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Cloud Solution and Service Delivery Management, Governance, Quality and Assurance

Service Definition

V1.0





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1 Service Overview

The selection and deployment of cloud-based and digital solutions and services require delivery management, governance, and business and technical assurance expertise.

New cloud-based and digital solutions can have a major impact on the IT and working environment, both during their implementation and live operation.

We ensure the deployment is part of a project or programme, is initiated and run correctly so that solutions have the right architecture and design, and that they transition seamlessly into the live environment with good stakeholder buy-in.

We use a collaborative approach to change management to gain consensus from the users and stakeholders.

We work proactively and constructively with your suppliers and solution providers.

We help clients to plan and implement the different types of transformation and change. For example: short-term quick wins, medium-term change, and longer-term major transformations.

The services we offer include:

- Initiative scoping, programme or project initiation, and team mobilisation
- Outline and full business case development and benefits management
- Transformation strategy and planning
- Delivery management, vendor management, integrator management, and deployment management
- User requirements management, design management, and architecture assurance
- Activity planning with milestones and resource identification and resource management
- Programme or project governance, costs management, and delivery assurance
- PMO or project office set up and operation
- Assurance against architecture and design
- Stakeholder engagement, change management, communications, and business interface management
- Test strategy and test management
- Transition management, migration management, issue management, and defect management
- Workshop facilitation and model office set up
- Project management techniques
- Agile delivery management and assurance

Our management style embraces all the dimensions of delivery including people, organisation, systems, information, process, benefits, costs, and time.

2 Track Record

A small selection of our track record is shown below:

Home Office – Policing Technology Unit

We managed the procurement of a replacement for the National Mutual Aid Telephony (NMAT) service. NMAT allows remote forces to provide call taking (known as mutual aid) to support a host force during a major incident or enquiry, where there is expected to be a high volume of calls from members of the public. It provides a number of cloud-based virtual call centres, routing calls nationwide. The current service was due to reach the end of its contract and a replacement was required.

We led the procurement team. We managed the:

- Definition of functional and service requirement
- Preparation of the RfP
- Production of tender evaluation criteria.

We engaged with the project board and user community. We wrote the Business Case for the service, for use in the Home Office approvals process. We maintained the project plan, risk register, and management reports.

National Employment Savings Trust – Banking Services Migration

We provided project, technical, and test assurance services to the NEST banking project which migrated the banking services used from HSBC to Nat West. Our responsibilities included:

- Developing the implementation approach and requirements for the Banking Services ITT (Invitation to Tender)
- Evaluating bidder responses to the Banking Services ITT and scoring responses against technical implementation requirements/criteria
- Defining the testing approach to support the migration of banking services to the new banking partner
- Helping the new banking partner and scheme administrator develop their detailed project plans, incorporating key activities and milestones into the overall NEST project plan
- Assuring the technical changes required to the banking services interfaces as part of the banking services migration, e.g., smartcards and readers, HSM (Hardware Security Module) certificates, changes to MT940 file
- Preparing for end-to-end lifecycle testing, developing the test scenarios, and recruiting the lifecycle test team
- Assisting with the set up and configuration of new banking services, such as new account opening, online banking, and file gateway
- Reviewing the business process changes required to support live operations, both during and after the migration of banking services. These include processes related to the transfer of sponsorship of Service User Numbers, BACS "bulk change" of existing direct debit mandates, BACS approvals for direct debit and direct credit processes, and return payment processes
- Managing the end-to-end testing and assurance for the banking services migration, including migration planning and rehearsals, test execution and readiness reviews

Royal Bank of Scotland – Core Banking Systems Remediation

The Real-Time Platforms area within Core Banking Systems includes business critical operational databases and interface gateways for Customer and Account information.

Our role included:

- Development of the roadmap of work to introduce new replacement capabilities and decommission legacy systems with the objective of enabling access to up-to-date information more simply, efficiently, and flexibly.
- Management of stakeholders, RBS teams, third party onshore/offshore procurements, financial expenditure, governance, reporting, benefits, and risks.

Major Construction Company – ERP Solution

We managed the initial evaluation of requirements to add new functionality into the Oracle ERP implementation. The functional areas included:

- Asset maintenance for rail assets
- Supplier accreditation
- Labour-only supplier management
- Manufacturing and inventory management
- Mobile requisitions and bar-code tracking for Inventory
- Purchasing cards

Our role included:

- Liaison with the delivery partner, managed service providers, and third-party suppliers
- Solution architecture and options analysis
- Business change and stakeholder engagement

Major Construction Company – End User Computer and Messaging Programme

Our role comprised:

- Resourcing – Modelling, restructuring, recruitment, on-boarding, and contact control
- Planning – Direction/improvements and monitoring planning, including supplier engagement; risks & Issues management in PM Suite
- Reporting – Agile reporting, Programme Fortnightly Status Report, and preparation of dashboard and ad-hoc returns to the Shared Services Strategy Board
- Governance – Occasional chair to weekly programme team meeting
- Deployment – Established and chaired twice-daily Deployment Command and Control forum to support pilot and full deployment preparation and to monitor trends in remediation needs. Management support at first pilot and drafted Observations / Lesson Learned Actions summary; cover for Deployment PMs; review of Deployment Approach
- Change Management – Raising and managing Project Service Request (for supplier Statements of Work or Rough Order of Magnitude returns), Request for Change, Impact Assessments, and Contract Change Notes, for both programme and BAU, providing evidence as required
- Setting weekly priorities for Programme Control Officers
- Applications – Monthly financial controls of additional packaged applications

- Messaging - Support applications and messaging lead; daily remediation planning
- Requirements - Action plan for Requirements Compliance and Traceability exercise
- Providing support to the Programme Manager and advice and guidance to projects within the programme

Surrey and Sussex Police – Delivery Assurance

We led the review of the SAP and Oracle ERP implementations at the two forces. This included undertaking meetings and workshops with stakeholders from across both forces and the development of a current state review, requirements, future options, and business case. We also supported the review and development of the options for a new integrated shared service and options for outsourcing all or part of the resulting service including the use of cloud-based services.

Evenbase - NHS Job board Service

We reported to the Chief Operating Officer (COO) and Senior Responsible Owner (SRO). We managed a multi-million-pound cloud-based job board service covering all the Department of Health's organisations. We managed eight workstreams comprising over 30 staff including business change, infrastructure, development, and training. The service included the implementation of an ICT web service developed in Open Source and running on Oracle to support up to 12,000 concurrent users.

Network Rail – Programme Governance

We managed the design and acceptance of new systems, processes, and organisation within a major business change programme to improve the management and control of investment programmes. We were the architect of the new processes, systems, and organisation developing the blueprint and new working practices

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 Consulting UK Limited 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 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.