



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.



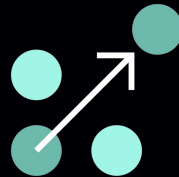
Human

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



Product Support Capabilities



Product Support Capabilities

Hippo's Product Support Capabilities service provides structured, reliable support to ensure digital products remain stable, secure, and effective once in live operation. It supports public sector organisations by managing incidents, service requests, and ongoing maintenance, enabling teams to maintain service continuity and meet user needs.

The service complements internal capability and helps ensure products are supported in line with government standards and operational best practice.

Features

- Tiered product support aligned to ITIL best practice.
- Incident, problem, and service request management.
- Defined support hours with clear escalation routes.
- Defect triage and coordination with product and engineering teams.
- Monitoring, logging, and operational reporting.
- Support for releases, upgrades, and configuration changes.
- Knowledge management, documentation, and user guidance.

Benefits

- Maintains service availability and reliability for users.
- Reduces operational risk through structured support processes.
- Provides faster issue resolution through clear prioritisation and escalation.
- Improves transparency through regular reporting and communication.
- Reduces the burden on internal teams by providing specialist support.
- Supports compliance with government operational and service standards.
- Enables continuous improvement through trend analysis and feedback.

