

Dec.2025

G-Cloud-Healthcare and NHS Trusts

Service Definition

V1.0





G-Cloud-Healthcare and NHS Trusts

Service Definition

V1.0

Document owner

Chris Walker

Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

Contents

	1
	2
V1.0	2
1 Service Overview	4
2 Track record	5
3 Contacts	6
4 About us	7
Who We Are	7
Our Philosophy: Value, People and Technology	7
Our Approach: Design to Deliver	7
Our Expertise	8
Here to Dare	8
The BIP World	8
5 Other Information	9
Are we a reseller?	9
Support provided to buyers	9
How users work with this G-Cloud service	9
Service onboarding and off-boarding process	9
Pricing	10
Service definition and how it will be delivered	10
Our security certifications and standards	10

1 Service Overview

BIP UK is part of the global BIP Group. We provide a comprehensive range of solutions and services that support Healthcare and NHS Trusts at all phases of their cloud journey.

This includes solutions for data capture, data migration, master data management, data modelling, and services to support data usage – search, audit, security, analytics and reporting.

We have broad and deep knowledge from working with NHS Professionals (NHSP).

Our knowledge covers the strategy for and operation of various systems and includes:

- Service Design
- Service Blueprint
- Service Delivery

The services we provide in cloud support include:

- Developing cloud data Proof of Concept PoC initiatives
- Coordinating agencies to identify data requirements
- Analysing data formats, data sources, data processes
- Analysing cloud solution options and solution migration requirements
- Evaluation of marketplace and procurement RFI RFQ ITT
- Evaluation of data management requirements: capture, export, storage, migration, audit
- Evaluation of data analysis requirements: extract, analytics, verification, interrogation, reporting
- Designing common data standards, data architecture, data interfaces and APIs
- Designing open and flexible solution architectures
- Coordinating data governance activities, including privacy impact assessments.
- Digital and IT strategy
- Data architecture
- Generative AI
- AI governance, strategy and responsible AI
- ML/AI Operations
- Low Code solutions
- Portfolio, Programme and Project Management
- Business Analysis
- Organisation and operating model design
- Change Management, stakeholder engagement & communication
- Business Case development
- Discovery and Proof of Concept
- Options analysis

2 Track record

We have worked with various levels of stakeholders in healthcare.

A selection of relevant assignments is presented below:

NHSP - Service Design and Service Blueprint

Our client offers flexible staffing solutions to a national healthcare provider. They were facing the challenge of generating new services that would meet their existing clients' shifting needs and enable them to service new clients. Senior leadership had identified a significant knowledge gap regarding the design of new services and a lack of the agile exploratory mindset needed to cascade this knowledge to their teams.

We held a week-long workshop with senior leaders to introduce design thinking and create a service blueprint for a new service. Participants shared the learnings with their teams, who worked iteratively to improve on the initial service design to create further new services for their end users. We held follow ups and checkpoints with the teams to coach them on overcoming bottlenecks and taking the newly designed services to market.

This resulted in a dramatic decrease in the time spent designing new services and taking them to market. The service design and blueprinting framework and tools that we introduced were used across various business units, which enabled the organisation to develop new services and grow into new markets. The learnings from the workshop and subsequent coaching allowed teams to increase their agility and flexibility when adapting to changing requirements, including delivering a COVID-19 service in response to the pandemic.

NHSP - New service delivers new business opportunities

Our client has a proven business model focused on healthcare staffing for secondary care only. However, they were undertaking to pilot a new service in primary care. To better understand the new environment, stakeholders, and service requirements, a thorough discovery process was necessary. We were tasked with informing the service design and delivery.

We facilitated and supported the service proposition and design activities. The service design followed an innovation process which assessed the service desirability, feasibility, and viability. The service was designed considering three main dimensions: technology, processes, and people.

In the short-term, the client gained in-depth understanding of the service end users' needs, expectations, and requirements, ultimately laying the foundations for successful delivery of subsequent project stages. We provided the client with best practice templates and examples that quickly became best practice across business projects. In-depth stakeholder engagement and analysis supported the long-term development of new business opportunities.

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.