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Low-code advisory, deployment and development

Service Definition

V1.0





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1 Service Overview

BIP helps organisations leverage the full power of low-code technology. We support organisations as they adopt a low-code approach, from assisting in the deployment of platforms to the development, deployment, and adoption of specific solutions.

The types of support we provide include:

- Strategy, Governance & Operating Model
- Low-code strategy aligned to organisational priorities and Cloud-First principles.
- Platform governance and guardrails (environments, DLP/data policies, ALM, access).
- Roles and responsibilities for centre of excellence (CoE), product, and support teams.
- Platform Readiness & Enablement
- Environment design (dev/test/uat/prod), identity/SSO/MFA, licensing model optimisation.
- Landing zone configuration, connectors governance, telemetry and cost controls.
- Platform health and security baselines; audit and compliance considerations.
- Demand Shaping & Backlog
- Discovery workshops to identify high-value candidates (forms, workflow, casework, mobile, field, reporting).
- Value/effort scoring and tranche planning with clear business outcomes and KPIs.
- Product thinking: define MVP scope, acceptance criteria and non-functional requirements.
- Solution Architecture & Design
- Reference architectures for LCAP solutions (app patterns, workflow/orchestration, data).
- Reusable components, templates, and design systems for consistency and accessibility (WCAG).
- Data model design and information governance aligned to IM policies.
- Secure Development & DevSecOps for Low-Code
- Secure-by-design patterns (least privilege, secrets, data protection, audit trails).
- CI/CD and ALM pipelines for low-code assets; versioning, testing and approvals.
- Quality gates, code reviews (where applicable), dependency and change control.
- Build & Configuration (Hands-On or Assurance)
- Rapid development of apps, portals, forms, automations and workflows.
- Citizen-developer enablement with pro-dev pairing for complex integrations or UX.
- Accessibility and inclusive design reviews; performance and usability tuning.
- Integration & Data
- Connector strategy and iPaaS/API patterns to legacy and cloud services (CRM/ERP, case, data platforms).
- Data migration and synchronisation approaches; lineage, quality and retention controls.
- Reporting and analytics (embedded vs. enterprise BI), with secure data sharing.
- Testing, Acceptance & Release
- Risk-based testing for functional, performance and security aspects.

- UAT facilitation, evidence capture and go/no-go criteria.
- Release planning and change calendar alignment across multi-supplier estates.
- Service Management & Run
- Support model design (L1–L3), SLA/OLA definitions, knowledge base and runbooks.
- Telemetry/observability dashboards, incident & problem workflows, capacity planning.
- Cost management and FinOps levers for platform and solution portfolio.
- Adoption, Change & Skills Uplift
- Communications and training tailored to citizen developers, admins and support.
- CoE playbook: standards, patterns, reuse catalogue, intake and review boards.
- Community of practice and mentoring; measurable adoption and benefits tracking.
- Sustainability & Value Realisation
- Rationalisation of shadow IT and legacy point tools into governed low-code solutions.
- Automation of manual processes to reduce effort, error and carbon impact.
- Benefits framework linking cycle-time, satisfaction and cost-to-serve improvements.
- Exit, Reversibility & IP Management
- Asset inventory and documentation to ensure portability and maintainability.
- Data extraction formats and responsibilities; contingency planning.
- Clear IP terms for components, templates and solution assets created during engagement.

2 Track Record

Globally we have worked with clients across industries guiding and implementing low-code solutions. This includes:

Low-code workshops – across sectors running awareness and education workshops to help organisation learn and understand the strengths and weaknesses of specific low-code application platforms (LCAP) such as Microsoft, Appian, Outsystems.

MS Powerplatform Solution Development – development and deployment of applications and solutions leveraging MS Powerplatform supporting both business processes (eg payslip requests) or corporate needs (eg HSE specific support).

Developing low-code, BPM design and governance – supporting our clients with designing and developing the right governance for the management of BPM and LCAP capability such as Appian with clients in multiple industries including Telco, manufacturing, media industries.

LCAP Selection Support – helping clients across regulated and un-regulated industries such as Energy to select the appropriate LCAP providers.

Enterprise Grade Solution Development – working across industries (eg Energy and Utilities) developing enterprise solutions and tools for specific and emerging business needs.

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 cloud and low-code 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 and future support if this is appropriate.

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

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

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.