Service description

Method Grid is a cloud-based software service that helps organisations define, manage and follow consistent processes and project workflows.

The service allows teams to capture stages, activities, controls and approvals within structured playbooks that can be reused across projects and operational work. These playbooks combine process guidance with live task and workflow tracking, helping teams understand what needs to be done, when it needs to be done and who is responsible.

Method Grid supports collaborative working through shared process libraries, configurable access controls and real time visibility of progress. Process libraries can be maintained centrally and cloned into live work, supporting standardisation, governance and auditability.

The service is accessed through a web browser and does not require local installation.

See methodgrid.com for more information.

Data backup and disaster recovery

All service data is hosted on third party cloud infrastructure located in the United Kingdom. Data is encrypted and stored securely by the hosting provider.

Automated backups are taken regularly and stored separately from the primary service environment. Backup and recovery processes are designed to support service restoration in the event of a major incident. Disaster recovery procedures are tested and reviewed as part of ongoing operational management.

On-boarding and off-boarding support

The service is designed to be intuitive to use. Users are supported through online documentation, FAQs and video tutorials available via a self-service knowledge base.

Standard support is provided through email and web chat during business hours and is included within the subscription price.

For larger deployments, optional onboarding support is available. This may include remote or onsite training sessions for administrators and super users, focused on initial configuration and effective use of the service. These services are optional and priced separately.

At the end of the contract, users can export their data using the service's self-service export functionality. Account data is retained for a limited period following contract end to support data extraction or account reactivation if required.

Pricing overview

Method Grid is provided as a subscription-based software service.

Pricing is based on the size of the buyer organisation or department using the service and is typically invoiced annually. The subscription price includes access to the service, hosting and standard user support.

Additional users can be added on a pro rata basis. Optional services, such as onsite support or training, are priced separately.

Full pricing details are provided in the published G-Cloud pricing document.

Service constraints

There are no material service constraints. The service is accessed via a standard web browser and does not require specific hardware or local installation.

Planned maintenance is non disruptive and communicated to users in advance.

Service levels

The service is hosted on third party cloud infrastructure with a target availability of 99.99 percent per calendar month, excluding scheduled maintenance.

Service availability is monitored continuously. Planned maintenance is non disruptive and communicated to users in advance.

We provide three levels of user support as part of the subscription service:

- **Tier 1**: Self-service support through online documentation, FAQs and video tutorials.
- **Tier 2**: Email and web chat support for functional questions, incidents and service issues.
- **Tier 3**: Account management support for larger deployments, including a named contact where appropriate.

Support response times are targeted within two hours during UK business hours and same day at weekends. The service does not include service credits or refunds linked to availability.

After sales support

Ongoing support is provided as part of the subscription through a self-service knowledge base, email and web chat.

For larger deployments, account management support may be provided. Optional training or onsite support can be purchased separately.

Buyer compensation

Our standard terms exclude liability for indirect or consequential loss arising from the use of the service. Any liability is limited to the fees paid for the service in the twelve months preceding the event giving rise to the claim.

Ordering and invoice process

Orders are placed by agreeing the scope of the subscription with the buyer, including the size of the organisation or department using the service.

Subscriptions are typically invoiced annually in advance on standard 30-day payment terms. Pricing is fixed for the subscription term.

Optional services, such as training or onsite support, are invoiced separately where applicable.

Contract termination

Buyers may terminate their subscription at any time by providing written notice. Subscriptions do not automatically renew and are reviewed with the buyer at the end of each subscription term.

Where a subscription is terminated, access to the service ends at the conclusion of the current paid term.

There is no refund for any unused portion of the subscription. Data remains available for export for a limited period following contract end.