



Public Sector

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E2E Cloud and Strategy, Analysis, Selection and Deployment Assurance

Service Definition

V1.0





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Document owner

Chris Walker

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1 Service Overview

We provide the full range of support services for cloud solutions and services.

This includes:

- Strategy & Outcomes
- Cloud and technology vision aligned to organisational objectives and constraints.
- Target operating model for cloud-enabled delivery (people, process, technology).
- Value hypotheses, benefits framework, and measurable success metrics.
- Current-State Assessment & Gap Analysis
- Discovery across applications, data, integrations, infrastructure, and service management.
- Capability and maturity assessment (governance, security, financial management, skills).
- Gap analysis with prioritised recommendations and a pragmatic roadmap.
- Architecture & Options Analysis
- High-level reference architectures (SaaS-first, then PaaS/IaaS patterns where appropriate).
- Option evaluation (reuse, re-platform, retire, replace) with risk, cost and complexity trade-offs.
- Foundational patterns (identity, integration, networking, observability) defined up-front.
- Business Case & TCO/ROI
- Cost model covering one-off, run, and exit costs (3–5 year horizon).
- Benefits quantification (efficiency, resilience, user experience, risk reduction).
- Scenario analysis and sensitivity testing; funding and phasing recommendations.
- Market Scan, Selection & Procurement Support
- Market scanning of cloud platforms, products and services relevant to scope.
- Shortlisting using objective criteria; scripted demos/playbacks against real-world scenarios.
- Route-to-market guidance within G-Cloud (filters, assessment criteria, clarifications).
- Evaluation facilitation, moderation and award documentation.
- Security, Risk & Compliance by Design
- Threat, risk and control considerations embedded into strategy and selection.
- Shared-responsibility mapping, access/segregation models, data protection and retention.
- Operational resilience objectives (availability, backup/restore, DR) defined and assured.
- Implementation & Deployment Assurance

- Delivery approach definition (agile/iterative vs. phased), governance and cadence.
- Readiness criteria, quality gates and go/no-go controls; risk/issue route-to-green.
- Independent assurance over design, configuration, migration, performance and operability.
- Hypercare planning and benefits realisation guardrails.
- Service Management Enablement
- Operating model for BAU (RACI, skills, capacity); supplier interfaces and OLAs.
- ITSM alignment (incident, change, problem, request, knowledge, CMDB).
- Service reporting (SLAs/XLAs, cost and utilisation dashboards).
- Data, Integration & Interoperability
- Integration strategy (APIs, eventing, iPaaS) and identity patterns (SSO/MFA).
- Data migration approach (mapping, cleansing, reconciliation) and lineage/quality controls.
- Analytics/reporting options (embedded vs. enterprise data platform alignment).
- People, Adoption & Training
- Stakeholder analysis and change approach tailored to roles and functions.
- Communications plan and learning pathways (end users, admins, support, leadership).
- Champions/super-users network; adoption KPIs and feedback loops.
- Cost Management & Sustainability
- FinOps-aligned practices (tagging, showback/chargeback, rightsizing, scheduling).
- Optimisation guardrails embedded into design and service reviews.
- Decommissioning of legacy assets to lock in value and reduce carbon footprint.
- Exit, Reversibility & Re-procurement Readiness
- Clear data extraction formats, timing and responsibilities defined from the outset.
- Reversibility and contingency plans for critical services.
- Lessons learned and re-procurement readiness materials.

Clients can call on our cloud expertise at each stage of the solution definition and delivery lifecycle.

We work collaboratively with you and your team and suppliers.

2 Track Record

We have supported a range of public sector clients across the cloud specification and deployment lifecycle:

- Home Office / Police Digital Service / Police forces – National and local police systems
- FCO – Corporate services
- FCA – Corporate services solutions
- UKBA – Immigration case work programme
- Defra – Portfolio of projects including mobile and flexible working
- Defra – Grants and subsidies administration systems programme
- Network Rail – National video surveying data solution and Document management
- English Heritage – Portfolio of projects
- HMCTS Store & Bench – the UK's first in-court digital solution for Magistrate

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.