Hippo
G Cloud 14
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.
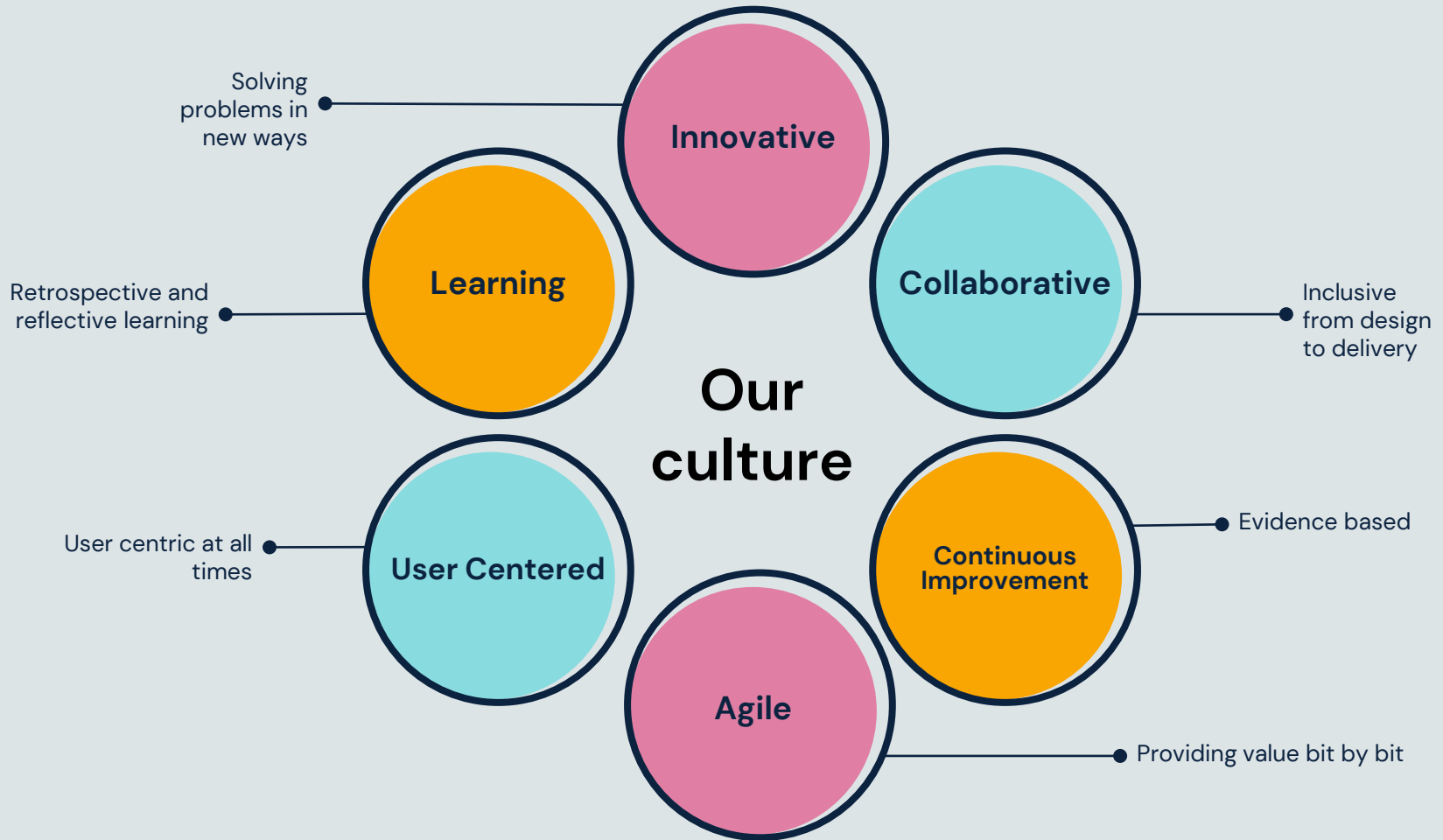
Part of the team

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

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

User-centred service design, delivery, build, implementation and service transition

User centred service design

GDS-aligned, user centred design (UCD) approach to service delivery, build and implementation. Data-informed and evidence-based analysis, research and design to validate hypotheses and focus on building the right things first and fast. Providing our Cloud-based services/platforms, designing 'at pace' (including change capability) to ensure digital services (e.g. telephony, f2f, offline/CRMs) and products meet customer, user and business needs and are optimised for success.

Features

- Develop digital service design/roadmap with core change capability
- GDS Service Standards-compliant, including extensive service assessment experience
- User centred design (UCD) providing evidence-based decisions and outcomes
- Includes Cloud service through discovery, alpha, beta, implementation into live
- Multi-channel (including contact centre) product research and selection
- Technology agnostic: Microsoft Azure, Dynamics, AWS and more
- Complete teams (GDAD/DDAT-aligned) including Analysis, Product, Design, Delivery
- Building your team's capability through knowledge transfer/coaching
- Security and quality meets ISO27001 and ISO9001 standards
- Cyber Essentials Plus-certified and able to provide SC-cleared people

Benefits

- Approach verifies user and business needs through testing service concepts
- Improved time to market with lower costs
- De-risked cloud service build and implementation
- Building your team's capability through knowledge transfer
- Enabling cost effective product selection
- Providing multi-channel perspective (contact centre, face-to-face, digital).
- Scaled and iterated end-to-end.

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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 ISO 14001 certification

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Thank you ✊

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