



Over a decade helping a provincial government to sustainably evolve a core service

Operate | Managed Services

Our track record

Deloitte has established a solid track record collaborating on complex projects with governments across Canada. So, when a province needed help delivering important social services, we were ready to step up.

Since then, we've been developing, deploying, and supporting multiple phases of this provincial government's social service delivery transformation, the implementation of and ongoing support for various projects using multiple technologies, and countless other enhancements and initiatives.

Our performance in ensuring systems critical to government service delivery are running smoothly and are continually improved led the province's leaders to renew our agreement a few years ago.

Our solutions

We aim to add value for the government and the people of the province through a collaborative approach that enables new initiatives. We achieve this through our **Operate** managed services, which include:

- Maintenance
- Management

- Testing
- Help desk
- Portfolio and resource management
- Asset and artifact management and support
- Development of new IT systems, both for citizens and front-line workers
- Project management
- Business analysis
- Change management
- User-experience (UX) services
- Training

Average delivery time decreased,
volume of cases handled increased,
and millions of taxpayer dollars saved.

The outcomes

Maximized potential

Our support strategy has enabled the government to give better support to its citizens while also achieving its goals to continually modernize its systems and services.

Solutions at scale

Our solution and approach helped the government reduce the average time needed to deliver services to clients, allowing workers to handle a greater volume of cases and saving millions of taxpayer dollars.

Long-term delivery of excellence

The provincial government renewed our relationship and we've continued to provide consistent, reliable, 24/7 support while delivering projects that underpin ongoing innovation and adapt to evolving policy.

Contacts



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Embed continuous advantage

Operate with Deloitte

Move beyond conventional outsourcing models and into an environment where you operate with agility and control.

From cybersecurity and tax compliance to custom application creation, our unique portfolio of Operate services allow you to perform and innovate continuously, accelerate growth, and manage risk with confidence.

Organizations are looking to grow and innovate. Disruptive new technologies are both making and breaking them. With sought-after skills often scarce and evolving legal and regulatory environments often challenging, it's hard to keep up, let alone respond to the pace of change that's reshaping business today.

Deloitte offers you a new way to embed a continuous advantage: by delivering the right combination of hard-to-source domain and industry talent, technology, and transformation know-how where they're needed most. Even as your needs change.

deloitte.ca/operate

