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Charity, Heritage, Historic, and Museum Cloud Solutions and Services

Service Definition

V1.0





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1 Service Overview

We work with organisations in the charity, heritage, historic, and museum sectors.

We undertake ICT strategy review and ICT roadmap development incorporating Cloud solutions. We support business analysis, solution selection, procurement and deployment. We can then work with clients to support the implementation of and transition to new solutions and ways of working.

We cover a range of areas including collections, retail, stock management, EDRM, CMS, e-commerce, and digital archiving.

We have experience of supporting procurement across Cloud-based and traditional procurements, especially via government frameworks.

The services we provide include:

- Situation analysis, business analysis including capture of both functional and non-functional requirements, technical analysis and ICT review
- Issues analysis, cost analysis, option evaluation and business case development
- Planning, design, roadmap development, initiative scoping, portfolio development
- Cloud solution options analysis and new process development
- Solution design and cloud architecture specification
- Integrated Cloud, digital, ICT, technology and IM strategy
- Architecture and ICT strategy integration with IaaS, PaaS, SaaS
- Solution selection, supplier assessment and product evaluation
- OJEU, RFI, ITT preparation and supplier scoring and selection
- Stakeholder engagement, workshop facilitation and governance
- Data analysis and data strategy, quality checks, data cleansing, information management and security
- Proof of concept, testing, migration, transition and implementation planning
- Failed project review and corrective management
- Service strategy and service management and transition planning
- Cost analysis, benefits identification and benefits realisation
- Migration strategy and approach, transition planning and change management
- Mobilisation, transition management and user training
- Delivery roll-out, assurance and testing

2 Track Record

A small selection of the clients we have helped in this sector is presented below:

Royal Institute of British Architects

BIP has provided a range of IT architecture services to the Royal Institute of British Architects, covering Enterprise Architecture services to support their major House of Architecture digital transformation programme. Other services have included Solution Architecture to assist the organisation to decouple its Authentication and Authorisation services from a bespoke solution ahead of migration to a strategic back-office solution.

BIP have also assisted the organisation to undertake the creation, reviewing and implementation of a range of cyber security policies.

Royal Armouries Museum

Royal Armouries has three museum sites across England and needed help developing and implementing its strategic ICT vision.

We developed the ICT strategy to provide the strategic direction for the operation and development of the core ICT function over a three-to-five-year period. The scope covered all aspects of systems (including digital and cloud-based) and services, personnel, suppliers and procurement options.

We worked with the senior stakeholders to review and benchmark the current IT services. We identified the steps required to maintain and develop standards of service, efficiency and risk management across these operations including through alignment with cloud offerings

Following options analysis, the preferred ones formed the basis for a new architecture, and this was presented to and agreed with the Executive Board.

We subsequently provided client-side support and guidance on several strategy implementation initiatives, including:

- Requirements analysis, process model development and procurement options for replacement of the finance system
- Business case development and project management of the Collections On-Line and the Digital Asset Management System (DAMS) implementation
- An information management review and the move to Office 365
- CRM requirements and tender material development, procurement support as the evaluation lead
- Requirements and tender material development for the network services re-contract, and response evaluation support

Historic England

Historic England has responsibility for providing IMT services to itself and English Heritage. We set up and led the programme to move the newly formed IMT shared service to a multi-source environment making use of newly awarded framework agreements from the Crown Commercial Service (CCS). This was used as an opportunity to consolidate a number of services and move to cloud offering including IaaS and SaaS.

Historic England

We undertook initial stakeholder interviews and workshops to capture requirements, benefits and the different customer journeys from the different parts of the business. This supported the development of the requirements specification and business case to seek funding for a CRM solution.

English Heritage

We undertook a series of workshops and interviews with the business across English Heritage and Historic England to capture details of the current CMS, the associated issues, and future requirements. We undertook market analysis and developed an options paper and presented it to each organisation's board and the joint digital strategy board. These options included moving away from internal hosted services.

English Heritage

We developed a Strategic Blueprint and 5-Year Roadmap for the ICT function. This involved extensive interviews with key stakeholders working across the organisation including various workshops to assess the current state issues and change drivers to formulate a vision for change.

We developed a series of costed proposals with options around various solutions to meet the current and future aspirations of the business. These proposals were developed to help English Heritage to:

- Improve its customer interface
- Enhance its infrastructure to support flexible and home working needs
- Manage information and knowledge across the organisation
- Establish better joined-up working with its key business partners
- Improve its internal ICT support service to business users

The options were underpinned by a strategic move away from in-house infrastructure to cloud offerings with the associated changes to the service management regime.

British Association for Adoption and Fostering (BAAF)

We conducted a short review covering the ability of a system to meet the IL3 security classification required to provide an appropriate level of protection of data relating to children and whether an alternative system should be sourced

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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 also to transfer knowledge and to 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.