Hippo
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Services

Hippo is a UK-based, sector-wide, digital service delivery partner, working alongside organisations including the BBC, DFE, DWP, MOJ, MOD and the NHS.

Our digital transformation approach bridges the gap between user-centred design principles and robust engineering, data and cyber practices, leading to transformational results, including improved public service access/functionality.

CYBER ESSENTIALS PLUS

Information Security Management
ISO 27001
Certified

aws PARTNER
Advanced Tier Services

Microsoft Partner | Gold Cloud Platform
Silver Security

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Our clients

We work with a range of public sector organisations:

Ministry of Justice

Department for Education

Department for Work & Pensions

Department for Environment Food & Rural Affairs

Government Digital Service

Home Office

Government Property Agency

Ministry of Defence

NHS

NHS Business Services Authority

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Our locations

Edinburgh

Leeds

Manchester

Birmingham

London

Bristol

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Capabilities

Research & Design

Our Research and Design teams help our clients design accessible services that genuinely meet user needs, by;

- Gaining real user insights
- Better understanding user behaviours through quantitative and qualitative research
- Prototyping based on user needs
- Measuring usability
- Creating understandable content and user journeys

Product & Delivery

Our Product and Delivery teams take a user centred, agile approach to deliver the most value to users and customers, by;

- Defining the right Product Strategy and product structures
- Creating agile delivery models that focus on delivering prioritised needs and value first
- Analysing the needs of the business to ensure outcomes enable positive change

Engineering & Data

Our Engineering and Data teams ensure that your products and services create long term organisational success, by;

- Developing technical solutions that optimise business performance
- Creating reliable and flexible solutions that enable future organisational growth
- Harnessing the power and potential of data and AI

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Flexible Delivery Models

Full Hippo team

Deploying full Hippo multidisciplinary teams and squads, and fully delivering outcomes on behalf of our sponsors.
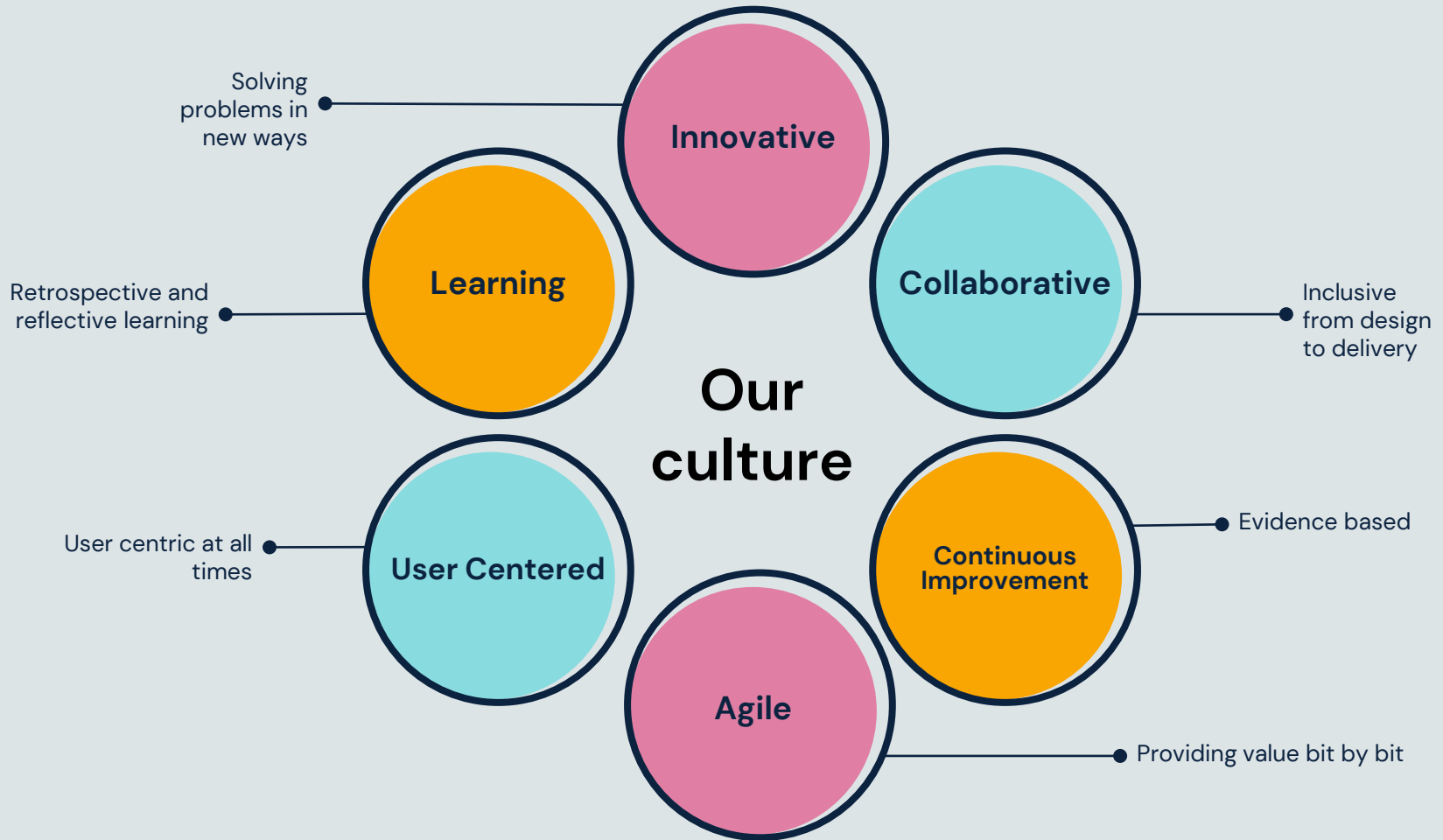
Part of the team

Adding our people and experience into client teams; providing coaching and mentoring, filling a capability gap, and/or leadings teams.

Rainbow team

Collaborating with various different client and vendor teams to deliver as part of a successful 'rainbow team'.

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Our culture

- Innovative — Solving problems in new ways
- Collaborative — Inclusive from design to delivery
- Learning — Retrospective and reflective learning
- User Centered — User centric at all times
- Continuous Improvement — Evidence based
- Agile — Providing value bit by bit

Agile Policy Co-Design

Agile Policy Co-Design

Hippo take an innovative and user centered approach to policy design. Bringing agile ways of working, tools and techniques into the traditional policy design.

We upskill policy teams and build lasting capabilities. Bringing the voice of the user and utilising a data an evidence based approach to policy design.

Features

- Policy teach on topics such as design thinking and data led decision making, agile ways of working
- Experienced facilitation experts guide stakeholders through co-design upskilling
- Remote via online collaboration tools or in person
- Kick-off meeting to define the scope of the co-design
- Creation of activities and tasks
- Co-design outputs: personas, user journey maps, IA, sketched prototypes
- Analysis of the results
- Low-fidelity sketched solutions for user testing
- Testing with users
- Availability of live streaming and recordings to stakeholders

Benefits

- Engaged stakeholders in design/research process, seeing rapid design/iteration/delivery
- Bringing together stakeholders/service users to identify/address problems/increase empathy
- Create focus through a set time-frame
- Involve users and stakeholders in the design process
- Validate and user-test your idea with real users
- Move quickly into developing clickable prototypes
- Drive collaboration by breaking down silos, gathering different perspectives
- Get stakeholder buy-in from across the business
- Educate stakeholders in user research
- Give stakeholders first-hand user stories to share in their organisations

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Hippo approach

- Service iterated and customised to meet specific needs

- Service supported with robust and documented business continuity and disaster recovery plans at an organisation and service level

- Service levels and support needs tailoring to meet business and user needs

- Matured onboarding and offboarding approach tailored to meet your needs, including ongoing support or aftercare what needed, including outage and maintenance management as required

- Service can be hosted by client or Hippo according to requirements

- Technical requirements, dependencies and constraints analysed at onboarding

- Data security and migration needs are fully met and assured through our ISO 27001 and Cyber Essentials plus certified approach

- Service delivered sustainably in line with our ESG commitments and 14001 certification

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Thank you ✊

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