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# Business Change Management support for Deployment for Cloud Technologies

Service Definition

**V1.0**





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## Service Definition

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# 1 Service Overview

BIP helps organisations introduce new technology, infrastructure, software, systems, applications and service-based solutions into the live environment.

These support digital transformation, process improvement, decision making, operational practices, new policy and digital automation across areas including sales, CRM, operations, ERP, back office, data collation.

The types of support we provide include:

Change Strategy and Case for Change.

- Assessment of organisational context, drivers and constraints.
- Clear case for change aligned to strategic outcomes and service objectives.
- Change strategy and roadmap covering phases, milestones and success criteria.

Stakeholder Analysis and Engagement.

- Stakeholder mapping (influencers, decision-makers, impacted roles).
- Engagement plan with channels, cadences and ownership (exec to frontline).
- Advisory boards, change networks and champions mobilised across functions.

Communications and Narrative

- Compelling narrative for why, what and how the cloud change will land.
- Communications calendar and asset creation (FAQs, intranet packs, videos, town-hall decks).
- Two-way feedback loops (surveys, listening sessions, sentiment tracking).

Impact Assessment & Process Change

- Role-based impact assessments (people, process, policy, tools).
- To-be process definition and SOP updates to reflect cloud ways of working.
- Control and compliance implications surfaced and addressed early.

Training, Learning and Adoption Enablement

- Role-based learning paths (end users, super users, service owners, admins).
- Just-in-time enablement (quick reference guides, micro-learning, clinics).
- Train-the-trainer approach and community of practice to sustain capability.

Operating Model and Service Readiness

- RACI and skills matrix for cloud operations and shared responsibilities.
- ITSM/process alignment (incident, change, request, knowledge, CMDB).
- Readiness gates and acceptance criteria for go-live and early-life support.

Benefits, KPIs and Behavioural Adoption

- Benefits framework and adoption KPIs (utilisation, satisfaction, performance, cost).
- Baselines and targets; dashboards and action plans to close gaps.
- Reinforcement activities (nudges, leader toolkits, recognition).

Risk, Compliance and Accessibility

- People-change risks identified with mitigations and clear escalation paths.
- Accessibility and inclusion embedded in comms, training and UX choices.
- Privacy, information management and policy updates communicated and embedded.

Sustainability, Cost and Value Realisation

- Adoption practices aligned to cloud cost guardrails (FinOps-aware ways of working).
- Decommissioning of legacy behaviours and tools to lock in value.
- Post-implementation reviews and benefit tracking through transition to BAU.

#### Post-Go-Live Reinforcement and Continuous Improvement

- Hypercare-period change support, floor-walking and executive heartbeat.
- Lessons learned, playbacks and backlog of adoption improvements.
- Handover to BAU change/enablement teams with clear ownership.

## 2 Track Record

We have worked with a range of organisations to help them deliver successful IT-enabled change. This includes:

- ONS – Client-Side support to Major Transformation Programme
- Home Office – Client-side support for the transformation of a National Critical Infrastructure Programme
- Network Rail – Change Management for the transformation of a Investment Portfolio Management solution and delivery of training of an internal Change Management function
- College of Policing – Client-side support for Digital services
- Police Forces – Assisting with the development of police-led change team to support a new ERP solution.

**Office for National Statistics** – ONS is undergoing a major transformation programme, using digital technologies, to radically change and streamline its approach to data collection, statistical analysis, and business and social surveys whilst increasing the range of data sources used. We are providing an expert client-side service to guide key components of the transformation programme.

**Home Office** - We have provided a client-side managed service over several years to support the design, delivery, implementation and phased enhancement of CAID (Child Abuse Image Database). This has included business requirements analysis, business change and communications, stakeholder engagement and user training.

**Network Rail** - Developed and delivered change management and skills training for project and programme managers and the newly formed ERP change management team.

**Network Rail** - Design of new systems, processes and organisation within a major business change programme to improve the management and control of investment programmes.

**College of Policing** - The College was being established as a new professional body for the policing community. As part of its remit, it was exploring greater digital participation and a new membership solution with online services. We provided a range of client-side services for the new solution that included developing the information architecture and solution architecture, producing the 'to be' processes and facilitating the development of the business case.

**Police Force** – We developed the capability of the change team that was supporting the implementation of a new ERP solution.

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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.