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Police/Emergency Services Legacy ERP Replacement Client-Side Support Service Definition **V1.0**





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1 Service Overview

BIP supports re-implementation of back office systems and services for police forces and emergency services.

We advise on the entire lifecycle from options assessment to user support. This includes specification, procurement, commercial, technical design, architecture, deployment planning, business change, migration, transition, testing, and supplier management.

We provide independent vendor, supplier and product agnostic expertise, advice and guidance to clients to support the delivery of the clients aims and objectives.

We help introduce flexible, scalable, out of the box services to support digital transformation and shared services.

We are currently working with two clients to help them implement new back office systems and services.

The types of challenges faced with current back office set-up include:

- Years of investment sunk into customising an ERP solution
- Getting the best from specialist components within and interfacing to an ERP, whilst leveraging the benefits of using standard components in most ERP areas
- Multiple, poorly integrated ERP solutions across the organisations
- ERP solution deployed that can't support desired changes
- Enhancement, re-configuration and support costs are now too high
- In-house applications developed to avoid changing the ERP solution
- Lack of knowledge of the existing systems due to staff attrition
- Getting benefits from introducing cloud services, especially where specialist applications are part of the solution
- Perception that the company's way of operating has to be unique across an ERP

We have experience of supporting selection and procurement across cloud-based and traditional procurements, especially via government frameworks to help overcome these challenges. The services we provide include:

- Current situation analysis
- Business analysis
- Discovery, requirements analysis and specification
- Outline business case
- Detailed business case
- Solution design
- Cloud technology evaluation
- Procurement strategy
- Market evaluation
- Supplier engagement
- ERP cloud solution selection
- Assessment of the integration of ERP cloud services
- Review and assessment of supplier responses
- Commercial requirements, especially Cloud specifics
- Required service levels
- RFI, ITT and supplier scoring and selection

- We have worked with a range of products such as Oracle, SAP and Microsoft Dynamics 365.

2 Track Record

The police force and emergency service clients we have supported include:

- Major UK religious organisation – Delivery Partner leading the Digital Transformation Programme to re-platform their ERP solution from SAP to MS Dynamics 365.
- Surrey, Sussex and Thames Valley Police – New ERP solution evaluation, procurement, configuration support and business change
- Large NHS Hospital – New ERP solution evaluation, procurement and implementation
- Other clients we have supported include:
- NAO – ERP requirements review and replacement specification and procurement
- UKAEA (CCFE) - ERP requirements review and replacement specification and procurement
- Innovate UK – Capability assessment and market engagement for a new ERP solution
- Network Rail – A new investment project management solution

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.