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Cloud Support Criminal Justice and Courts and Tribunal Service Solutions

Service Definition

V1.0





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1 Service Overview

BIP can provide a range of client-side support for the deployment of cloud solutions into the Criminal Justice, HM courts and Tribunal service environment.

We help to improve the use of digital intelligence and evidence and to ensure all material can be transferred in a digital format to the criminal justice system.

The types of solutions we support include:

- Store and Bench - the UK's first in-court digital solution for Magistrates. It is a cloud based solution providing access to court papers and sentencing guidelines via secure mobile devices.
- Digital Case File System - a UK first and provides a similar, yet functionally richer, service to the Crown Court, providing a single digital solution for the Judiciary, Prosecution and Defence

The types of roles we can undertake include:

- Single Point of Contact
- Lead Technical Architect
- Pilot Delivery and Evaluation Manager

The types of stakeholders we can support include:

- HMCTS Digital Change Directorate
- National Police Chiefs Council
- Police Forces
- Assistant Chief Constables
- CJS Efficiency Programme
- CPS
- MoJ

The types of support we can provide include:

Strategy & Outcomes

- Cloud and technology vision aligned to organisational objectives and constraints.
- Target operating model for cloud-enabled delivery (people, process, technology).
- Value hypotheses, benefits framework, and measurable success metrics.

Requirements, Policy & Controls

- Functional and non-functional requirements tailored to justice contexts (safeguarding, disclosure, audit, retention, redaction, accessibility).
- Information governance, ethics and privacy by design (appropriate handling of sensitive data, victim/witness protection).
- Security requirements and segregation of duties (role-based access across agencies; chain-of-custody considerations).

Architecture & Interoperability Advisory

- Cloud architecture options (SaaS-first; PaaS/IaaS patterns where necessary) and foundational services (identity/SSO/MFA, integration/iPaaS, observability).

- Interoperability approach across justice partners, including APIs, eventing and data standards.
- Resilience, DR and continuity objectives

Market Scan, Evaluation & Selection

- Market scan of relevant cloud solutions (case management, evidence management, scheduling, document/records, contact centre/CRM, analytics).
- Evaluation and moderation support; implementation partner capability assessment.

Data Management

- Data migration strategy (cleansing, mapping, reconciliation) for legacy systems; archival and retention aligned to justice policies.
- Digital evidence lifecycle advisory (ingest, hash/verify, store, access, disclose, retain/destroy).
- Records management taxonomy, redaction processes and secure sharing across agencies.

Security, Privacy & Risk

- Shared-responsibility mapping across suppliers and agencies; role design and least-privilege enforcement.
- Privacy impact considerations (sensitive categories, vulnerable persons, minors) and lawful basis of processing.
- Threat modelling and operational security guardrails; logging, monitoring, alerting and incident playbooks.

Implementation & Deployment Assurance

- Delivery model definition (agile/iterative vs. phased by jurisdiction or case type) and governance cadence.
- Quality gates, readiness checklists, go/no-go criteria and defect route-to-green.
- Cutover planning for live services (listings, custody, hearings) with rollback and contingency.

Service Management & Operational Readiness

- Target operating model for multi-agency operations (RACI, OLAs between agencies and suppliers).
- ITSM alignment (incident, problem, change, request, knowledge, CMDB) and service reporting (SLAs/XLAs).
- Early-life support (hypercare), known-error database, and continuous improvement loops.

User Engagement, Training & Adoption

- Stakeholder mapping across judiciary, clerks, listings officers, prosecutors/defence, probation, custody staff and contact centre teams.
- Communications and briefings tailored to roles; champions/super-users network.
- Role-based training, quick reference guides and “floor-walking” in the early adoption period.

Analytics, MI & Performance

- Definition of operational dashboards and statutory/performance reporting (backlog, throughput, timeliness, failure demand).
- Data quality controls and lineage; feedback loops to improve case progression.
- Cost and capacity dashboards to support resource planning and optimisation.

Cost Management & Sustainability

- FinOps-aligned guardrails (tagging, showback/chargeback, rightsizing, scheduling).
- Decommissioning of legacy environments and paper/process debt to lock in savings.
- Sustainability considerations embedded in design and service reviews.

Exit, Reversibility & Re-procurement Readiness

- Data extraction formats, responsibilities and timelines defined up-front (including evidential materials and audit trails).
- Reversibility and vendor-contingency planning for critical services.
- Lessons learned and re-procurement readiness across agencies.

2 Track Record

The clients we have worked for and engaged with recently within Criminal Justice include:

- Home Office
- Crown Prosecution Service
- Ministry of Justice
- NPCC
- College of Policing

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.