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Machine Learning Development, Testing and Management

Service Definition

V1.0





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1 Service Overview

BIP supports clients in delivering, assuring, and managing machine learning and AI systems that are reliable, governed, scalable, and aligned with business goals throughout their entire lifecycle. Our approach integrates modern Machine Learning Operations (MLOps), model governance, continuous evaluation, and risk-aware testing practices to help organisations turn experimental models into robust, production-ready solutions.

We have deep experience in validating and testing complex machine learning systems delivered by internal teams or third-party partners including global system integrators. Our services combine technical, operational and governance assurance from early proof-of-concept stages through to deployment, monitoring, and long-term optimisation.

Across engagements, we emphasize structured lifecycle processes and model governance frameworks that help organisations manage risk, ensure compliance, and sustain business value from machine learning investments.

When testing systems, we help clients to answer key questions such as:

- What should my test strategy contain?
- What type of testing is relevant in the Machine learning space?
- How can we anticipate and test for data drift, concept drift, model degradation, and accuracy decay in production?
- What governance practices are required for auditability, explainability, and compliance with regulatory standards?
- How can we leverage tooling and automation to embed continuous quality checks across CI/CD pipelines?
- What should be tested continuously vs periodic re-training, monitoring and validation?

The services we offer include:

Strategy & Planning

- ML and AI strategy definition and governance framework
- Use-case identification, prioritisation and value assessment

Early Validation & Development

- Proof-of-concept and pilot development
- Technical assurance (data, models, architecture, platforms)
- Business assurance (process, controls, compliance, usability)

Testing & Quality Assurance

- ML test strategy definition and governance
- ML environment and tooling setup (CI/CD, feature stores, registries)

- ML test specification and execution (unit, integration, and end-to-end tests)
- User acceptance testing (UAT) and business acceptance testing (BAT)
- Data preparation, validation and continuous validation checks

Operational Readiness & Governance

- MLOps and model lifecycle management (versioning, lineage, deployment, rollback)
- Continuous evaluation and monitoring platform setup (performance, drift, latency monitoring)
- Model governance and compliance (audit trails, explainability, fairness and ethics)
- Security integration within MLOps lifecycle (SecMLOps principles, risk-aware testing)

Business Adoption & Value Realisation

- Business adoption, change and process redesign
- Managed operations and ongoing support
- Operational dashboards, reporting and KPI tracking

2 Track Record

Defense - Conducted end-to-end technical assurance of third-party machine learning models, validating data pipelines, algorithmic behaviour, and predictive accuracy prior to enterprise rollout. Continuous post-deployment monitoring was established to manage model drift and ensure sustained performance and trust.

Pharma - BIP validated AI-driven visual inspection systems supplied by third-party vendors, ensuring model accuracy, explainability, and compliance with regulatory standards. The engagement combined tactical model testing with strategic guidance for long-term AI governance and monitoring.

Energy - Designed and implemented an AI governance framework covering model validation, risk management, monitoring, and compliance with emerging AI regulations. The programme embedded technical and business controls across design, deployment, and live operations of ML systems.

Insurance - Supported the design of an enterprise-grade MLOps approach to operate and monitor multiple ML and GenAI solutions in production. The work embedded continuous performance, drift and risk monitoring, ensuring models remained compliant, reliable, and aligned with business KPIs over time..

Energy - Assured and industrialised a predictive maintenance ML system using a full MLOps pipeline, including automated retraining, deployment, and performance monitoring across operational environments. The solution enabled continuous evaluation of model accuracy and degradation, ensuring safe rollout and long-term operational reliability.

Digital Services - Supported the design of an enterprise-grade MLOps approach to operate and monitor multiple ML and GenAI solutions in production.

The work embedded continuous performance, drift and risk monitoring, ensuring models remained compliant, reliable, and aligned with business KPIs over time.

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.