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Law Enforcement and Policing

Service Definition

V1.0





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Contents

_____	1
_____	2
Law Enforcement and Policing _____	2
V1.0 _____	2
1 Service Overview _____	4
2 Track Record _____	5
3 Contacts _____	9
4 About us _____	10
Who We Are _____	10
Our Philosophy: Value, People and Technology _____	10
Our Approach: Design to Deliver _____	10
Our Expertise _____	11
Here to Dare _____	11
The BIP World _____	11
5 Other Information _____	12
Are we a reseller? _____	12
Support provided to buyers _____	12
How users work with this G-Cloud service _____	12
Service onboarding and off-boarding process _____	12
Pricing _____	13
Service definition and how it will be delivered _____	13
Our security certifications and standards _____	13

1 Service Overview

BIP UK is part of the global BIP Group. We provide a comprehensive range of solutions and services that support policing, police forces and law enforcement agencies nationally and locally at all phases of their cloud journey.

This includes solutions for data capture, data migration, master data management, data modelling, and services to support data usage – search, audit, security, analytics and reporting.

We have broad and deep law enforcement and justice knowledge from working with police forces, the Home Office, National Police Chiefs Council (NPCC), Association of Police & Crime Commissioners (APCC), Ministry of Justice (MoJ) and the Crown Prosecution Service (CPS).

Our knowledge covers the strategy for and operation of national and local systems and includes:

- Local force back-office solutions such as ERP and CRM solutions including Oracle E-Business Suite and SAP
- Information exchange across Criminal Justice, including definition of the streamlined digital case file, production of the unstructured evidential material standard and CDIS
- HMCTS Court Store and Bench and Crown Court Digital Case Systems

The services we provide in cloud support include:

- Developing cloud data Proof of Concept PoC initiatives
- Coordinating police forces and government agencies to identify data requirements
- Analysing law enforcement data formats, data sources, data processes
- Analysing cloud solution options and solution migration requirements
- Evaluation of marketplace and procurement RFI RFQ ITT
- Evaluation of data management requirements: capture, export, storage, migration, audit
- Evaluation of data analysis requirements: extract, analytics, verification, interrogation, reporting
- Designing common data standards, data architecture, data interfaces and APIs
- Designing open, flexible solution architectures for law enforcement and policing
- Coordinating data governance activities, including privacy impact assessments
- Digital and IT strategy
- Data architecture
- Generative AI
- AI governance, strategy and responsible AI
- ML/AI Operations

- Low Code solutions
- Portfolio, Programme and Project Management
- Business Analysis
- Organisation and operating model design
- Change Management, stakeholder engagement & communication
- Business Case development
- Discovery and Proof of Concept
- Options analysis

2 Track Record

The clients we have worked with recently within law enforcement and justice include:

- The Home Office
- National Police Chiefs Council (NPCC)
- The Metropolitan Police Service (MPS)
- Kent & Essex Police
- Bedfordshire, Cambridgeshire and Hertfordshire Constabularies
- Police Digital Service (PDS)

We have worked with Chief Constables through to specialist officers within Forces and with senior ICT and business professionals within Government Departments.

A selection of relevant assignments is presented below:

UK Police Forces – IT Strategy

Two UK Police Forces, with a joint in-house collaborative IT function, launched some work to develop joint thinking on how IT could be improved to ensure it met future business requirements and objectives delivering value for money IT Services ensuring that both Forces continue to successfully adopt and benefit from industry leading technology, enabling excellent, efficient and effective policing services for their communities.

BIP worked colligatively with both Forces IT departments to undertake an external review of current and future IT services:

- Analyse current IT strategies and IT structures via consultative workshops with Forces to understand requirements and challenges.
- Assess key capabilities required to deliver future state operating model, and to deliver the future services. Assess future state capabilities against existing resourcing model and roles and identify gaps.
- Analyse future spend and cost to be incurred for IT strategy roadmap delivery.

A refreshed IT Strategy was produced to show how IT will support both Forces business priorities over the next 3 years, ensuring alignment against wider Police

strategies/programs. The strategy defined 5 IT strategic objectives and 18 key strategy areas identifying current and future positions.

A costed strategic IT roadmap was produced to be used for the next 5 years to ensure deployment of the right technology and to increase the speed and efficiency of delivery, underpinning both Police and Crime Plans, business priorities and objectives. This identified a capital/revenue spend of £107m over 5 years.

BIP identified how the organisations increase skills in risk areas such as security and enterprise architecture. A summary view of the value for money of services that will be provided by the new TOM to reduce bureaucracy, streamline processes and deliver value for money IT services identified with 1 option providing potential savings of £500k.

Government Department – Landscape Mapping

We were commissioned to understand and map the landscape relating to 16 National Policing Technology Programme across the 43 Police Forces. Key capabilities included Portfolio and Change Management experience and expertise. The portfolio was not working collaboratively and had no joined-up approach to change. Leadership lacked visibility of challenges and progress across the landscape and were unable to take informed decisions on how best to support programme delivery.

The approach taken was to focus on three key areas: Engagement, Management and Reporting.

- Engagement through including Monthly meetings with programmes, Community Views interviews gathering insight from across the forces, Roadshows to Forces delivered both in person at Police Headquarters or online reaching over 1000 attendees per event to highlight programmes and encourage two-way communication, Stakeholder surveys and Spotlight newsletter.
- Management of Knowledge, through the Knowledge Hub and Chiefs Net, established Operational Leadership Group (OLG) a forum of bringing together key leadership groups.
- Reporting, creation of National Policing Technology Portfolio (NPTP) giving leadership consistent managed monthly portfolio reports, Individual Programme reporting, actionable insights, and trends across the forces after each Community View and Roadshow event.

To provide greater visibility of portfolio health, we devised a portfolio dashboard report whereby all programmes were assessed bi-monthly on a like-for-like basis against key governance themes. This provided significantly greater understanding of how programmes were progressing and highlighted areas of challenges by exception to enable leadership intervention.

In combination, these actions enabled leadership to have a clear picture of what programmes should form the portfolio, how they were performing and how they were delivering against strategic objectives.

Achievements included establishing the NPTP and growing the programmes involved from 16 to 29. Our outcomes illustrate that we:

- Supported the successful delivery and close out of the first programmes within the portfolio.
- Captured and shared over 10,000 actionable insights to enable more informed decision making.
- Established a central area for stakeholders to keep up to date and share information. Roadshows were added into programme plans across the portfolio.
- Programmes activity sought to add key questions into Community Views to assist with their change management and track effectiveness of communications.
- Presented across different pan agencies to ensure one source of the truth on insights and status of programmes.

Government Department – Delivery Partner Services

- BIP currently provides delivery partner services to a government department's image database within the following five areas of delivery:
- Programme Management
- Delivery Management
- Business Architecture, Change and Benefits
- Technical and Security
- Business as Usual and Operational Support

Large UK Police Force – Public Protection Transformation

BIP UK are supporting a large UK police force with a strategic two-year programme to strengthen their public protection capabilities. This programme brings together projects in a range of services areas focused on supporting the most vulnerable in society. Working with the programme SRO, senior officers and the overall programme manager, the BIP team:

- Developed and supported implementation of organisational strategy, including Child First strategy.
- Led a strategic review of policy, procedure, and standards across a range of different service areas, ranging from vulnerability to radicalisation to mental health.
- Analysed a range of data sources, and engaged with key stakeholders, to establish a public protection learning and development baseline, using this as an impetus for the redesign of officer/staff training programmes.
- Led full business case development, proof of concept development, pilot delivery and roll out planning for a new vulnerability hub, intended to transform the response to missing people through better risk grading, quicker and more effective investigations, and use of new technologies.
- Designed, developed, built and tested a new knowledge portal for use by frontline officers and staff, using Microsoft SharePoint.

- Project managed the initial stages of the roll out of “Right Care Right Person”, designed to ensure that demand from the public was properly directed to the appropriate public service, where a police response was not required.

Large UK Police Force – Major Technology Programme

Over a period of 4 years, BIP UK supported a major technology programme designed to replace a legacy system critical to 24/7 policing operations. We provided programme management and business change support and led on design and development of a large-scale training programme for thousands of officers and staff. We provided end to end training support spanning several programme stages. This included completing a training strategy and training needs analysis for the whole organisation, encompassing a range of operational, control room, management and administrative personas. This built on cutting edge research in learning psychology and lessons from previous programmes in policing to develop a multi-stage blended learning approach intended to maximise knowledge and skills retention. Collaborating with policing and technology subject matter experts we designed, developed and tested a suite of e-learning and classroom training courses. We developed detailed delivery plans to ensure reliable and consistent quality of delivery at scale, in the context of an unpredictable 24/7 policing environment. We successfully delivered systems training for the first two stages of programme delivery, with our staff taking on a novel dual role of leading classroom training and providing operational support to reinforce learning alongside live operations.

Government Department – Delivery Management and Architecture

The client needed to provide a successor solution to mitigate its hardware and software end of life risks.

BIP provided the delivery management and architecture tasks to build the outline business case and solution architecture. The solution had to conform to the government department’s architecture principles, the primary one being to use the AWS public cloud for hosting and native services.

The task was to provide a transition plan to move users, interfaces, data and functions, minimising the risks in such a large transition and continued involvement in the architecture to see the realisation of technical services.

We applied a microservice style to decouple services and make them independently deliverable. We selected AWS native offerings to improve the service characteristics at the best costs, paying attention to the specific security posture that Police Digital Services mandated.

As a result, multiple teams were able to deliver independently with well-defined handoffs in the architecture and teams. The architecture conformed to the government department’s principles and the solution ran in AWS, being used by early adopters. We developed a technical solution proven to support the first architectural state of transition.

3 Contacts

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4 About us

Who We Are

BIP is a fast growing global management consultancy (backed by CVC Capital Partners), employing over 6,000 professionals across 27 offices in 12 countries.

We operate across Europe, the Americas, and the Middle East; including here in the UK, Italy, France, Germany, Spain, Portugal, Switzerland, Austria, Brazil, Chile, Colombia, the UAE, and the US.

We help organisations tackle complex challenges, outpace their competitors, and build a sustainable future through strategic insight, operational excellence, and technology innovation.

In the UK, BIP has been recognised by *The Times* and trusted by FTSE 100 companies, government departments, and industry leaders, establishing itself as one to watch in the consulting landscape.

Our Philosophy: Value, People and Technology

At the heart of everything we do lies a powerful combination: **value, people and technology**. These three pillars enable us to deliver meaningful, scalable, and lasting outcomes for our clients.

We are value creators and business integrators, combining strategic insight with implementation excellence to help organisations move the dial at pace.

Our work is powered by deep expertise in digital transformation, AI, cloud, and technology-led change, ensuring every solution drives sustainable progress *and* measurable impact.

Our Approach: Design to Deliver

We are doers and makers, NOT just PowerPoint writers.

Everything we do is designed to deliver real, measurable change within defined timelines. We ideate, test, and learn, working closely with clients and partners in an open, collaborative way to ensure every solution is built to last.

Our goal is not only to deliver outcomes, but to transfer knowledge, and empower clients to continue their transformation independently.

This partnership model offers long-term value and enables us to focus on where we can make the next biggest impact.

Our Expertise

With deep sector experience across:

- Financial Services
- Government & Public Sector
- Defence & Industries
- Energy, Utilities & Resources
- Telecoms & Media
- Retail & Services
- Life Sciences
- Commercial Real Estate

We bring sharp insight, proven delivery experience, and technological edge to every engagement.

The recent integration of Verco and Riskcare into BIP UK further strengthens our offering, adding market-leading expertise in net zero strategy, sustainability advisory, and financial risk technology.

Here to Dare

“Here to dare” is more than a motto, it is our mindset.

We dare to think and act differently, to explore beyond limits, and to create opportunities through bold innovation and collaboration.

We believe in shared journeys, celebrating results, milestones, and even challenges, because true responsibility means growing together.

We imagine a future where business thrives through the synergy of technology, humanity, and sustainability.

The BIP World

BIP is a world of innovators, designers, data engineers, change managers, producers, and marketers, all working together, contaminating each other with ideas, energy, and passion.

We want to leave a mark with what we do and share a journey with every company we work with.

We're 6000 people, 47 nationalities, 12 countries, united by a drive to empower organisations through technology and passion.

Our people, the BIPers, are the heart of our success. They thrive in an environment that encourages self-expression, growth, and balance, inspiring them to engage clients with the values they live by.

5 Other Information

The scope of our G-Cloud Service

The scope of our G-Cloud service is defined in this document and the associated features and benefits. It covers the supply of professional services to support the evaluation, selection and deployment of cloud solutions and services for a range of public sector organisations.

Are we a reseller?

BIP is not a reseller and it is totally independent of all product vendors and solution providers.

Support provided to buyers

When buyers have shortlisted one or more of our services, they may ask clarification questions prior to purchase. This helps them understand, in more detail, if we are the best supplier for them and how they can benefit from our service. We then use our knowledge of the cloud solution marketplace to advise and guide clients through the specification, selection and deployment process.

How users work with this G-Cloud service

Users can use this service to obtain professional advisory support for their GenAI needs. This can be on a short term, long term or ad-hoc basis using either selected specialists or a team approach.

Service onboarding and off-boarding process

When a client buys us using one of our G-cloud services, we typically undertake an initiation process at the start of the service to ensure the client's requirements are fully understood and that they are clear about what we will do, how we will do it and what we will deliver. We will also discuss and agree how any issues will be raised and managed from either side during the service operation.

At the end of the service, we will typically undertake a review with the client to ensure they are happy with what has been delivered and that their expectations have been met. We can also discuss and future support if this is appropriate.

Pricing

We provide services and our day rates are shown in the SFIA rate card for this service.

Service definition and how it will be delivered

The services defined in this document and the associated features and benefits will be delivered by one or more of our consultants with full management support and quality assurance from our public sector portfolio leadership. The service will be delivered from our office, working remotely or at the client's offices, depending on which is most appropriate.

Our security certifications and standards

BIP has the Cyber Essentials Plus Certificate of Assurance which is renewed each year.

Our approach to personnel security

BIP's personnel checking process for new employees includes all components of the employment processes described on Gov.uk, including validating their right to work in the UK.

We cover checking original versions of the necessary documents with the new joiner and making and retaining copies of these documents.

The identity documents and other information gathered are sufficient to enable Government Security checks to be undertaken. BIP maintains an extensive pool of appropriately security cleared consultants.