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Planning, Set-up, Migration, Assurance, Testing, Training, Service Management

Service Definition

V1.0





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1 Service Overview

We provide independent advice for the whole cloud technology specification, selection, and implementation lifecycle.

This includes situation review, business analysis, cloud strategy, planning, solution specification, options analysis, solution design, security architecture, Proof of Concept, set up, procurement, integration, change management, migration, testing, quality assurance, transition, service specification, and user training.

We have practical experience of the whole cloud delivery lifecycle, from the inclusion of cloud services in your Digital, IM, and ICT strategy, the identification of initiatives, and the development of business cases through to the deployment and operational management of cloud services. We have assessed on-premise solutions versus cloud options for platform, infrastructure, and software and have then taken clients through the journey of specification, procurement, migration, process and business change, deployment, and benefits realisation.

We work closely with you to help you specify and deliver new initiatives and get better value from your processes, people, information, and technology. We help you to design, introduce, and embed new solutions and more efficient ways of working, ensuring that the envisaged benefits of your investment are fully realised.

We can provide advice and guidance on a range of initiatives including pilot-based implementations, use of traditional or agile delivery models, and wider technical and business design assurance.

We provide a wide range of services as part of our cloud support that cover:

- Business analysis
- Cloud service architecture
- Cloud project specification and selection
- Risk assessment
- Deployment of cloud solutions and services
- Migration planning and transition management
- Supplier onboarding and management
- User training and management
- User acceptance testing (UAT) including scripts
- Cloud Service Integration and Management services (SIAM)
- Cloud Service definition
- Cloud service testing
- Cloud information management and digital continuity
- DR and business continuity assessment and planning

Typical business and application areas we have supported include:

- CRM (e.g., Salesforce), customer management, case management, and application and visa processing
- Collaboration and email
- Policing intelligence and investigation (e.g., ANPR)
- ERP (e.g., Oracle, Workday, and MS Dynamics)
- Shared services
- Correspondence handling
- Grants and subsidies processing

2 Track Record

We have worked with many public sector organisations. A small sample of recent work undertaken includes the following:

Home Office – Policing – Provided cloud-focused architecture, ICT strategy, business cases, service catalogues, and supplier engagement for national policing platforms.

Financial Conduct Authority – Led procurement of SaaS CRM, developing bespoke public-sector contracts aligned to regulatory needs and SaaS operating models.

Traffic Penalty Tribunal – Defined requirements, roadmap, and business case for cloud portal, delivering major cost savings and supporting successful procurement.

Department for Transport – Led G-Cloud pilot enabling shared ministerial correspondence system, adapting legacy software for cloud infrastructure.

Experian – Defined global billing requirements and evaluated options, recommending and selecting a cloud-based billing solution.

English Heritage – Developed IM&T strategy and roadmap to shift from capex to cloud IaaS and PaaS services.

We have extensive experience within the public sector. We work with various types of organisations to:

- Help them evaluate and deliver the benefits that cloud services can offer
- Assess the solutions available in the marketplace
- Advise on how they should engage with suppliers

Our work has covered all stages of the delivery lifecycle from early assessment of options that formed the basis for overall organisational ICT strategies through to the implementation of new cloud-based services. Some examples of our work are shown below.

Home Office - Policing

We provided architecture and design authority services for the Home Office Policing CTO unit. The adoption of new technologies and the move to cloud/service models were key parts of the work.

This included:

- Definition of the ICT strategy for potential common platform elements for police forces, including developing options and roadmaps. The outputs were consistent with wider Home Office and Cabinet Office strategies and the selected options made extensive use of Cloud services for IaaS, PaaS, and SaaS.
- Development of an Outline Business Case for an Automated Number Plate Recognition (ANPR) solution including the assessment of cloud offerings for large scale secure infrastructure.

- Provision of information to support an Outline Business Case for the College of Policing's improvement of their ICT systems, including market research for suitable cloud offerings and development of an architecture based on the integration of a series of cloud service offerings. We subsequently developed detailed use cases and ran supplier briefings for suitable G-Cloud vendors.
- The development of a service catalogue of 'Infrastructure-As-A-Service' capabilities required by the police, and the 'Platform-As-A-Service' capabilities that could be built on top of these, including cost models and responsibilities.

Financial Conduct Authority

We led the procurement of a major CRM Software as a Service (SaaS) product. The objective was to develop and agree a specific set of contractual terms which taking into account the nature of the FCA's business, whilst still having to reflect SaaS constraints and modes of operation.

Traffic Penalty Tribunal

We developed a Requirements Definition Document and Roadmap for Change for the Tribunal that specified the introduction of a cloud-based portal solution which all parties could access remotely. The supporting business case showed savings for the Tribunal of around £500k over 5 years, a reduction in IT spend by 50% and savings to the councils using the Tribunal of over £150K p.a. We have since supported the procurement of the solution.

Department for Transport

We led a pilot to determine the suitability of a shared solution for handling Ministerial correspondence. The solution ran on G-Cloud infrastructure provided by Fujitsu using an adapted version of software already running in DfID. The original software was not cloud-enabled and had to be converted for the new infrastructure.

Experian

We established the billing requirements for the different Experian operating companies across the world. We compared potential new billing solutions to the requirements which resulted in the recommendation and selection of a cloud-based billing solution.

English Heritage

As part of our work on English Heritage's Information Management and Technology Strategy, we included details of the approach and roadmap to support a move away from capital expenditure and towards the exploitation of cloud-based services. This included the use of cloud infrastructure for development, test, and acceptance environments, and then the migration to IaaS and PaaS offerings.

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, 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.