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Cloud Integration Platform as a Service

V1.0





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Service Definition

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1 Service Overview

BIP Consulting UK Limited supports each stage of the evaluation, specification, selection, procurement, and implementation of cloud-based integration services that govern information flowing between disparate cloud-based services, on-premises applications, and local data stores.

We undertake requirements analysis, options assessment, integration assurance, costings, platform evaluation, supplier engagement, transition planning, and solution assessment.

Our service covers:

- Strategy, Scope & Outcomes
- Define iPaaS vision aligned to ICT/Digital strategy and Cloud-First principles.
- Identify priority integration domains (citizen services, case/CRM, ERP/HR/finance, data & analytics, contact centre, legacy containment).
- Success measures and KPIs: time-to-integrate, change lead time, reliability (SLO/SLI), cost-to-serve.
- Governance & Operating Model
- Integration governance (design authority, standards, naming, versioning, reuse catalogue).
- Roles and RACI across product teams, integration CoE, security and operations.
- API lifecycle management (design to publish to secure to monitor to retire) and intake process.
- Platform Landing Zone & Security Baselines
- Environment strategy (dev/test/uat/prod), tenancy/subscription layout and network connectivity.
- Identity/SSO/MFA patterns, secrets management, key rotation and certificate lifecycle.
- Data protection baselines (classification, encryption at rest/in transit, DLP, retention).
- Integration & API Architecture
- Reference architectures for API-led, event-driven and batch integrations.
- Patterns catalogue: synchronous REST, async messaging, file/ETL, streaming, orchestration vs. choreography.
- Error handling, idempotency, retries/back-off, circuit breakers and bulkhead isolation.
- Eventing & Messaging Enablement
- Event taxonomy and schema strategy (versioning, compatibility, governance).
- Pub/sub topologies, ordering/duplication trade-offs, replay, and dead-letter handling.
- Event bridge configuration and integration with data/analytics pipelines.
- Connectivity & Adapters
- Design for SaaS connectors, on-prem gateways/agents, hybrid integration, and secure edge patterns.
- Legacy system containment wrappers and strangler-fig approach for modernisation.
- Throughput, concurrency and throttling guardrails per connector.
- Quality Engineering & Automation.
- Contract testing (API/schema), integration test suites, test data management.
- CI/CD pipelines for integrations and APIs (linting, security scans, policy checks).

- Performance and resilience testing for high-volume/critical flows.
- Observability, Reliability, & Operations
- Telemetry strategy (metrics, logs, traces), golden signals, and runbooks.
- SLO/SLI definition per critical flow; error budgets and incident response playbooks.
- Capacity planning, scaling rules, and scheduled maintenance windows.
- Data & Information Management.
- Integration with master/reference data, data quality, and lineage tagging.
- Near-real-time vs. batch movement choices; CDC strategies where needed.
- Compliance with records, retention, and audit requirements.
- Delivery Acceleration & Reuse.
- Reusable templates, accelerators, and policy bundles (security, caching, rate-limits).
- API productisation (bundling, portals, developer onboarding, and documentation).
- Coaching and pairing with product teams; enablement for citizen-integrators where appropriate.
- Cost Management (FinOps) & Sustainability.
- Cost-to-serve dashboards per flow/API; tag standards and budgets/alerts.
- Rightsizing runtimes, connection pooling, schedule-based scaling, and archival.
- Optimize for carbon and cost by eliminating redundant polling and batch churn.
- Change, Adoption & Skills Uplift.
- Communications and enablement plan for architects, devs, testers and ops.
- Training pathways (API design, eventing, policy-as-code, observability, incident response).
- Community of practice and design clinics; contribution model for the patterns catalogue.
- Deployment, Transition & Early-Life Support.
- Readiness criteria and quality gates; go/no-go checklists for major flows.
- Cutover strategies (dual-run, shadow, blue/green) with rollback options.
- Hypercare with measurable exit criteria and BAU handover.
- Exit & Reversibility.
- Asset inventory (APIs, flows, policies, schemas) with documentation for portability.
- Data extraction/export formats and credential rotation plan.
- Decommissioning checklist and re-procurement readiness materials.
- Digital transformation strategy.
- Service orientated architecture design and assurance.
- Enterprise infrastructure and enterprise application integration.
- Cloud migration assessment.
- Cloud ecosystem across IaaS, PaaS, SaaS, legacy applications, and databases.
- On demand application provisioning.

Clients can call on our cloud expertise at any stage of the transformation process. We work collaboratively and constructively with your staff, suppliers, and vendors to achieve a successful transformation.

2 Track Record

We have supported a range of public sector clients, and our assignments include:

Department of Health and Social Care

- We reviewed and implemented data migration and systems integration strategies to reduce the risks of integrating with various internal and external systems.

The National Archives

- We identified information processing needs, specific gaps, and options for best of breed and integrated enterprise resource planning solutions.

Financial Conduct Authority

- We developed options for re-platforming, porting, and/or re-implementing current on-premise applications and integrating them within a cloud-based infrastructure.

Office for National Statistics

- We designed an enterprise architecture to provide a flexible, scalable, and integrated set of applications and platforms to improve access to the wealth of data held by ONS and to support statistical business processes.

Home Office

- We performed technical discovery to identify the most appropriate technologies and solutions to integrate with key Home Office systems and services.

Surrey and Sussex Police

- We carried out a current state review and a future solution evaluation and developed options for a new integrated shared service.

Ministry of Justice

- We developed an open standard for digital case files and assessed technical options for data collection, cloud application integration, and access via secure mobile devices.

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 also 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, infusing 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 we are 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 cloud solution selection, deployment, and business transition. 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 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.