

G-Cloud 15 Service Description



Discovery Service

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Methods' Discovery service helps organisations understand user needs, test assumptions, and develop value propositions. Discovery is the foundation of successful service transformation, helping you understand how services can deliver maximum value. Methods is a market leader in building services using GDS Service Standards covering Discovery, Alpha, Beta and Live.

What is the Service

Before building a service, it is critical to develop an understanding of your user needs and current / potential user journey. Methods' Discovery Service will ensure an effective Discovery will act as the foundation upon which future development stages will be built. During this phase, Methods will work collaboratively with your organisation to develop a holistic understanding of your users' needs and pain points. We will test assumptions and review any similar services / service patterns to explore re-use where it's possible.

What can it do for you

Methods provide a service to Understand your needs and how they relate to your services. The service provided allows customers to:

- Set your digital vision around the services you offer
- Map your services and capabilities
- Map the technology landscape and how it relates to capabilities
- Understand the cost drivers for the technology that provides those capabilities
- Identify pain-points and opportunities that currently exist
- Understand the outcomes needed from redesigned services

Service Features

1. Vision and objective setting
2. User research, personas illustrate strengths/weaknesses of current process
3. Coaching and upskilling, including agile coaching
4. Defining a strategy for transformation
5. Developing a target operating model
6. High level cost and benefit analysis
7. Agile Delivery
8. Capability mapping using techniques such as Wardley mapping
9. Service design and blueprinting
10. Developing a roadmap for transformation

Service Benefits

1. Much greater understanding of the problem to be solved
2. An introduction to Agile ways of working
3. Appreciation of user needs and their importance to service design
4. Helps make decisions around whether the work moves to Alpha
5. Understanding costs and benefits
6. User-centric solution design
7. Cost savings and efficiencies through sharing capabilities and removing duplication
8. Understanding of potential inertia in the organisation
9. Reassurance that the approach conforms to Government Digital Service standards
10. The ability to take the service to the Alpha phase

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.

