



Public Sector

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Cloud Support for ERP, Back Office, Operations, Solution Design and Implementation Assurance

Service Definition
V1.0





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1 Service Overview

BIP helps clients through all or specific parts of the cloud based ERP solution selection, procurement, design and roll-out process.

This support focuses on the design and roll-out process and can include cloud solutions and services to support business transformation.

We have experience of supporting deployments and roll-outs for cloud-based and traditional solutions. The services we provide include:

Vision, Scope and Outcomes

- Clarify strategic outcomes (financial control, workforce efficiency, procurement compliance, auditability, operational resilience).
- Define in-scope domains (e.g., Finance, P2P/Source-to-Pay, HR/Payroll, Workforce Management, EAM/FM, Projects/Grants, Supply Chain, Case/Field Ops).
- Establish success metrics and benefits hypotheses (cost, control, experience, risk).

Requirements and To-Be Process Baseline

- Capture of functional and non-functional requirements (security, accessibility, performance, reporting, compliance).
- Map current processes; define SaaS-standard-first to-be processes and policy updates.
- Prioritise requirements (MoSCoW) with clear acceptance criteria and traceability.

Market Scan and Shortlisting

- Scan the cloud ERP/back-office market and adjacent best-of-breed options.
- Filter and shortlist using objective criteria (capability fit, public-sector references, roadmap, interoperability, TCO, implementation ecosystem).
- Scripted demonstrations/playbacks aligned to real public-sector scenarios.

Solution Evaluation and Fit-Gap

- Scenario-based evaluation (e.g., month-end close, procure-to-pay, hire-to-retire, rostering, asset lifecycle, grants/projects).
- Fit-gap and configuration vs. extension analysis; highlight customisation risks and tech debt.
- Implementation partner capability and governance assessment.

Integration, Data and Reporting (Advisory)

- High-level integration approach (APIs, iPaaS patterns, identity/SSO, master data).
- Data migration strategy (cleansing, mapping, reconciliation, archival/retention).
- Reporting and analytics options (embedded BI vs enterprise data platform alignment).

Commercials and Total Cost of Ownership

- Validate subscription/consumption models (tiers, roles, transactions, environments).
- 3–5 year TCO including implementation, run, decommissioning and change adoption.
- Scenario analysis (phasing by module/entity, shared services, scalability).

Security, Risk and Compliance

- Security and privacy alignment (segregation of duties, audit trails, encryption, access).
- Compliance considerations (records retention, accessibility, financial controls).
- Operational resilience: availability targets, DR strategy, backup/recovery.

Implementation Approach and Partner Selection

- Delivery options (single vendor vs. multi-partner) and governance recommendations.
- Phasing roadmap (pilot, tranche by function/entity, or big-bang with strengthened hypercare).
- Resource model, skills and RACI for buyer and supplier teams.

Change, Adoption and Training

- Stakeholder impact assessment across Finance, HR, Procurement and Operations.
- Communications and engagement plan; champions/super-user network.
- Role-based training and just-in-time learning assets; adoption KPIs and feedback loops.

Transition, Cutover and Early-Life Support

- Cutover strategy and rehearsals (data freeze, parallel run where needed).
- Early-life support (hypercare), SLAs/OLAs, defect triage and route-to-green.
- Handover to BAU with SOPs, playbooks and service acceptance criteria.

Exit and Re-Procurement Readiness

- Define data extraction formats, responsibilities and timelines up-front.
- Reversibility guardrails for critical modules and contingency plans.
- Lessons learned, benefits review and re-procurement readiness.

We have worked with a range of products and vendors.

2 Track Record

The clients we have helped include:

- DHSC – Supporting the procurement and implementation of ERP Solution for Finance and Operations (MS Dynamics 365).
- Network Rail – Leading the design and acceptance of changes to an ERP Solution (Oracle) for control of Investment Programmes, including defining the change management strategy and its delivery.
- Balfour Beatty – Supporting the implementation of a new ERP Solution (Oracle) to consolidate business functions in a Shared Service Centre.
- Surrey, Sussex and Thames Valley Police – Supporting the implementation of a cloud-based ERP solution with integrations to third party apps.

1 – We were part of an integrated consultancy service to **DHSC**, providing guidance to the programme director, supporting the procurement of an Enterprise Resource Planning (ERP) solution and the subsequent implementation of Microsoft Dynamics 365 for Finance and Operations. This solution underpins a major change initiative (the Corporate Services Improvement Programme) to improve DHSC's back office efficiency and effectiveness.

Our activities including:

- Developing and establishing the programme's business change approach, including
- organisation and culture change, user testing, transition and business readiness
- Developing and recommending delivery options and implementation approaches
- Supporting stakeholder engagement and change management activities, including scoping
- and defining content for business change discussions and workshops
- Reviewing and restructuring the programme's organisation, workstreams and activities to
- support the shift of the mixed team to a preparation and implementation focus
- Establishing the priority activities and outputs to be delivered by the programme during
- preparation and implementation activities
- Support for ERP, Back Office, Operations Sol Design and Assurance | Service Definition
- Restructuring the programme master plans and dashboards, establishing workstream plans
- and activity trackers, and refining programme reporting and planning processes, drawing on
- MSP best practice
- Establishing and assuring new ways of working, including use of agile delivery methods, to
- support delivery of priority outputs in the time available

- Planning future resource needs and assisting in the selection of suitable candidates for new team roles based on clear role definitions

2 – At **Network Rail**, we were responsible for 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 which were put into operation. We defined the change management strategy and led change management activities including:

- Stakeholder analysis, change management and communications planning
- Mobilisation and management of a cross-functional core design team of senior managers to ensure active participation in the design and validation of the solution
- Development of new working procedures and management of stakeholders to facilitate change and acceptance of the solution

3 – **Balfour Beatty** was undertaking a major reorganisation and ERP (Oracle) implementation in its UK business to work more effectively as a group. This included consolidation of a number of business functions into a shared service centre and standardisation of business processes and systems across multiple operating companies. We provided a range of services and support over several major phases of the programme, including:

- Transformation strategy and change management
- Communications and stakeholder engagement
- Team mobilisation
- Organisational structure
- Common operating model
- Solution design

4 – **Surrey, Sussex and Thames Valley Police** were planning a joint implementation of Microsoft Dynamics to replace an existing ERP, and required a common solution for the three forces, incorporating links to third party applications to cover elements of training, and roster management. We provided a range of services, including:

- Project Management
- Communications and stakeholder engagement
- Commercial Management
- Solution design support
- Supplier Management

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 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.