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Failed Cloud Solution Implementation Review Service

Service Definition

V1.0





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1 Service Overview

BIP undertakes reviews of failing or failed implementation projects and programmes including those deploying cloud solutions. We help our clients to understand the causes of the current situation and the best way forward.

Our service includes:

- Triage & Stabilisation.
- Rapid assessment of service health, critical incidents and user/business impact.
- Immediate containment actions and run-booked workarounds to protect operations.
- Clear communications cadence with executives and frontline teams.
- Evidence-Based Root Cause Analysis.
- Structured review across scope, requirements, design, build, test, data migration, cutover, and early-life support.
- Analysis of governance, roles/RACI, supplier performance, delivery approach and decision history.
- Traceability checks from requirements to design to config/code to test to defects to incidents.
- Architecture & Non-Functional Assurance.
- Review of target and implemented architectures (SaaS/PaaS/IaaS), landing zones, and integrations.
- Non-functional baseline: performance, resilience (RTO/RPO), security, operability, and accessibility.
- Identification of anti-patterns and technical debt introduced during delivery.
- Security, Privacy, & Compliance Review.
- Identity & access model integrity (least privilege, break-glass, SoD).
- Data protection, logging/monitoring, vulnerability management, and incident response readiness.
- Compliance gaps (records, retention, audit, accessibility) and risk exposure.
- Data & Migration Verification.
- Data lineage, mapping and reconciliation checks; defect patterns and data quality rules.
- Backup/restore evidence and roll-back feasibility; integrity of cutover scripts/runbooks.
- Reporting/analytics validation, including statutory and management outputs.
- Test, Release & Environment Management.
- Review of test coverage (functional, integration, NFT), evidence, and defect lifecycle.
- Environment parity, release orchestration, feature flags and change control.
- Automation maturity (CI/CD, quality gates, security scans).
- Service Management & Operability.
- Incident, problem, and change process effectiveness; KEDB and runbook quality.
- Monitoring/alerting fitness; SLO/SLI definition, and alert hygiene.
- Capacity, performance, and cost monitoring (including FinOps guardrails).
- People, Change & Adoption.
- Stakeholder engagement effectiveness; training adequacy and usability issues.
- Communication gaps, role clarity, and support model readiness.
- Accessibility and inclusive design review for key user journeys.

- Commercials & Supplier Performance.
- Contractual obligations vs. actual delivery; acceptance criteria and service credits.
- Delivery model suitability (prime/SI vs. multi-supplier) and incentives/alignment.
- Remedial options: variation, recovery plan, re-competition, or managed exit.
- Recovery Options & Decision Support.
- Scenario-based options: Remediate, Stabilise & Re-plan, Partial Rollback, or Exit & Re-procure.
- Impacted timeline, risk reduction, cost and benefits for each option.
- Go/no-go decision framework with quality gates and readiness criteria.
- Recovery Delivery Support.
- Mobilise a cross-functional “route-to-green” team to close critical gaps.
- Hands-on fixes (paired with supplier teams), retesting, and targeted hardening.
- Hypercare planning, knowledge transfer, and BAU handover.
- Exit & re-procurement (If required)
- Safe exit plan (data extraction formats, purge/destroy confirmations, IP/documents).
- Supplier separation checklist and service continuity provisions.
- Re-procurement readiness materials (requirements, evaluation criteria, lessons learned).

2 Track Record

We have provided implementation review support to clients including Home Office, police forces, and an international business advisor.

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.

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 we are 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 cloud solution selection, deployment, and business transition. 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.