

Dec.2025

MLops and industrialisation of AI ML

Service Definition

V1.0





MLops and industrialisation of AI ML

Service Definition

V1.0

Document owner

Chris Walker

Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

Contents

Title of the document	Error! Bookmark not defined.
V1.0	2
1 Service Overview	4
2 Track Record	5
3 Contacts	5
4 About us [change number to relevant section]	6
Who We Are	6
Our Philosophy: Value, People and Technology	7
Our Approach: Design to Deliver	7
Our Expertise	7
Here to Dare	8
The BIP World	8
5 Other Information	8
Are we a reseller?	9
Support provided to buyers	9
How users work with this G-Cloud service	9
Service onboarding and off-boarding process	9
Pricing	9
Service definition and how it will be delivered	9
Our security certifications and standards	10

1 Service Overview

MLOps and LLMOps enable organisations to industrialise AI — including traditional machine learning, large language models (LLMs) and agent-based systems — at enterprise scale, while maintaining the agility required to respond to evolving business, regulatory and technology demands.

BIP supports organisations in industrialising AI by defining and implementing MLOps, LLMOps and agent-based capabilities as part of a coherent enterprise AI operating model. Our services focus on establishing the processes, technologies and organisational structures required to design, deploy, operate and continuously improve AI systems — including autonomous and semi-autonomous agents — as standard components of business and IT operations.

Technology platforms are treated as enablers rather than endpoints. BIP adopts a technology- and vendor-agnostic approach, supporting cloud and hybrid environments across platforms such as AWS, Microsoft Azure and Google Cloud, as well as leading foundation-model and agentic ecosystems.

BIP's offering is structured around three integrated service dimensions:

1. Process – AI Lifecycle, Controls and Governance

We design and embed end-to-end processes that enable AI systems and agents to be developed and operated safely, repeatably and at scale. This includes:

- Definition of standard AI delivery and operational lifecycles for ML, LLM and agent-based solutions
- Integration of experimentation, development, deployment, monitoring, retraining and retirement into business-as-usual processes
- Design of governance processes, decision authorities and controls, including for agent autonomy and supervision
- Definition of quality, risk and compliance processes, covering drift, hallucinations, bias and failure modes
- Alignment of AI operational processes with enterprise IT, data and risk management practices

2. Technology – MLOps, LLMOps and AgentOps Enablement

We design and implement fit-for-purpose technology capabilities that operationalise AI systems and agent-based solutions. This includes enabling:

- Model, prompt, agent and pipeline lifecycle management
- Feature, embedding and vector-store management
- CI/CD and release management for ML, LLM and agent-based solutions
- Automated testing, evaluation and validation, including generative quality and agent behaviour
- Secure deployment, access control, guardrails and policy enforcement

- Runtime monitoring, observability and alerting across AI workflows and agents
- Cost, performance and usage optimisation across training and inference

3. Organisation – Roles, Responsibilities and Operating Model

We help organisations define the organisational structures and responsibilities required to run AI at scale. This includes:

- Design of AI operating models spanning central, federated and product-aligned teams
- Definition of roles and responsibilities across data science, engineering, platform, operations and the business
- Clarification of ownership for models, agents, data, platforms and controls
- Definition of interaction models between AI teams, IT operations, risk and governance functions
- Establishment of platform and product team models to support scalable AI delivery and operations.

2 Track Record

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

Telco Company – Designed an MLOps reference architecture including data sanity checks, unit tests, staging quality assurance, promotion gates, post-deployment service testing, and continuous monitoring of both the scoring service and model performance once live.

Energy Company – BIP implemented a production-grade MLOps pipeline to industrialise predictive models across distributed operational environments. The solution enabled automated deployment, monitoring, retraining and rollback to ensure reliability, scalability and controlled lifecycle management of ML systems..

Telco – BIP designed and rolled out an MLOps platform to support multiple ML use cases, embedding CI/CD pipelines, monitoring and data-drift detection. This enabled repeatable model releases, continuous evaluation and operational resilience while reducing dependency on manual intervention.

Major Bank – Designed and delivered an in-house LLMops platform enabling the bank to independently manage LLM-based services across multiple use cases. The solution explicitly decouples use-cases from underlying models, supporting controlled operations, modular expansion, and managed lifecycle of enterprise LLM services.

3 Contacts

51 Moorgate
London
EC2R 6LL

Chris Walker
Partner

Office: 020 3141 8400
Mobile: +44 791 208 7462

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.