

G-Cloud 14 Service Description

Digital Service Discovery & Design

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Methods take a user-centred approach to service discovery and design. Analysing the service end-to-end enables understanding of user journeys, customer experience, pain points, opportunities and waste. By understanding context, intent and digital readiness we explore opportunities for self-service and automation, designing digital services that improve customer experience and reduce cost.

What is the Service

Digital services can transform your interaction with users, both customers and staff, enabling the delivery of great services that people want to use, that cost less to deliver.

Analysing the service end-to-end enables understanding of user journeys, customer experience and how agile ways of working can be applied, identifying pain points, opportunities and waste.

By understanding how services are delivered end-to-end (people, process, technology, information) and your users’ context and intent, we can explore opportunities for self-service and automation, designing digital services that improve customer experience and reduce cost.

What can it do for you

This service enables organisations to design better services, aligned to their strategic aims, using Digital, Agile, Service Design principles and approaches, that improve customer experience and reduce cost. It delivers end-to-end analysis of services, understanding user needs, journeys and service performance and identifying opportunities for improvement and optimisation.

By understanding readiness for digital modernisation, the approach can be tailored to the capacity and level of digital ambition of your organisation.

Service Features

1. User research, journey mapping, data analysis to gain insight
2. Engaging techniques to involve a range of stakeholder holders
3. Services framed in user roles, needs and usage scenarios
4. Process mapping techniques with an emphasis on need/value
5. Use of Lean, Six Sigma and blueprinting to eliminate waste
6. Use of BPMN and process modelling tools to map information
7. Understanding of digital maturity and readiness for digital modernisation
8. Appropriate definition of skills/roles required to deliver process
9. Opportunities and improvement identification and benefits analysis
10. Agile collaborative delivery, coproduction, coaching and knowledge/skills transfer

Service Benefits

1. Design end-to-end across multiple touchpoints for a consistent service experience
2. Digital change that matches your organisation's needs and capacity
3. 'Fit for purpose' service design meeting user and business needs
4. Analysis with a view to optimisation and improvement
5. Co-production and knowledge transfer to internal staff
6. Alignment of processes to strategic objectives
7. Identify duplication and improvements, enabling reduction of cost and waste
8. Engage stakeholders, generating ownership and buy-in
9. Use of data to understand service performance and demonstrate improvements
10. Understand the impact of digital change

Contact details

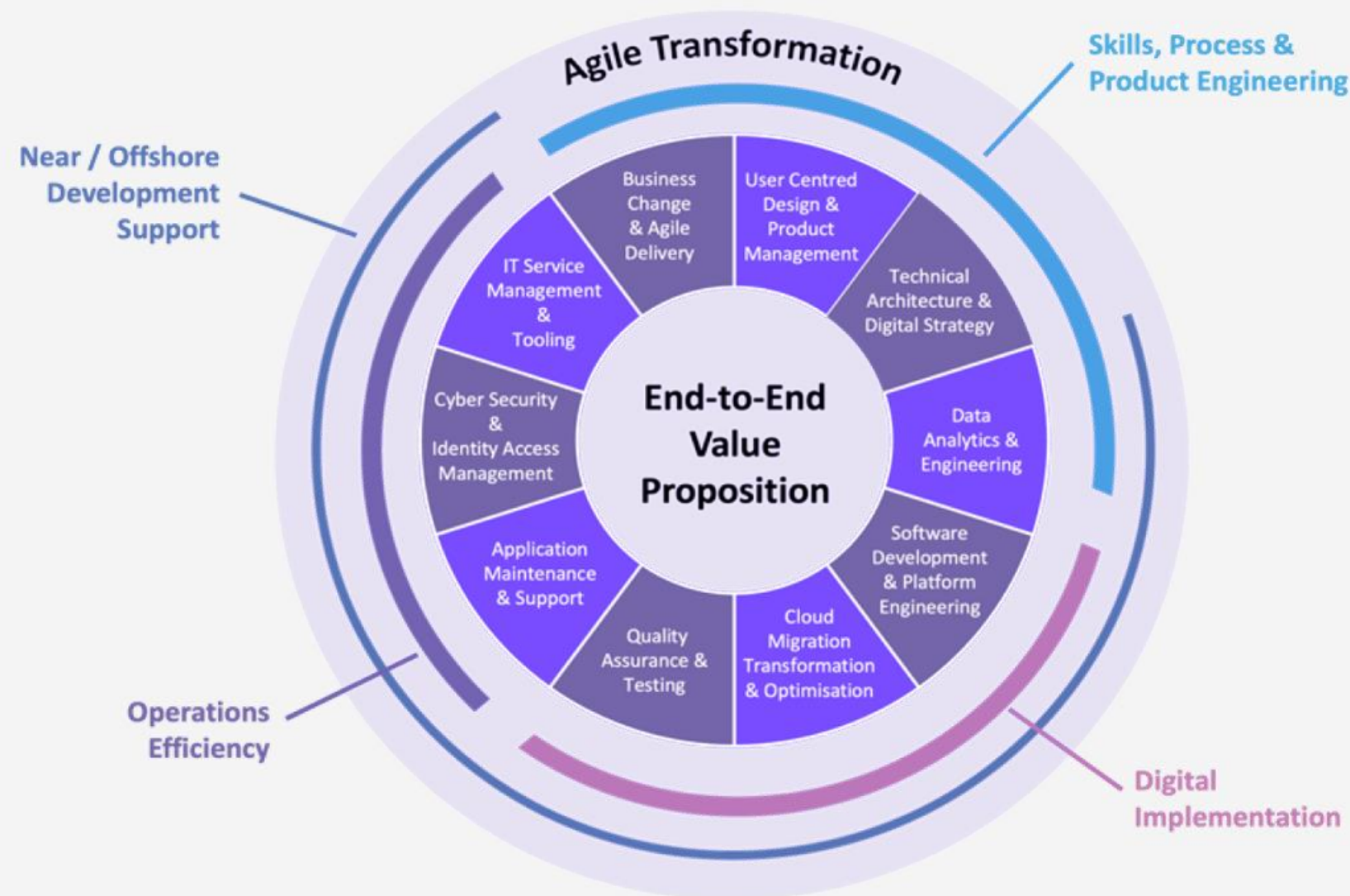
End-to-end transformation and innovation experts

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.

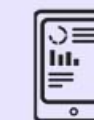
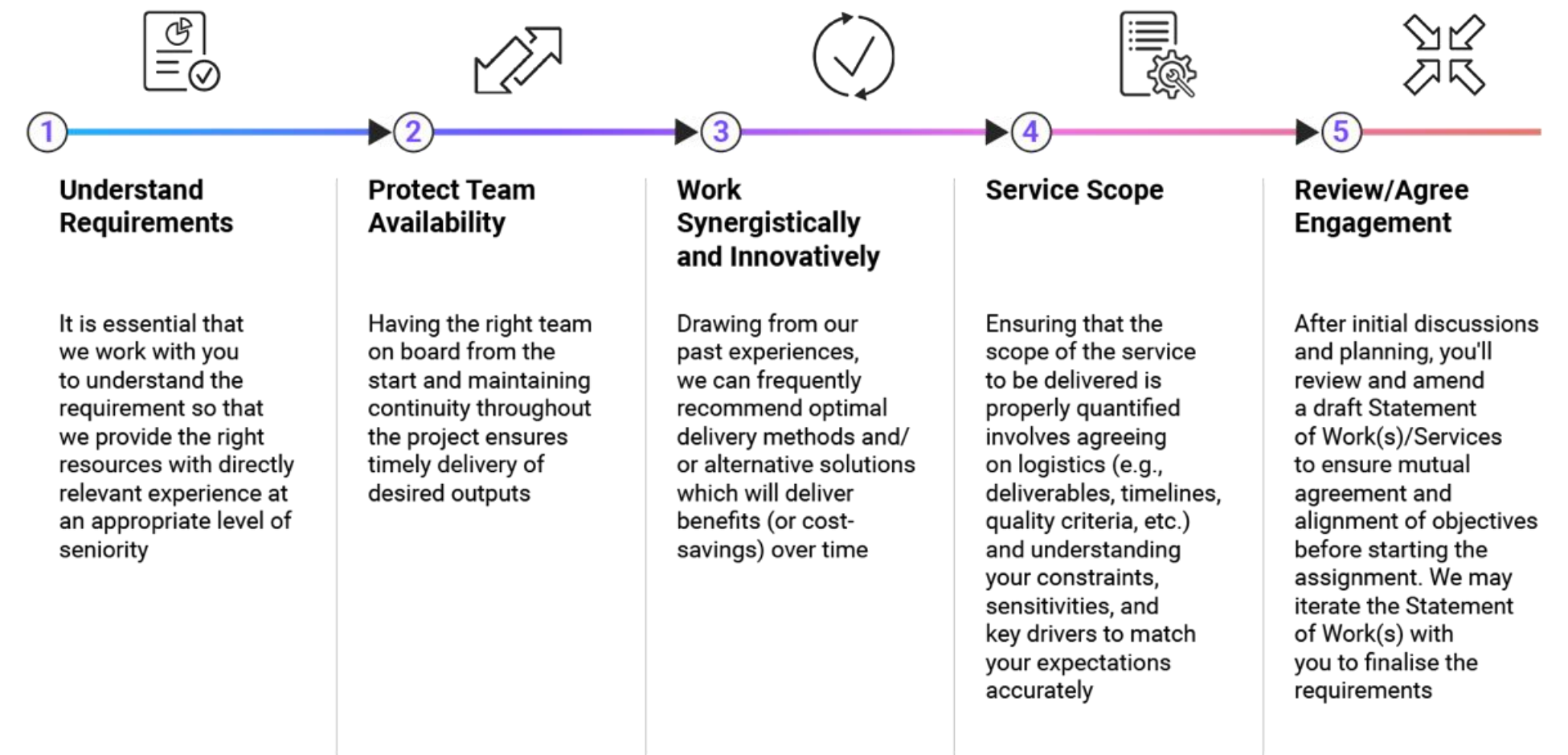
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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