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Cloud Migration, Transition, User Engagement and Change Management

Service Definition

V1.0





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Chris Walker

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1 Service Overview

We help clients to design, transition and embed new cloud solutions and services successfully into the business operation by providing expertise in all aspects of migration, transformation and change. We use a collaborative approach to gain buy-in and consensus from the users.

We help clients to plan and implement the different stages of transition and change for example: short-term quick wins, medium-term transitions and longer-term full transformations.

The expertise we provide includes:

- Migration Strategy & Planning
- Current-state assessment (applications, data, integrations, dependencies, SLAs).
- Target-state definition (SaaS first, then PaaS/IaaS patterns; landing zone alignment).
- Migration wave planning, sequencing, and go/no-go criteria.
- Cutover strategy options (big-bang, phased, parallel run) with rollback plans.
- Technical Migration Advisory & Assurance
- Readiness criteria, environment prep, connectivity and identity patterns (e.g., SSO, MFA).
- Data migration approach (tools, mapping, reconciliation, test migrations, RPO/RTO targets).
- Performance, resilience and security non-functional requirements baked into plans.
- Defect triage, issue management and route-to-green for migration blockers.
- Transition to Live & Early-Life Support
- Detailed cutover runbooks, command centre (war-room) set-up and hypercare.
- Service acceptance criteria, warranty period metrics and handover to BAU.
- Knowledge transfer to support teams; playbooks and support model definition.
- Service Management Enablement
- Operating model adjustments (roles, RACI, skills) for cloud operations.
- ITSM process updates (incident, problem, change, request, CMDB, capacity, DR).
- Service reporting and dashboards (SLA/OLA definitions, availability, cost, usage).
- User Engagement & Communications
- Stakeholder analysis and engagement plan (personas, impact mapping, messaging).
- Communications calendar, content creation (FAQs, briefings, intranet packs).
- Feedback loops and sentiment tracking (surveys, champions, floor-walking).
- Training & Capability Uplift
- Role-based training pathways for end users, super users, admins and support.
- Just-in-time learning assets (quick reference guides, short videos, how-to clinics).
- Train-the-trainer and community of practice set-up to sustain capability.
- Business Change Management
- Change strategy and roadmap aligned to organisational objectives and benefits.
- Process change design (to-be processes, SOPs) with controlled rollout.
- Adoption metrics and KPIs, benefits tracking and reinforcement activities.

- Risk, Security & Compliance
- Risk register for migration and change; mitigations and escalation paths.
- Security by design (identity, access, data protection, logging/monitoring).
- Data classification and retention considerations during migration and in steady state.
- Accessibility, Inclusion & Experience
- Accessibility (e.g., WCAG) baked into solution selection, comms and training.
- Inclusive engagement methods (multiple formats, assisted digital options).
- UX feedback into configuration choices and onboarding materials.
- Cost Management & Sustainability
- FinOps-aligned monitoring (consumption, tagging, chargeback/showback).
- Rightsizing and scheduling guidance; decommissioning of legacy assets.
- Sustainability considerations (efficiency levers, cloud carbon awareness in adoption).
- Governance & Reporting
- Migration and change governance cadence (steerco/working groups).
- RAID, decision logs, readiness reviews and go-live approvals.
- Transparent reporting pack: status, risks, benefits, adoption, financials.
- Exit, Reversibility & Vendor Contingencies
- Documented data extraction and service de-provisioning steps.
- Rollback and reversibility guardrails for critical migrations.
- Lessons learned and re-procurement readiness guidance.

We have a tried and tested approach to change, transition and transformation which is why we were chosen by clients across multiple industries to be their change partner during major ICT-enabled transformation programmes to restructure businesses and establish corporate shared services centres.

We embrace all the dimensions of change including: people, organisation, systems, information and process.

2 Track Record

The types of transition we have helped with include:

- Leading the definition of a technical roadmap for the transition of the key enterprise applications from on-premise hosting to the Microsoft Azure cloud platform. This included the specification, configuration and delivery of the environment, application delivery and transition into support.
- Running a series of workshops with Surrey and Sussex Police to understand strategic drivers and requirements and reviewing and assessing the use of the existing ERP solutions against those drivers and requirements. Determined and analysed the options for migration to a single ERP solution
- Transformation strategy and change management support for the standardisation of processes and systems around the Oracle e-business suite and associated organisational change
- Cultural, process and systems change for the move from a line management structure and culture to a project management structure and culture within Defra
- 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 within Network Rail. Architect of the new processes, systems and organisation developing the blueprint and new working practices
- Stakeholder management and communications management across Government, industry and the public for the implementation of the European Directive for Energy Performance in Buildings
- Designing and running a workshop to develop a plan for the infrastructure element of a large IT-enabled business change programme within Defra

3 Contacts

51 Moorgate
London
EC2R 6LL

Chris Walker

Partner

Office: 020 3141 8400
Mobile: +44 791 208 7462

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.