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Cloud-Enabled Finance, Purchasing, and HR Transformation Support

Service Definition

V1.0





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1 Service Overview

BIP provides consultation, planning, and delivery assurance for end-to-end Cloud-enabled Finance and Human Resources transformation.

This covers strategic programmes, implementation, transition, and operational enhancement projects, enterprise resource planning, shared service centres, partners, suppliers, and business improvements including delivery of design patterns, best practices, benchmarks, organisational readiness, and change management.

This includes:

Vision, Outcomes & Case for Change

- Define a compelling transformation narrative and target outcomes (financial control, compliance, workforce experience, source-to-pay efficiency, insight-driven decisions).
- Establish KPIs and value measures (period close time, PO cycle time, on-time payment, vacancy-to-hire time, self-service adoption, cost-to-serve).
- Align transformation with organisational strategy, budget cycles, and people plans.

Process and Operating-Model Design (SaaS-Standard-First)

- End-to-end process design: Record-to-Report, Order-to-Cash, Source-to-Pay, Grant-to-Report, Plan-to-Project, Hire-to-Retire, Time-to-Payroll, Learn-to-Perform.
- Shared services and centre-of-excellence options; global/local design and control framework.
- Policy and control updates (segregation of duties, approvals, audit readiness).

Requirements and Options Analysis

- Functional and non-functional requirements (security, privacy, accessibility, performance, resilience).
- Options appraisal (SaaS suites vs. best-of-breed) and dependency mapping across Finance, Procurement, and HR.
- Phasing strategy by module/entity with clear acceptance criteria.

Market Scan, Evaluation and Selection

- Market scan of cloud Finance/Procurement/HR (ERP/HRIS/Source-to-Pay).
- Scripted demos/playbacks against public-sector scenarios (budgeting, payroll cycles, grant tracking, supplier onboarding, recruitment campaigns).
- Evaluation and moderation support; implementation partner due diligence.

Data, Analytics and Reporting Enablement

- Chart of accounts, organisation and cost structures design; supplier and worker master data governance.
- Data migration strategy (cleansing, mapping, reconciliation, archival/retention).
- Reporting packs (management, statutory, workforce analytics) and KPI dashboards.

Integration and Identity

- High-level integration blueprint (APIs, iPaaS, eventing) across payroll, banking, tax, case/CRM, document management, analytics, and identity/SSO/MFA.
- Interoperability guidelines and error-handling/monitoring patterns.

Security, Controls & Compliance

- Role-based access and SoD design; audit trail and evidence standards.

- Privacy by design (lawful basis, retention, subject rights), and accessibility baked into processes and UIs.
- Resilience objectives (RTO/RPO), backup/restore, continuity and DR playbooks.

Delivery Governance & Deployment Assurance

- Delivery approach and governance cadence (quality gates, readiness criteria, go/no-go).
- Test strategy (functional, integration, payroll parallel runs, UAT, non-functional).
- Cutover planning (blackout windows, payroll/calendar dependencies) and hypercare.

Change, Training & Adoption

- Stakeholder mapping across Finance, Procurement, HR, line managers, employees and suppliers.
- Communications and enablement materials (self-service guides, manager toolkits, supplier onboarding packs).
- Role-based training (end user, super-user, admin) with accessibility-first design; adoption KPIs and feedback loops.

Benefits, FinOps & Sustainability

- Benefits framework and baselines (cycle times, accuracy, satisfaction, cost-to-serve).
- FinOps-aligned cost controls for cloud consumption and licensing.
- Decommissioning plan to retire legacy systems/processes and reduce carbon footprint.

Post-Go-Live Improvement & BAU Enablement

- Operating model for BAU (RACI, skills, runbooks, SLAs/OLAs, supplier management).
- Backlog for continuous improvement (configuration tuning, automation opportunities).
- Knowledge transfer, service reporting and quarterly value reviews.

Exit & Re-procurement Readiness

- Data extraction formats, responsibilities and timelines documented up-front.
- Reversibility guardrails for critical functions (payroll, financial close).
- Lessons learned and re-procurement readiness materials.

Clients can call on our cloud expertise at any stage of the transformation process.

We work collaboratively and constructively with your staff, suppliers, and vendors to achieve a successful transformation.

2 Track Record

We have supported a range of public sector clients with cloud-enabled finance and HR transformation and our assignments include:

The National Archives

- We reviewed and documented the As-Is position and developed the Target Operating Model for Finance and HR organisational transformation to a digital self-service cloud enabled solution.

National Audit Office

- We mapped the As-Is, developed the To-Be, and captured the requirements to build into the ERP strategy and inform decision and recommendations between systems upgrade or replacement to best meet the organisation's future needs.
- We reviewed legacy Finance and HR systems and undertook market assessment against requirements, right sizing, and future strategy.

Department of Health and Social Care

- We performed Q&A of process design and the TOM, reviewing alignment to transformational strategy.
- We managed options delivery for internal technical upgrades to align with cloud solution requirements.
- We developed and managed the integrated transformation plan for technology implementation and organisational change.

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?

No, 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.