



Digital Identity and Biometric Services

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.

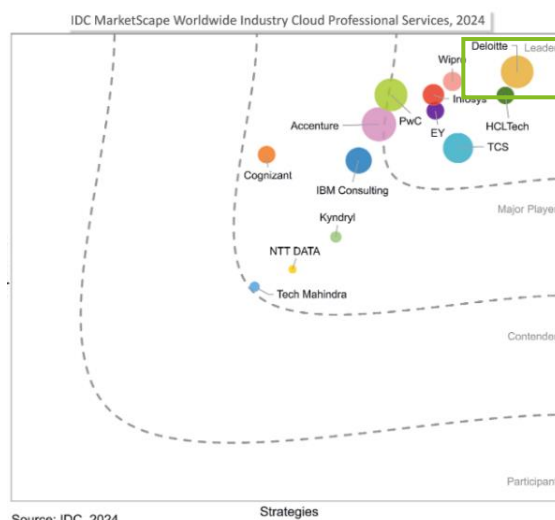


Gartner

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 works with Public Sector clients across Borders, Immigration, Policing, Tax, Healthcare and Business to deliver transformation through Digital Identity, underpinned by safe Biometric and AI capabilities. We plan, design, test and operate, secure and trusted identity platforms that are used by millions daily.

Service features

- Digital Identity and Biometric strategy, planning, roadmaps and feasibility studies
- Design, build and operation of large-scale identity platforms (IDV, ABIS)
- Standardised regulatory testing, governance and assurance for Biometrics and AI
- Technical design and interoperability for Biometric and Digital Identity integrations
- IDV product delivery, integration and management (GPG45, organisation policy)
- Business case, discovery and cost/benefit realisation for identity-enabled transformation
- Scaled ABIS and Retrospective Matching platform delivery and service management
- Automated Borders Control (eGate, Kiosk, Pre-Enrolment) development, trials and delivery
- Live Facial Recognition deployment, governance, bias testing and operational management
- Procurement, benchmarking and specification of Digital Identity and Biometric technology

Benefits

- Delivery of standardised secure and interoperable Digital Identity platforms
- Advanced IDV capabilities providing streamlined operational efficiency and less fraud
- Standardised ongoing biometric assurance for ABIS, IDV and eGate solutions
- Enabling data interoperability through standards adherence (ICAO, NIST, W3C, ISO)
- Validate high-performing biometric solutions through testing and design for bias
- Assuring Digital ID and Biometrics against attacks through PAD testing
- Access to market-leading facial recognition, liveness and document authentication experts
- User-centred and inclusive design for identity solutions serving millions
- Ensuring safety through alignment with Trust Frameworks (GPG, NIST)
- Global expertise across Borders, Policing, GOV.UK One Login and Wallet

3 Detailed Service Description

Deloitte Biometrics and Identity services include strategy, design, pilots and scaled implementation bringing policy, business stakeholders and digital teams together (e.g. government and airline systems) to maximise the impact of Biometric capabilities in a product agnostic manner:

- **Strategy:** Develop strategic plans aligning to the wider Digital Identity landscape and policy. Agree roadmaps for selection and implementation of Biometric capabilities that maximise security effectiveness, enhance user experience, and improve operational efficiency
- **Design:** Business & technical architecture for Biometric systems and digital identity solutions (in a product agnostic way if required)
- **Pilots:** Demonstrate Biometric technologies using feasibility studies throughout the customer journey to gather data including usability, performance and bias to inform future activity
- **Implementation:** Execute Biometric strategies by deploying capabilities to achieve a desired future state. Support in defining requirements and the selection and implementation of products and solutions that best fit the need of our clients

Deloitte facilitates the successful implementation of identity verification and Biometric solutions for national identity, entry/exit, law enforcement custody matching/live facial recognition programmes through a strategy that supports incremental development across a range of modalities including facial, fingerprint and iris. The features of our digital identity capability include:

Digital ID product strategy, planning (including feasibility trials) and roadmaps:

Deloitte offers digital identity product strategy specialists who help clients from established Digital ID service providers to those with limited experience to define what they want to achieve and how they can get there. We run personalised discoveries to understand business needs, specific success criteria and KPIs, and how different Digital Identity and Biometric solutions could be used, such as One Login convergence assessments and options for how to safely onboard to new IDV technology platforms. Our experienced product teams also advise in how to implement a strategy by building out relevant standards, trust frameworks and test needs early on, including use of feasibility trials, and by creating detailed roadmaps using dependency management tools.

End-to-end Digital ID service design and operational process advisory:

Deloitte uses service designers and business analysts who specialise in Digital Identity systems to work with end-users and operational teams, to develop engaging user journeys and processes that encourage agile experimentation. This means that the Digital Identity services and products we design, build and run are accessible, easy to use and efficiently streamlined.

Biometric and Digital Identity solution design and architecture:

Deloitte's expertise in IDV application development and user-centred design means that we are perfectly placed to create self-service identity verification products on both mobile and web platforms. Our design teams can rapidly develop prototypes to test with users for fast-paced agile iteration. We also develop using component-based build principles to provide a generic identity product architecture that can be integrated into third-party platforms and reused across multiple services and use cases, including eGates, border crossing solutions and large-scale ABIS platforms.

Digital Identity, trust frameworks and assurance advisory:

Deloitte designs and operates identity verification products using our expertise in facial, liveness, and document checking features, such as electronic verification through NFC and nano-optical visual verification using nano-optical elements. We build services that are compliant with specific trust frameworks, such as GPG, UKDIATF and NIST 800-63A, while helping clients understand their relevance and how to navigate them effectively. Our experience provides us with a strong network of specialist Biometric suppliers who support in advising on

assurance activities and provide expert, independent advice on framework alignment and Biometric testing conformance to ensure solutions meet industry standards for security, interoperability and performance.

Biometric testing, performance and governance including PAD:

Deloitte offers a range of services to quality assure deployed Biometric and identity verification solutions. These include:

- Functional testing to verify intended system functionality for specific use cases. For example, testing the deployment of live facial recognition technology across different operating environments.
- Biometric Accuracy Testing (BAT) to understanding overall matching performance (FPIR / FNIR) of different facial and fingerprint algorithms and provide valuable insight into factors such as outlier analysis and demographic bias.
- Assurance against organisational, national, and leading industry standards such as NIST FRTE, ISO-30107 (PAD), and ISO-19715 (Biometrics performance testing), while supporting clients to understand how to navigate them so they can be applied effectively and maintain ongoing compliance.
- Presentation Attack Detection (PAD) testing for state-of-the-art identity verification solutions, such as eGates and IDV Mobile Apps and kiosks against the latest AI-driven threats.
- Biometric image capture quality assessment to guide customers in the design of their matching solution.
- Specialised tools, frameworks and governance for the continuous assurance of live Biometric solutions including trend analysis, on-going regression testing, performance drift detection and standards recertification.

Biometric/identity platform delivery and management:

Deloitte provides full Biometric and Digital Identity platform services covering platform design, delivery and management. We have a team of experienced programme leads, architects and delivery managers who are experts in the delivery, integration and management of large-scale identity solutions.

Deloitte works with partners to offer and deliver best in class Biometric platform options (fingerprint and face), based on our client's requirements and/or provide the service management wrapper for existing national scale platforms within a borders and immigration, or law enforcement context. Our team of Subject Matter Experts (SMEs) include forensic experts who provide guidance on the adoption of automated business processes and governance supporting them.

Biometric systems integration and interoperability:

Deloitte have a team of Biometric and Digital ID Solutions Architects who have experience leading the integration of large-scale Biometric solutions across complex business and IT landscapes. They can advise customers of best practice when deploying and connecting disparate Biometric systems across fingerprint, face and DNA modalities to provide interoperability, consistent control and performance of sub-systems, and structured governance for coordination and management of suppliers, risks and costs.

Our SMEs have a deep understanding of industry standards for interoperability such as ISO-19794, NIST-ITL-1:2005 (including specific formats such as Interpol and Prum), ICAO, and have extensive experience in their application in real world platforms.

Biometric and identity verification trials, testing, discovery and feasibility studies:

Deloitte helps drive innovation in the Biometric and Digital ID market by engaging with public and private sector organisations to define and deliver state of the art feasibility trials and biometric studies. Including:

- Discovery and analysis to help customers understand their Biometric and Identity policy, technology capabilities and produce internal and external studies/papers
- Large scale public testing of, for example, IDV Mobile Apps or kiosk based Biometric enrolment services
- Forensic and process studies to support home affairs and law enforcement clients on the best practice adoption of processes that combine digital and human Biometric adjudication

Deloitte can support studies including usability assessments, accessibility, Biometric performance analysis and risk analysis.

Procurement, selection and system specification for Biometric platforms:

Deloitte supports clients in selecting, testing and deploying Biometric solutions that are resilient, scalable and fair, including:

- Building requirements and non-functional needs for identity solutions
- Creating assessment frameworks and methodologies for selecting Biometric technology
- Proposing test approaches to identify bias in Biometric and IDV solutions
- Advise on market capabilities, testing (NIST FRVT, iBeta etc.), and best practice
- Advising on FPIR and FNIR, and guiding on areas such as threshold configuration and risk

Deloitte can oversee the full end to end deployment of national scale Biometric solutions including infrastructure, hosting, system sizing and live management and governance and continuous improvement.

Technical approach

Deloitte delivers a GDS compliant Biometric architecture using industry standards to support optimised business processes, enable secure cloud and mobile platforms, build user-centric functions, and deliver mature PMO support functions.

Key tenets of our approach include:

- Business Driven Analysis – Developing clear, business driven use cases through frequent, targeted stakeholder communication for faster Biometrics adoption.
- User-centric service design – Shaping solutions around specific user needs to build confidence that features work in real environments, defining and facilitating testing to observe both system performance and usability in different user scenarios.
- Data Privacy and Security – Establishing a common data management framework and adoption of security guidelines and practices across various biometric initiatives to protect sensitive data assets.
- Architecture Powered Transition – Utilising proven frameworks along with proprietary tools to assess and establish the baseline architecture, supported by rapid prototyping and pilots.
- Flexible Architecture – Adhering to industry-leading design principles such as cloud, API-led connectivity, modularity, domain-driven design, decoupling/ decentralisation, and continuous delivery and integration.
- Deep Industry Experience – Accelerating decisions with key insights from Deloitte industry experts, supplier relationships and vendor-market analyses.
- Emerging Technology Enablers – Incorporating innovations and emerging technologies, such as block chain, while optimising operational and maintenance costs and driving efficiencies.
- Continuous Biometric System Assurance – Using a SIAM framework to provide ongoing, independent assurance of Biometric solutions, focusing on performance, standards, integration, security and resilience.

Deloitte's Biometrics and Digital Identity experience and understanding of critical success factors will enable the effective delivery of strategy, pilots, implementation and integration of biometric enabled solution(s).

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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