



Hippo G-Cloud 15 Services



About Hippo

500+
experienced
specialists

Consultants and experts based throughout the UK with experience in Design, Product, Engineering and Delivery.

Combining
design, data and
delivery

Our approach bridges the gap between user-centred design principles and robust engineering, data and cyber practices, allowing our clients to thrive as modern organisations.

Equipped across
Government,
Healthcare and
Private Sectors

We deliver citizen-centric digital services at scale for Government and Healthcare and harness this capability to accelerate the success of customer programmes for the Private sector.

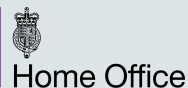
We put people
first

For digital services to be effective they need to be designed for people. We don't lead with technology. Instead we ask how we can solve problems for users from an experience perspective.



Our clients

We work with a growing range of public, private and third sector organisations



Our clients

We work with a wide range of public sector organisations:



Ministry
of Justice



Department
for Education



Department
for Work &
Pensions



Department
for Environment
Food & Rural Affairs



Government
Digital Service



Home Office



Government
Property
Agency



Ministry
of Defence



NHS
Business
Services
Authority



Our offices



Our people

Product & Delivery

A user centred agile approach to defining, building and releasing innovative products & services that make a difference.

- Product Managers/Owners
- Delivery Managers/Scrum Mastery
- Business Architects/Analysts

Engineering & Data

Work with your current technology teams to provide a quality solution with ambition and pragmatism.

- Enterprise/Technical Architects
- Software Engineers (Back/Front/Full Stack)
- Test Engineers
- Data Analysts/Engineers
- Data Scientists
- Security Architects

Design & Research

Helping our clients understand the problems their users face, design the solution and measure its impact.

- User Research
- Content Design
- UX/UI Design
- Service Design



Hippo core values

Our core values guide the way we operate. They help us make decisions, and keep each other on track.

We believe that if we all act in line with these core values, together we can create a great culture.

At the heart of everything we are human, and we have to balance our ambitious and pragmatic qualities in order to succeed.



Human

Honest, collaborative
and inclusive



Ambitious

Passionate,
value-driven, and bold



Pragmatic

Realistic, adaptive and
focussed



Flexible delivery models



Full Hippo team

Deploying full Hippo multidisciplinary teams and squads, and fully delivering outcomes on behalf of our sponsors.



Part of the team

Adding our people and experience into client teams; providing coaching and mentoring, filling a capability gap, and/or leading teams.



Rainbow team

Collaborating with various different client and vendor teams to deliver as part of a successful 'rainbow team'.



Our technology partner ecosystem

Hippo's teams are multidisciplinary and have broad technical experience across a wide range of platforms.

Our approach is tech agnostic, meaning we can bring the right solutions to the table to solve complex problems.



Microsoft
Partner

Gold Cloud Platform
Silver Security



Social value



Environmental responsibility

Taking action to reduce climate change and protect the natural environment



Sustainable procurement

Supporting the growth of a diverse and resilient supply chain



Social equity

Creating opportunity and growth for all



Diversity, inclusion and belonging

Driving diversity, opportunities and equal reward in the tech sector



Health and wellbeing

Help our people, clients and communities to thrive



Why we're a different kind of partner

Nobody does scale
and pace like us

Broad capability,
deep specialism

We're a local partner
with national impact

We enhance your
skills and maturity



User-Centred Service Design, Delivery, Build, Implementation and Transition



User-Centred Service Design

Our GDS-aligned, user-centred design (UCD) approach to service delivery, build and implementation is built on data-informed and evidence-based analysis, research and design to validate hypotheses and focus on building the right things first and fast.

Our Cloud-based services/platforms, are designed 'at pace' (including change capability) to ensure digital services (e.g. telephony, f2f, offline/CRMs) and products meet customer, user and business needs and are optimised for success.

Features

- Develop digital service design/roadmap with core change capability.
- GDS Service Standards-compliant, including extensive service assessment experience.
- User centred design (UCD) providing evidence-based decisions and outcomes.
- Includes Cloud service through discovery, alpha, beta, implementation into live.
- Multi-channel (including contact centre) product research and selection.
- Technology agnostic: Microsoft Azure, Dynamics, AWS and more.
- Complete teams (GDAD/DDAT-aligned) including Analysis, Product, Design, Delivery.
- Security and quality meets ISO27001 and ISO9001 standards.
- Cyber Essentials Plus-certified and able to provide SC-cleared people.

Benefits

- Approach verifies user and business needs through testing service concepts.
- Improves time to market with lower costs.
- De-risks cloud service build and implementation.
- Builds your team's capability through knowledge transfer.
- Enables cost effective product selection.
- Provides multi-channel perspective (contact centre, face-to-face, digital).
- Services are scaled and iterated end-to-end.

