

G-Cloud 14 Service Description

ServiceNow Support Services

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Methods is an Elite ServiceNow partner and offers a range of flexible ServiceNow support services to suit all budgets. Services include standard day-to-day platform maintenance and troubleshooting, platform upgrades, user support and minor enhancements, and scale up to continuous improvement initiatives, to ensure optimal utilisation and alignment with organisational objectives.

What is the Service

Methods ServiceNow Support Services allow your organisation to leverage additional expertise, capacity, and capability to suit your requirements, whilst you maintain focus on your key operational activities, vision, and strategy. Our flexible, scalable range of support services provides our clients with solutions across a range of budgets and requirements.

We have three categories of support services:

1. Platform Support: We provide named resources in the roles required for your ServiceNow Centre of Excellence and Innovation to both run the business and change the business. At a minimum, this will include certified System Administrators to manage platform maintenance for you or to work alongside internal resources. The blended team can also include resources to:
- Deliver major development releases
 - Provide thought leadership to fully leverage the platform
 - Align ServiceNow functionality with strategic objectives and priorities
 - Support organisational change management and platform adoption initiatives
2. Work Packages: Minimising the ongoing standard cost of platform support, work packages provides a cost-effective solution to augment development capability in the form of Statements of Work for a team to deliver scoped packages of work, alongside the core BAU support team as and when required
3. Burst Capability: Can be used to augment our Platform Support team or as a stand-alone offering to augment your own internal team for a specified period, e.g. to cover long-term absence, or to support platform upgrades and major development initiatives
- Whether you wish to outsource day-to-day platform support or rapidly augment your internal team, we have the expertise and accredited resources to deliver tailored, responsive, and scalable support solutions to explicitly meet your needs.

Service Features

1. Dedicated certified System Administrators to manage platform maintenance effectively
2. SC-cleared experts to deliver significant platform enhancements seamlessly
3. Thought leadership to fully leverage ServiceNow capabilities and ROI
4. Strategically align ServiceNow functionality with organisational objectives and priorities
5. Maximise platform adoption with organisational change management support
6. Cost-effective, flexible solutions to minimise ongoing platform support expenditure
7. Scoped work packages to deliver enhancements alongside platform support
8. Burst capability to flexibly augment resources for specific needs
9. Constructive collaboration with partners, third parties and blended teams
10. Outcome-focused services underpinned by defined performance metrics

Service Benefits

1. Scalable, responsive solutions to meet varying needs and budgets
2. Accredited SC-cleared individuals providing resources for your COEI requirements
3. Collaborative, inclusive approach to ensure consistent delivery
4. Flexibility to scale effectively based on need and demand
5. Tailored, adaptable solutions from platform support to strategic outcomes
6. Outcome-based monitoring, tracking critical performance measures effectively
7. Objective thought-leadership aligning platform capability with organisational priorities
8. Proven support methodology with ready-made materials and repeatable processes
9. Integration with our wider portfolios maximising enterprise service excellence
10. Client-centric solutions driven by your requirements and desired outcomes

Contact details

Service description details



What can it do for you

Methods provide ServiceNow Support Services that can adapt from platform support through to support/resolution of niche client requirements, such as annual platform upgrades or complex development.


Our approach is scalable, responsive, and aligned to ServiceNow best practise, leveraging expertise of accredited individuals across all elements of the ServiceNow COEI, including strategic planning, design, development, test assurance, platform upgrades, and live service support.

We constructively collaborate with partners and third parties to ensure consistent delivery excellence, using experienced subject matter experts with a track record of on-the-ground success.

We are responsive to client needs, being able to scale upwards or downwards subject to your requirements and demand. Our comprehensive, outcome-based, and customer-led framework is used to monitor and track the critical performance measures that underpin the service.

Contact details

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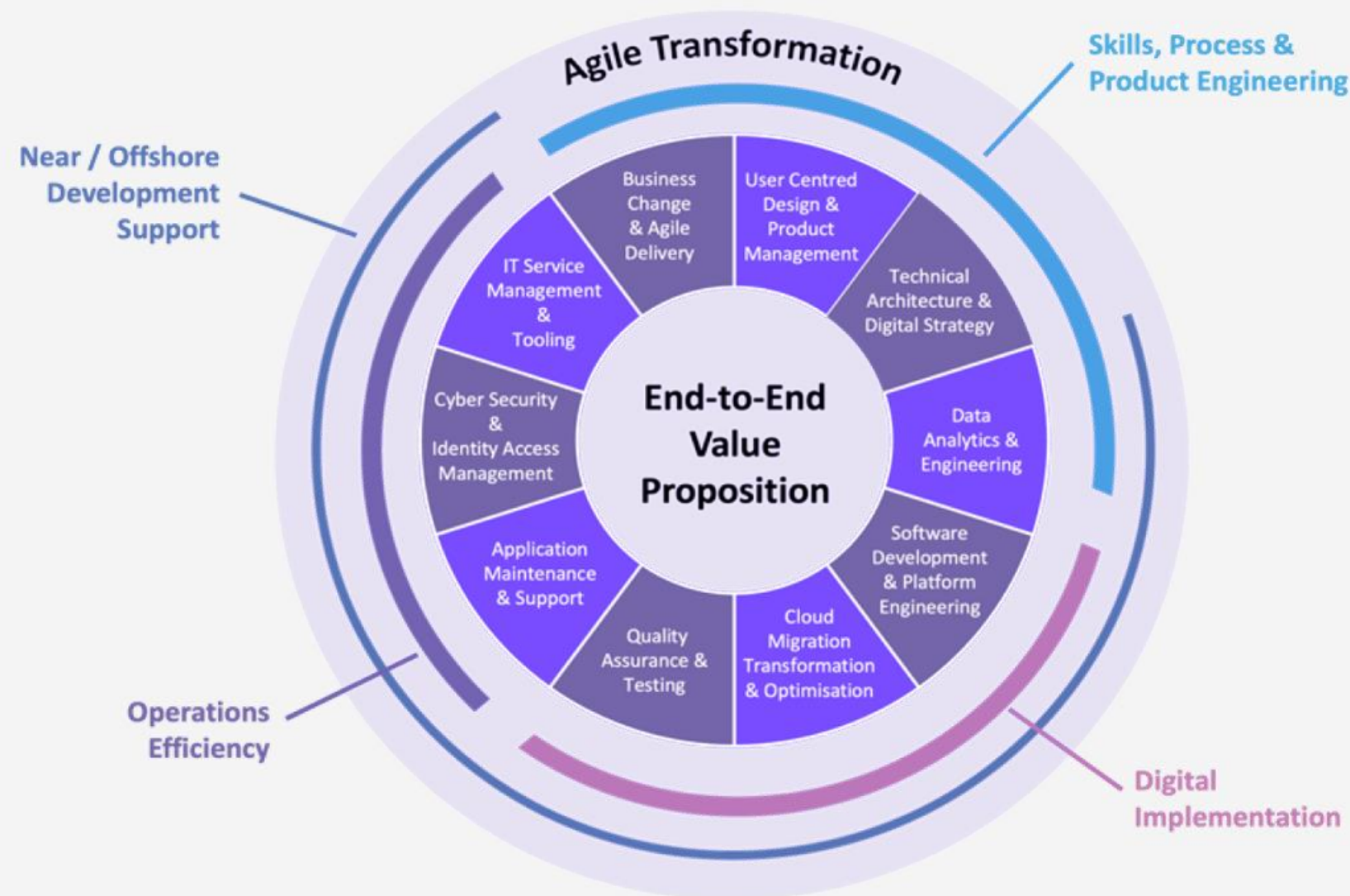
End-to-end transformation and innovation experts

Applying our skills in innovation and collaboration from across the Methods Group, to deliver end-to-end business and technical solutions that are people-centred, safe, and designed for the future.

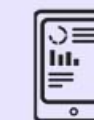
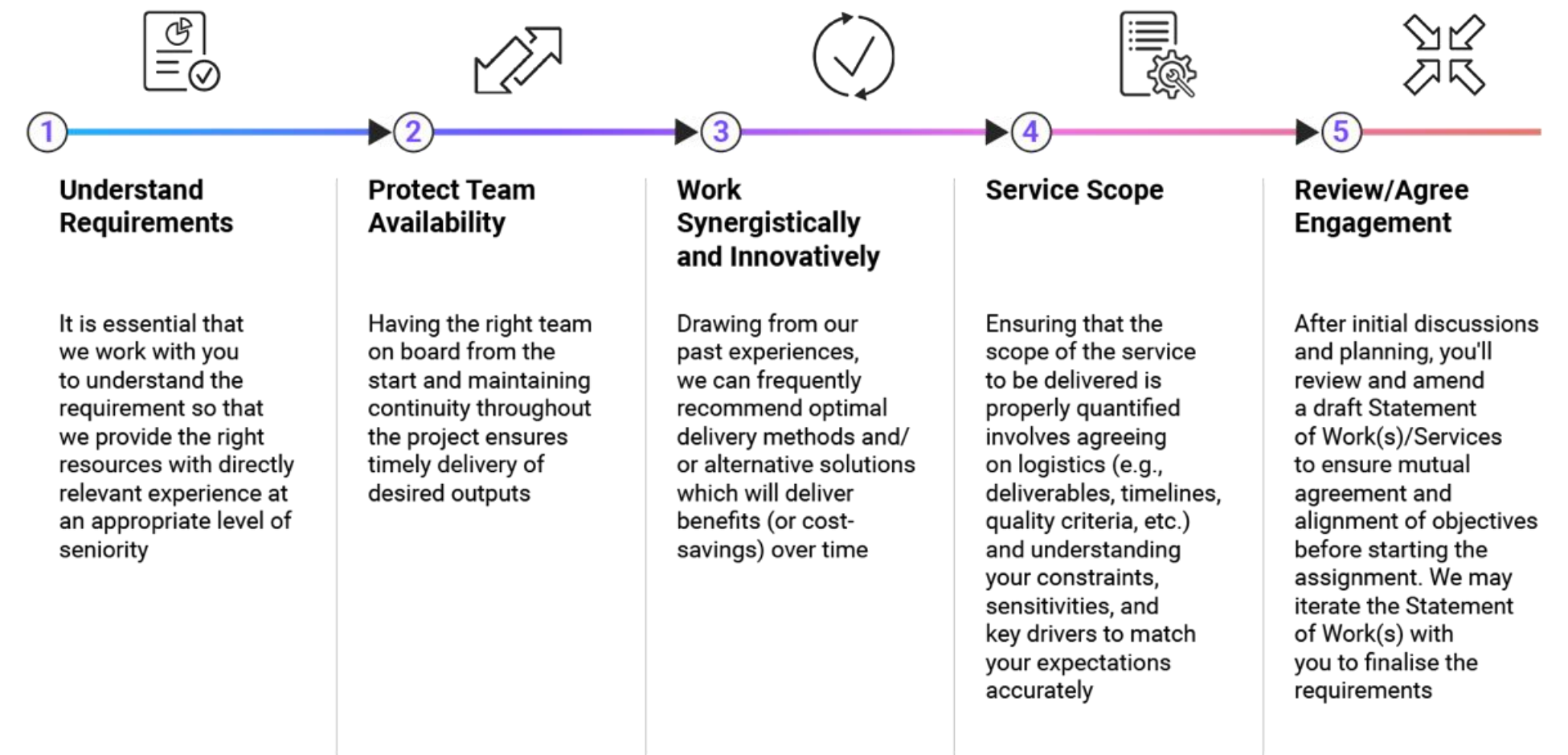
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

With a focus on driving interoperability and innovation in UK Central Government, we have helped multiple organisations in the sector modernise their IT architecture, systems, strategy, and operating models to improve organisational resilience and service delivery.

Methods deliver wide-ranging services and thought leadership to support delivery including:



Onboarding and offboarding process



Ordering and Invoicing

Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

Payment terms are 30 days or less as may be agreed.

Please note - we are unable to accept Government Procurement Card (GPC) payments.



Customer Responsibilities

For any given requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, facilities, documentation, etc.) and agree these at the start of the work.

Making a difference

The work we do each day is focused on delivering a positive difference for the public sector for the benefit of society as a whole.



Customer stories



Stopped a Central Government high-severity Cyber threat in its tracks with a Threat Management solution that continuously monitors the security posture and responds to active cyber security incidents and vulnerabilities fast



Simplified 230+ service offerings with no disruption to live service to deliver service management maturity that was standardised to be more efficient, and optimised to reduce cost at a critical time for HMCTS



Put nature at the heart of government decision-making using digital and AI innovation to explore 21 natural capital ecosystem assessments with Defra



Reduced service costs by 60% through the design and transition of Robotic Process Automation of 1.2M service billing transactions per month at NOS Telecoms Cabinet Office



Enabled the delivery of 4.7M care and food supplies to people who were at the highest risk from COVID-19 through the development, delivery, and maintenance of the Shielding Vulnerable People service at the Cabinet Office



Increased speed and traceability of annual education funding allocations by transforming the Funding Service at ESFA in the DFE