

Dec.2025

Cloud Solutions Deployment in NFP and smaller Public Sector Environments

Service Definition
V1.0





Cloud Solutions Deployment in NFP and smaller Public Sector Environments

Service Definition

V1.0

Document owner

Chris Walker

Document Creation date

12-2025

Business Area/C.o.E./Area

Public Sector

Country

United Kingdom

Contents

.....	1
.....	2
V1.0	2
1 Service Overview	4
2 Track Record	6
4 About us	8
Who We Are	8
Our Philosophy: Value, People and Technology	8
Our Approach: Design to Deliver.....	8
Our Expertise	8
Here to Dare	9
The BIP World	9
5 Other Information	9
Are we a reseller?	10
Support provided to buyers.....	10
How users work with this G-Cloud service.....	10
Service onboarding and off-boarding process	10
Pricing	10
Service definition and how it will be delivered	11
Our security certifications and standards.....	11

1 Service Overview

We work with organisations in the charity, heritage, historic and museum sectors and smaller public sector organisations to develop an effective cloud-based and digital ICT strategy.

We then provide technical, procurement and management support to their IT and business teams and stakeholders to deliver the portfolio of strategic implementation projects to realise the strategy and return on investment and associated benefits.

The types of strategic projects include unified communications, Office 365, infrastructure rationalisation and back office solutions.

The services we provide include:

- Strategy, Scope & Readiness
- Define cloud adoption vision aligned to mission, service outcomes and regulatory context.
- Assess organisational readiness (skills, legacy systems, data maturity, budget constraints).
- Identify quick wins and essential enablers to deliver early value with minimal disruption.
- Requirements, User Needs & Service Design
- Capture functional and non-functional requirements for core charity/public-service functions (case management, CRM, fundraising, safeguarding, HR/finance, field operations).
- Map user needs across staff, volunteers, citizens and service users, embedding inclusivity and accessibility from the outset.
- Define simplified, achievable to-be service flows suited to small/lean teams.
- Market Scan & Solution Selection
- Market scan of cloud SaaS platforms suitable for smaller teams (CRM, CMS, productivity, telephony/CCaaS, analytics, collaboration).
- Evaluate cost-effectiveness, licensing complexity, implementation effort and vendor support models.
- Architecture, Data & Integration Advisory
- High-level architecture suitable for smaller organisations (SaaS-first, low-code, managed services).
- Data migration strategy (extraction from legacy tools, spreadsheets, simple CRMs, shared drives; cleansing and mapping).
- Lightweight integration patterns (iPaaS/low-code connectors, event triggers, API utilisation).
- Security, Privacy & Compliance
- Security by design aligned to needs of not-for-profit and smaller public bodies (MFA, RBAC, password hygiene, secure data handling).
- GDPR compliance, safeguarding/privacy expectations, data retention and audit trails.
- Risk mapping and simple, effective controls that fit within limited resources.
- Deployment, Transition & Cutover

- Deployment approach tailored to resource constraints (phased rollouts, pilots, minimal-disruption weekend go-lives).
- Environment set-up, configuration, data migration support and validation.
- Cutover planning with clear roles, contingency planning and rollback options.
- Training, Change & Adoption Support
- Role-based training materials designed for mixed digital confidence levels (staff, volunteers, part-time workers).
- Accessible, low-jargon learning content, quick reference guides and hands-on clinics.
- Champions networks, light-touch change models and communication tailored to smaller organisations.
- Service Management & BAU Enablement
- Simple, scalable operating model for BAU support (roles, processes, triage paths).
- Basic ITSM alignment (incident, request, change, knowledge).
- Dashboards and simple reporting for performance, adoption and cost.
- FinOps, Cost Control & Sustainability
- Cost monitoring and budgeting for organisations with tight financial controls.
- Rightsizing, license optimisation and practical levers for cost predictability.
- Sustainability-aware decision-making (rationalising legacy systems, reducing duplication).
- Post-Go-Live Support, Improvement & Exit
- Hypercare period adapted for smaller teams; structured feedback loops.
- Light continuous improvement support (automation opportunities, configuration tuning).
- Data extraction and exit guidance for future re-procurement or system changes.

2 Track Record

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

Nursing and Midwifery Council

The Nursing and Midwifery Council are the largest professional regulator in Europe with 820,000 registered nurses, midwives and nursing associates on their books. BIP have provided strategic advice at board level to help them modernise their technology infrastructure and overhaul their Fitness to Practise processes.

As part of this work, BIP have been instrumental in aiding the organisation to transition to the Cloud by supporting the implementation of a new CRM application.

Canal and River Trust

The Canal & River Trust is a major UK charity that looks after and maintains most of England and Wales' historic canal and river network. The organisation is responsible for keeping the canals open, safe and usable for boating, walking, cycling, wildlife and local communities.

BIP have provided support to assist the organisation to implement a new fund-raising platform in the cloud to replace various siloed applications and tools.

Royal Armouries Museum

Royal Armouries has three museum sites across England and it 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 Office 365 roll-out
- 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
- Unified communications and telecommunications solutions

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.

We undertook initial stakeholder interviews and workshops to capture requirements, benefits and the different customer journeys from the different parts of the business. We 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.

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

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.