data migration and data management elements.
- **Conduct user research** (interviews, surveys, workshops) to gather insights from end-users to inform the development of high-level UX design prototypes.
- **Design and prototype Record & Case Management solutions** specific and tailored to your organisation, enabled by AI & Agentic Automation, to drive better policing outcomes (productivity, proactive policing, increasing case completion and success rates etc.) and validate their ability to deliver the expected value and benefits.
- **Set up development and test environments** for solution development and testing.

Deliver

Our *Deliver* phase focuses on the implementation and deployment of the Records management & Case management solution and ensuring it meets the requirements. This includes elements such as solution development and configuration, data integration and migration, security and compliance integration, and business change management with end-user training. Activities within this phase may include:

- **Build Records & Case management solutions** with early change identification and reviews for future-readiness. With pre-built modules and solutions, we can accelerate delivery timelines for implementing a new Records Management System (RMS) or Case Management System (CMS) across the force, ensuring rapid deployment and value realisation.
- **Implement an agile approach** with multiple sprints for core solution development, including storyboarding, backlog refinement, daily stand-ups, show-and-tells, reviews, and retrospectives.
- **Meet the solution requirements** set out in the Imagine phase including the infrastructure, integration, security, data migration and data management elements (e.g. implement a single data spine Person–Object–Location–Event for data consistency and quality, and to enable a single source of truth.)
- **Conduct data migration**, if required. Develop solutions to assist with the migration of data from old systems to the new CMS / RMS, which could involve merging, cleansing, and rationalising data, including de-duplication and the identification and removal of redundant or irrelevant information.
- **Migrate and configure the solution for live operations**, whether this be on cloud-hosted environments, client-managed cloud, or on-premise infrastructure.
- **Execute a comprehensive testing strategy** throughout which could include functional testing, integration testing, user acceptance testing, usability/accessibility testing, regression testing, non-functional testing, operational acceptance testing and penetration testing (IT Health Checks). Collaborate with cybersecurity for IT Health Checks as needed, following a Secure by Design methodology.
- **Develop a rollout plan** with contingency procedures for the solution rollout and with detailed planning for data migration, system cutover and post-cutover support. Create step-by-step operational procedures and troubleshooting guides.
- **Identify change impacts and lead business change activities**, including end-user training.

Run

Our *Run* phase is dedicated to providing ongoing managed services and continuous improvement of the Records management & Case management solution. This includes elements such as performance monitoring, governance and technical support. Activities within this phase may include:

- **Provide ongoing managed services and continuous improvement**, including performance enhancements, incorporating user feedback, future proofing for national system changes / policy changes etc.
- **Provide regular reporting and governance** to monitor performance, manage risks effectively, foster continuous improvement, and support informed decision-making.

- **Implement a structured support model** with Level 0 (Authority Helpdesk) and Deloitte-led Level 1-3 support, with self-service tools (knowledge base, AI-powered chatbot) to minimise support requests.
- **Support Review, Retention, and Deletion (RRD)** in compliance with MoPI and APP guidance through metadata-driven retention policies and automated record management.

Client Input & Contribution

We aim to create a collaborative, “one team” relationship with the force from the offset. From our experience, the foundation to a successful Records & Case management transformation programmes is buy-in from senior leadership, the force operational team and ICT early on. We think delivery is most successful when senior leaders act as transformation sponsors, to convey the purpose and objective of the programme to internal teams. Operationally, we would require access to force process or domain SMEs, a clear governance structure and sign-off point and an ICT point of contact to navigate core systems and infrastructure. Force contribution and collaboration is critical for effective delivery of the service and will mean that the solution can deliver benefits back to the organisation as soon as possible.

Team Roles

We believe a key enabler of success is to work as one collaborative team, with shared roles and responsibilities. To deliver these new solutions into policing, our team could include the following indicative roles. This resourcing is flexible and can be amended to include more or fewer resources as required. We would work with you to define the roles required prior to beginning any delivery.

Leadership Roles:

- **Programme Lead:** Leads the end-to-end delivery of the programme, overseeing that the solution aligns to the organisation’s strategy.
- **Project Manager:** Manages the day-to-day execution of specific projects within the programme, ensuring deliverables are met on time, within budget, and to the required quality standards. Responsible for project planning, resource allocation, risk management, and stakeholder communication at the project level.
- **Subject Matter Experts (SMEs):** Provide oversight on specific technical or business domains, offering specialised knowledge, guidance, and insights so that the programme's solutions are robust, compliant, and aligned with best practices and organisational requirements.

Business Roles:

- **Business Analyst & Use Case Lead:** Leads the identification and assessment of use cases, leveraging process re-design expertise to define clear requirements and design impactful solutions. Collaborates with stakeholders to align with strategic objectives.
- **Business Change and Benefits Lead:** Drives the adoption of new solutions across the organisation, leads change management activities and is responsible for defining, tracking, and ensuring the realisation of anticipated benefits.
- **Training Specialist:** Develops and delivers multi-faceted training, including "Train-the-Trainer" programmes, and provides implementation support (hypercare, local drop-ins).

Technical Roles:

- **Solution Designer:** Leads the technical implementation and maintenance of the solution so that it meets requirements and aligns with the strategic objectives.
- **Cloud Infrastructure Engineer:** Manages secure cloud hosting, adhering to PALZ standards, including disaster recovery, failover, and ISO27001. Responsible for Integration Layer and Networks and Connectivity.
- **Developer:** Develops and maintains the core modules (Case, Intelligence, Investigation, Custody), including AI integration, unified POLE model implementation, and APP integration.
- **Test Engineer:** Validates solution quality and functionality by designing and executing comprehensive tests across core modules, AI integration, and system integrations, verifying requirements and identifying defects.

- **UI/UX Designer:** Focuses on user-centred design, creating intuitive, accessible, mobile-first interfaces, and task-oriented workflows.

We can provide ongoing IT Service Management and continuous improvement. This would include roles such as a Service Manager, Service Desk Resources, Engineers and Testers, and other specialists, ensuring comprehensive support for operations, maintenance of the solution.

Outputs & Deliverables

Throughout the transformation lifecycle there are several key outputs. The following are provided for indicative purposes and include but aren't limited to:

- **Business Case:** describes a comprehensive justification for the project, summarising the problem, proposed solution, expected benefits, risks, and a plan for measuring and tracking the realisation of these benefits. There is a clear focus on maximising value for money and return on investment.
- **Training / User Guides:** explain how end-users can confidently navigate the system, access key information, perform their tasks and maximise their productivity to achieve their daily objectives.
- **Solution Design Documents:** set out the technical aspects of the solution build, including the architecture, integration points, data models and design specifications for the scripts / models.
- **Ethical, Privacy & Compliance Assessments:** include formal assessments such as an Ethical Impact Assessment or a Data Protection Impact Assessment to verify that the solution adheres to ethical guidelines and privacy regulations. Through our AI Validation Service, we can support you with these activities.
- **Change Impact Assessment (CIA):** identifies and evaluates the impacted roles and outlines how to prepare for change to minimise disruption and maximise benefits such as improved productivity.
- **Handover Guides:** outline detailed management and procedures for ongoing sustainment of the solution, including support, maintenance and incident management practices model and capability documentation.

Constraints

The deployment of Records & Case management solutions can be impacted by a number of constraints, which we have experience of addressing in a policing context. However, by working collaboratively to identify and manage these constraints, we aim to mitigate or minimise any adverse impact on service delivery.

Key constraints include:

- Technology dependencies e.g. integrations with other systems
- System access and security
- Resourcing capacity
- ICT infrastructure
- Regulatory landscape
- Confidentiality, privacy or intellectual property
- Accreditation and pen testing

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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