

G-Cloud 15 Service Description



Business Change Planning & Implementation

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Our service utilises a structured and systematic framework designed to address the challenges associated with change and transformation, ranging from resistance, poor adoption, to operational disruptions and cultural inertia.

Methods has proven success in providing business change, communication, engagement services including SIAM, multi-sourcing, cloud, transition and target operating model development.

What is the Service

Our Business Change offering is designed to help clients understand how to transform the way they operate, using technology and innovation to drive improvements and deliver sustainable business change. This has never been more essential as we sit upon the cusp of an AI revolution that will undoubtably change the way we work, the way we structure organisations, and the strategies we design and implement.

Our services include: Transformation Discovery & Blueprint, Digital Strategy/ Organisational Strategy & Roadmap, Service Improvement Review & Design, Target Operating Models & Organisational Change, Cultural Change, Strategic PMO and P3M Delivery.

Our approach balances proven methodology and a structured framework with an understanding of what is right for your organisation’s environment, applying approaches tailored to the scale and scope of the work. Through working collaboratively with the stakeholders responsible for the business change, our skilled, and experienced professionals are able to transfer knowledge and skills to build sustainable capabilities in your team.

Methods' Business Change approach adopts a holistic view of organisational transformation, recognising that successful change goes beyond mere procedural adjustments. We encompass a comprehensive analysis of organisational culture, processes, structures, and systems, enabling companies to address underlying root causes and effect meaningful, sustainable change.

Methods provides scalable, flexible business change services to support controlled transformation of businesses & technology. Our service supports design, delivery, assurance and governance of all types of change initiatives.

What can it do for you

Our business change service provides the capability to manage the business change process through the complete transformation lifecycle. We provide the capability to harness new and innovative technologies in transforming your organisation and maximising organisational effectiveness through new ways of working.

Our methodical approach ensures that organisational change and transformation programmes are delivered effectively through building a detailed plan to ensure ongoing stakeholder engagement with new processes, organisational structures, technology and culture to support uptake of new working practices, procedures and success criteria.

Service Features

1. Evaluate processes, structures, culture; identify areas needing improvement
2. Identify user needs, adoption challenges, required training
3. Collaborate with stakeholders; develop clear, achievable objectives, timelines
4. Assess change readiness: leadership support, engagement, resource availability
5. Implement robust change management framework: communication, training, engagement
6. Identify risks, develop mitigation strategies proactively
7. Execute transparent communication plans with stakeholders at all levels
8. Deliver Change Network capability to transfer knowledge effectively
9. Provide tailored training initiatives for new processes, ways of working
10. Establish KPIs, monitoring mechanisms; track progress, effectiveness

Service Benefits

1. Improve efficiency, productivity, agility through targeted process, structure changes
2. Cultivate collaboration, innovation, accountability involving employees in change process
3. Minimise resistance to change with clear communication, training, support
4. Build stakeholder trust by involving them, delivering tangible results
5. Realise change benefits quickly, efficiently with structured management processes
6. Avoid costly mistakes, delays with proactive change management strategies
7. Gain competitive edge; respond swiftly to market changes, customer demands
8. Foster culture of continuous improvement, innovation; empower employees
9. Ensure change aligns with strategic goals, drives sustainable growth
10. Build resilience, adaptability; thrive amidst constant change, uncertainty

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



Cloud Hosting & Service Modernisation
Modernised digital services using secure cloud hosting, streamlined legacy workflows, and improved data insights. Delivered faster decisions, reduced manual effort, and a more transparent, **user-friendly experience** for internal teams and external users.



Cloud-Based ITSM Consolidation
Unified multiple service desks onto a cloud-based ITSM platform, standardising processes and automating workflows. Improved incident, change, and problem management, **boosting overall service reliability, efficiency, and organisational visibility.**



Large-Scale Cloud Migration (100+ Apps / 120TB)
Delivered cloud migration of **100+ legacy applications** and **120TB of data** with **100% availability.** Strengthened compliance, improved transparency, and significantly enhanced operational resilience across critical digital services.



Azure Migration & Modern Workplace Enablement
Migrated data centres to Azure and deployed modern workplace cloud services, delivering secure, scalable infrastructure. Achieved improved user experience, strengthened security posture, and **£1m savings** - all with zero service disruption.



Cloud ITSM Migration (ServiceNow SaaS)
Successfully migrated from a legacy ITSM tool to a modern, cloud-based ServiceNow platform. Delivered scalable, robust service operations, strengthened governance, and enabled faster, more consistent digital service delivery across the organisation.



Cloud-Native Data Pipelines (Azure Integration)
Built automated Azure Data Factory pipelines into a Lakehouse architecture, using Bronze/Silver/Gold layers and Delta with CI/CD. Delivered secure daily refreshes, improved data quality, lower manual effort, and more efficient reporting.