Hippo
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Services

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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

BBC

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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.
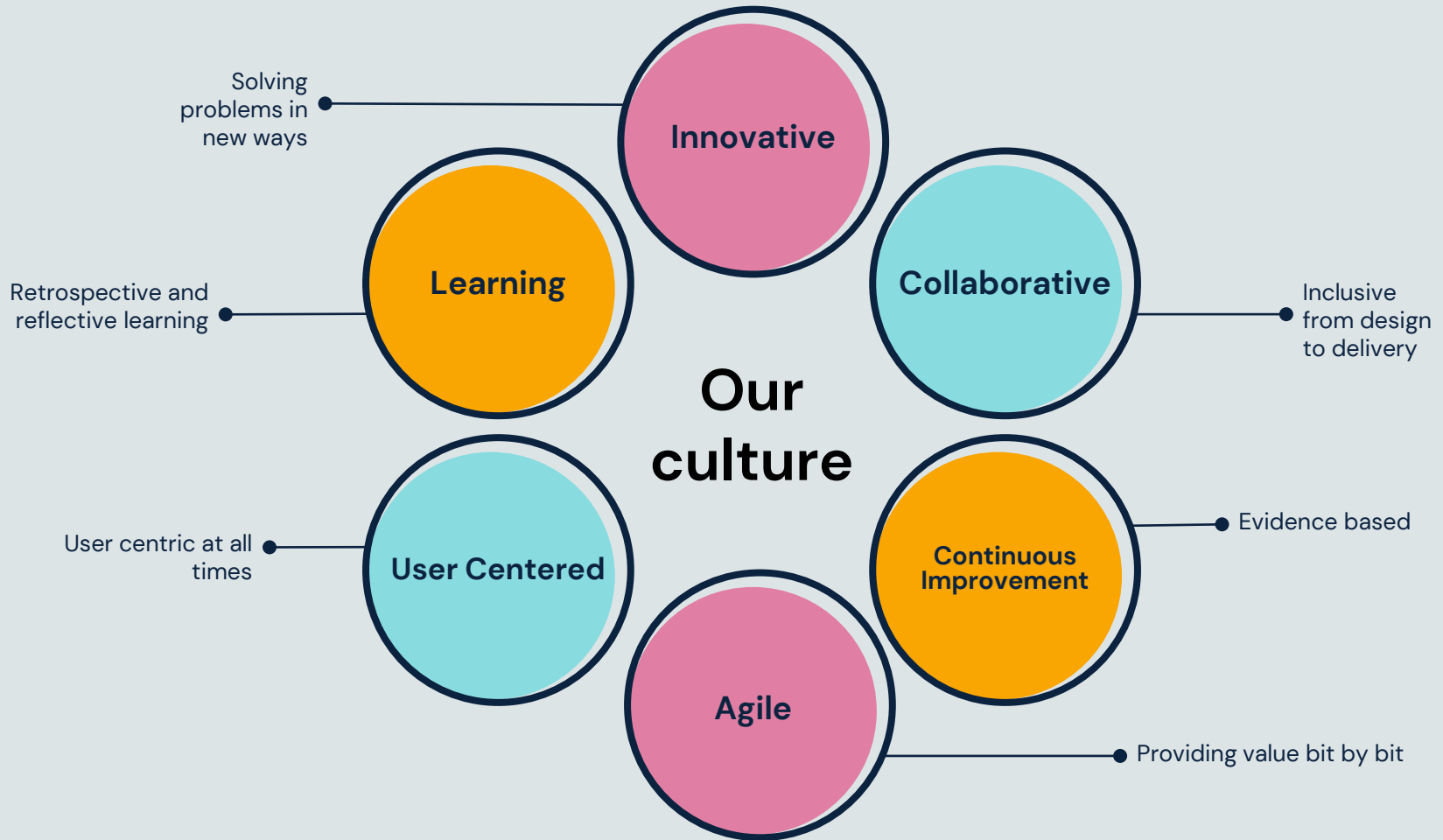
Part of the team

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

Building prototyping skills

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Building **prototyping** skills

A two-day workshop demonstrating how our digital experts use digital tools to aid evaluation of a user journey. Based on the challenges you bring to the session, we will shape your experience to the outcomes you are trying to reach.

You will gain insights into using evidence to determine opportunities for design, generating ideas and applying design principles to prototype solutions that meet the needs of real people.

You will learn new ways of supporting design teams when co-designing or reviewing work, ensuring that your input is valuable to moving things forward.

Features

- Includes reframing problems, assumption mapping, idea generation and design critiques
- Awareness of design principles in real experiences and client objectives
- Face to face or fully remote, adapting to maximise value
- Adapts to existing knowledge of key prototyping tools and techniques
- Flexible workshop with real time adaptations on group assessed abilities
- Time in between to enable active experimentation and reflective observation
- Reusable tools and techniques, increasing internal capability
- Design thinking methodologies that can be used regardless of role
- Design review techniques elevating collaboration and feedback to design teams
- Client owned artefacts that can be iterated after the workshop

Benefits

- Work collaboratively with your team and others
- Upskill people using a 'learn by doing' approach
- Learn how to apply these techniques again
- Increased understanding on design thinking
- Learn about Gestalt Principles
- Prototyping experience
- Experience and appreciation of evidence based design
- Determine constructive feedback for works in progress
- Enables effective agile teams at pace.

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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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