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Cloud Solution Evaluation to Replace Legacy Systems

Service Definition

V1.0





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1 Service Overview

BIP helps clients through all or specific parts of the cloud solution selection, procurement and roll-out process to replace heavily customised on-premise systems.

This can cover a range of application area such as: ERP, back office, operations, data acquisition, information analytics and CRM.

We have experience of supporting procurement across Cloud-based and traditional procurements, especially via government frameworks. The services we provide include:

- Context, Drivers & Outcomes
- Discovery of legacy system context (age, customisations, technical debt, supportability, constraints).
- Define strategic outcomes: risk reduction, cost optimisation, resilience, user experience, compliance.
- Establish success measures, dependencies, and change impact at a high level.
- Requirements & Process Baseline
- Elicit and prioritise functional and non-functional requirements (availability, performance, security, accessibility, data residency).
- Map as-is processes and identify genuine differentiators vs. historical customisations.
- Define to-be processes using a SaaS-standard-first approach, with exceptions clearly justified.
- Legacy Customisation Analysis
- Catalogue custom code/config, integrations, extensions, reports and workflows.
- Classify customisations: retire, re-configure, replace with standard feature, or (last resort) extend.
- Quantify risk/effort for each item to inform the replacement strategy.
- Market Scan & Shortlisting
- Scan relevant SaaS/PaaS options and best-of-breed components where appropriate.
- Objective filters: capability fit, security posture, interoperability, public-sector references, roadmap, TCO.
- Longlist to shortlist with rationale and readiness considerations.
- Scripted Demos & Proof-of-Value
- Develop scenario-based demo scripts mirroring critical business processes and edge cases stemming from legacy customisations.
- Coordinate supplier playbacks and optional sandboxes or PoVs.
- Score evidence against agreed evaluation criteria and acceptance thresholds.
- Integration, Data & Reporting (Advisory)
- High-level integration approach (APIs, iPaaS patterns, identity/SSO, eventing).
- Data migration strategy: profiling, cleansing, mapping, reconciliation and retention/archival.
- Reporting/analytics options (embedded vs. enterprise BI; regulatory/statutory outputs).
- Security, Privacy & Compliance

- Map security requirements (IAM, segregation of duties, encryption, logging) to candidate solutions.
- Privacy by design: lawful basis, sensitive data handling, retention, subject rights, auditability.
- Operational resilience objectives (RTO/RPO, DR approach) embedded in evaluation.
- Commercials & TCO
- Licensing/consumption model validation (tiers, roles, transactions, environments).
- 3–5 year TCO including implementation, run, integrations, data migration, and decommissioning.
- Scenario analysis (phased rollout, module sequencing, shared services).
- Implementation Approach & Risk
- Delivery model options (prime SI vs. multi-partner) and governance cadence.
- Risk register focused on legacy cutover, data quality, interoperability and user adoption.
- High-level migration plan (waves, go/no-go, rollback/reversibility guardrails).
- Change, Training & Adoption Considerations
- Stakeholder impact assessment and adoption KPIs.
- Communications approach and role-based training outline (super users, support, end users).
- Plan for de-customisation mindset shift and process standardisation.
- Benefits & Value Realisation
- Benefits framework: cost-to-serve, risk reduction, service quality, experience, sustainability.
- Baselines/targets and tracking approach to assure benefits through transition to BAU.

We have worked with a range of products such as Oracle, SAP, Workday. MS Dynamics for Operations and Salesforce.

2 Track Record

The clients we have helped recently include:

- NAO – ERP requirements review and replacement specification and procurement
- UKAEA – CCFE - ERP requirements review and replacement specification and procurement
- Financial Conduct Authority – Cloud-based CRM solutions (Salesforce)
- Balfour Beatty – New Oracle ERP roll out across over 20 operating companies
- Surrey and Sussex Police – New ERP solution evaluation and migration
- Nottinghamshire County Council – requirements review and procurement support to move on-premise infrastructure to the cloud
- HMCTS – Technical lead for the first in-court Cloud-based digital solution for Magistrates – Store and Bench
- ONS – Cloud-based architecture to support data collection and statistical analysis

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, 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.