

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.



Microsoft
Partner

Gold Cloud Platform
Silver Security

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
Business
Services
Authority



Our locations



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

Flexible Delivery Models



Full Hippo team

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



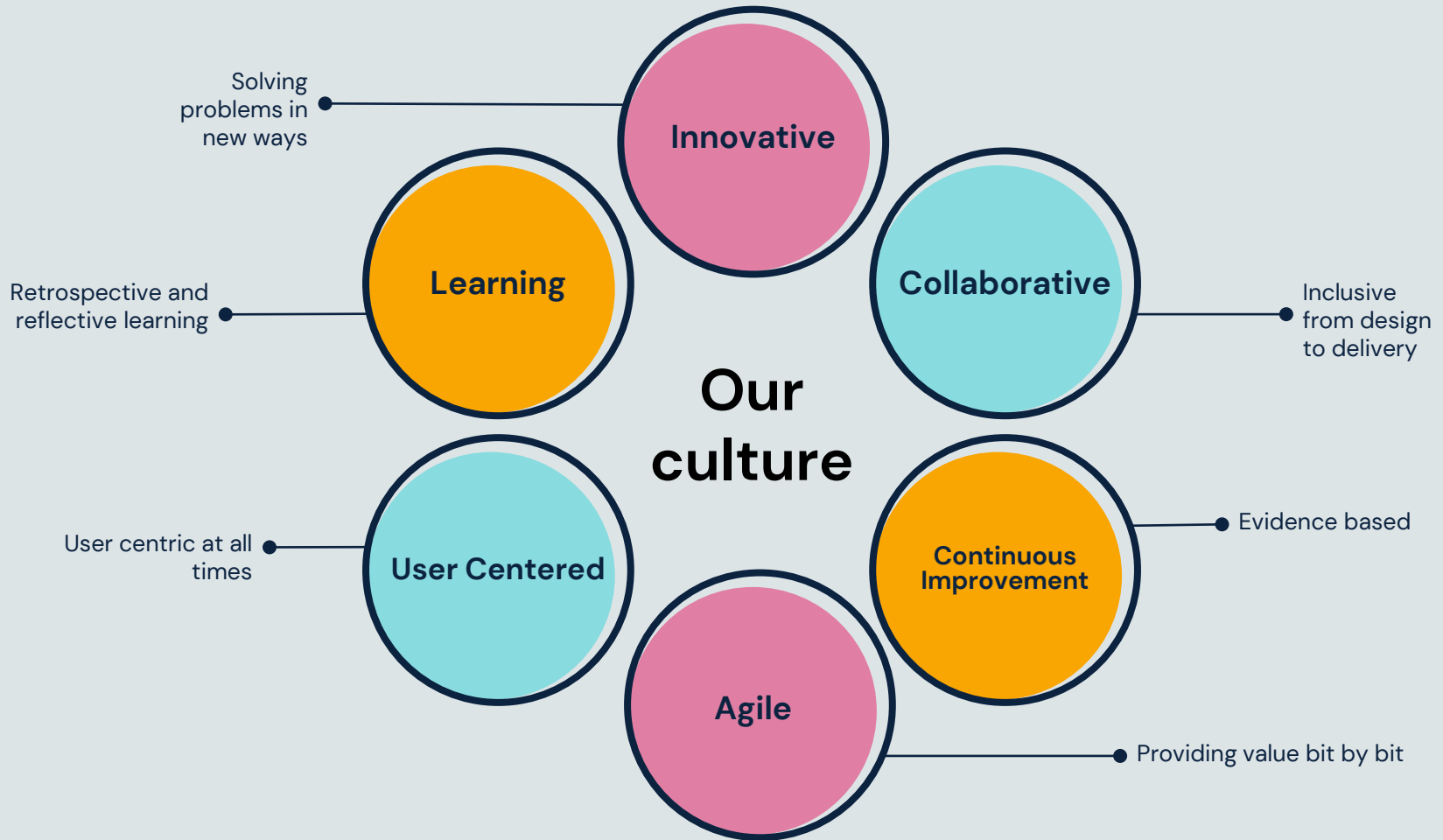
Part of the team

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



Rainbow team

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



Digital ID identity health check service

Digital ID

identity health check service

Moving your service from paper to online, or evaluating your existing online service quality, but don't know where to start? The Identity Health Check helps you to develop your service, aligning to national and international Government and regulatory identity standards and guidelines, and ensures user-centric online/offline identity assurance and verification that works for users.

Features

- Review of your service design, approach and implementation
- Make better-informed, strategic investment decisions on identity/access management
- Recommendations on aligning to national standards (EIDAS, GPG 44/45) and international guidelines (NIST SP 800-63)
- Review/help establish technical maturity to respond to changes
- Produce risk analysis/business cases for potential solutions and technologies
- Devise expert, user-centric service design
- Reduce customer and user experience painpoints and resource challenges
- Deliver training and upskilling for security and delivery teams
- Security and quality; meets ISO27001 and ISO9001 standards
- Cyber Essentials Plus-certified and able to provide SC-cleared people

Benefits

- Improve service usability, user satisfaction, transaction successful completion rates
- Reduce onboarding friction, customer acquisition time and user drop-outs
- Improve protection against data breaches and personal data loss
- Improve confidence in your user identity proofing process
- Elevate consumer confidence, growing trust to encourage repeat transactions
- Increase level of confidence that you really know your customer

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 ISO 14001 certification

Thank you 🙌



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