

G-Cloud 15 Service Description

Managed Service Delivery

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Managed Service Delivery is the ideal vehicle for outcome-based delivery. It provides you with a fully-managed delivery team, with the mix of skills and capacity required to deliver the set of outcomes and deliverables defined within an agreed Statement of Work.

What is the Service

Managed Service Delivery provides an end-to-end approach for the design and delivery of defined, outcome-based milestones for your organisation, including technical and non-technical delivery. We deploy a fully-managed delivery team with the mix of skills and capacity required to design, execute and optimise functions to achieve agreed outcomes. This enables you to manage at outcome level, whilst maintaining focus on key operations.

What can it do for you

Managed Service Delivery enables strategic business planning and delivery. With a focus on value, clearly documented ways of working, and effective change management, it ensures delivery of defined outcomes. It minimises the risk of disguised employment challenge, and allows your organisation to benefit from additional fully-managed capacity and capability, while you maintain focus on your key operational activities.

Service Features

1. Fully managed service, with outcome-based delivery
2. Scalable delivery to meet your capacity requirements
3. Access to a vast range of experienced specialists
4. Transparency in delivery outcomes, planning and governance
5. Methods Engagement Manager leads and manages the delivery team
6. Account Manager manages agreed outcomes, contracts, and commercials
7. Proactive RAID management and governance; standalone or client aligned
8. Aligned with your internal business change team, if required
9. Stakeholder-led approach for analysis and requirements assessment
10. Agreed and tracked Statement of Work

Service Benefits

1. Managed, scalable service against outcome-based requirements
2. Effective planning, governance and control to avoid operations degradation
3. Highly flexible delivery vehicle, focused on outcome-based milestones
4. Increased collaboration and commitment towards realisation of business objectives
5. Focus on effective stakeholder engagement, management, and governance
6. Effective management of delivery and transformation risks and issues
7. Proactive liaison with your business transformation/ benefits management function
8. Assistance with performance improvement/ success factor evidence gathering
9. Provides a single point of contact for contract and commercials
10. Provides clear accountability for deliverables/ outcomes tracking

Contact details

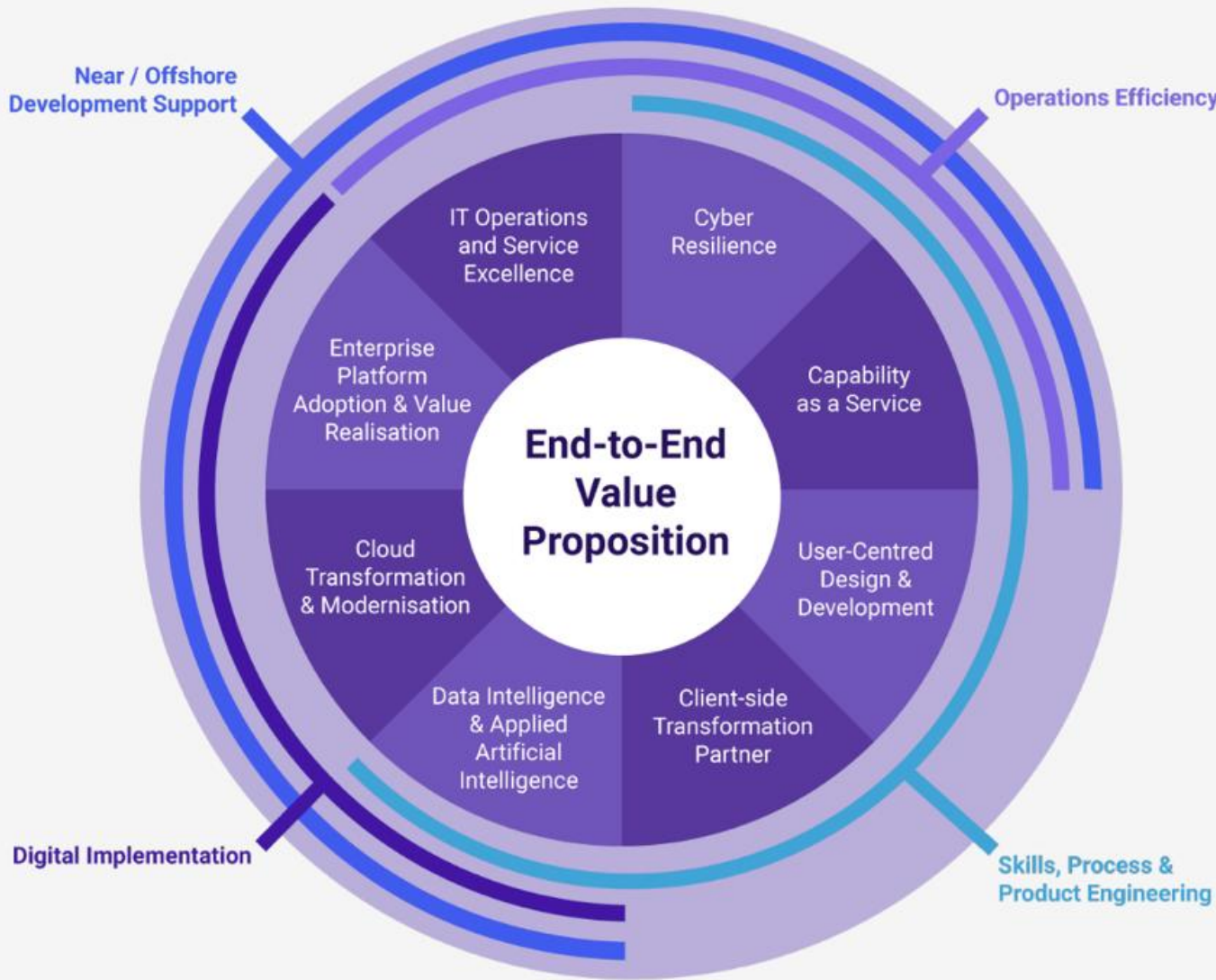
End-to-end transformation and innovation experts

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.

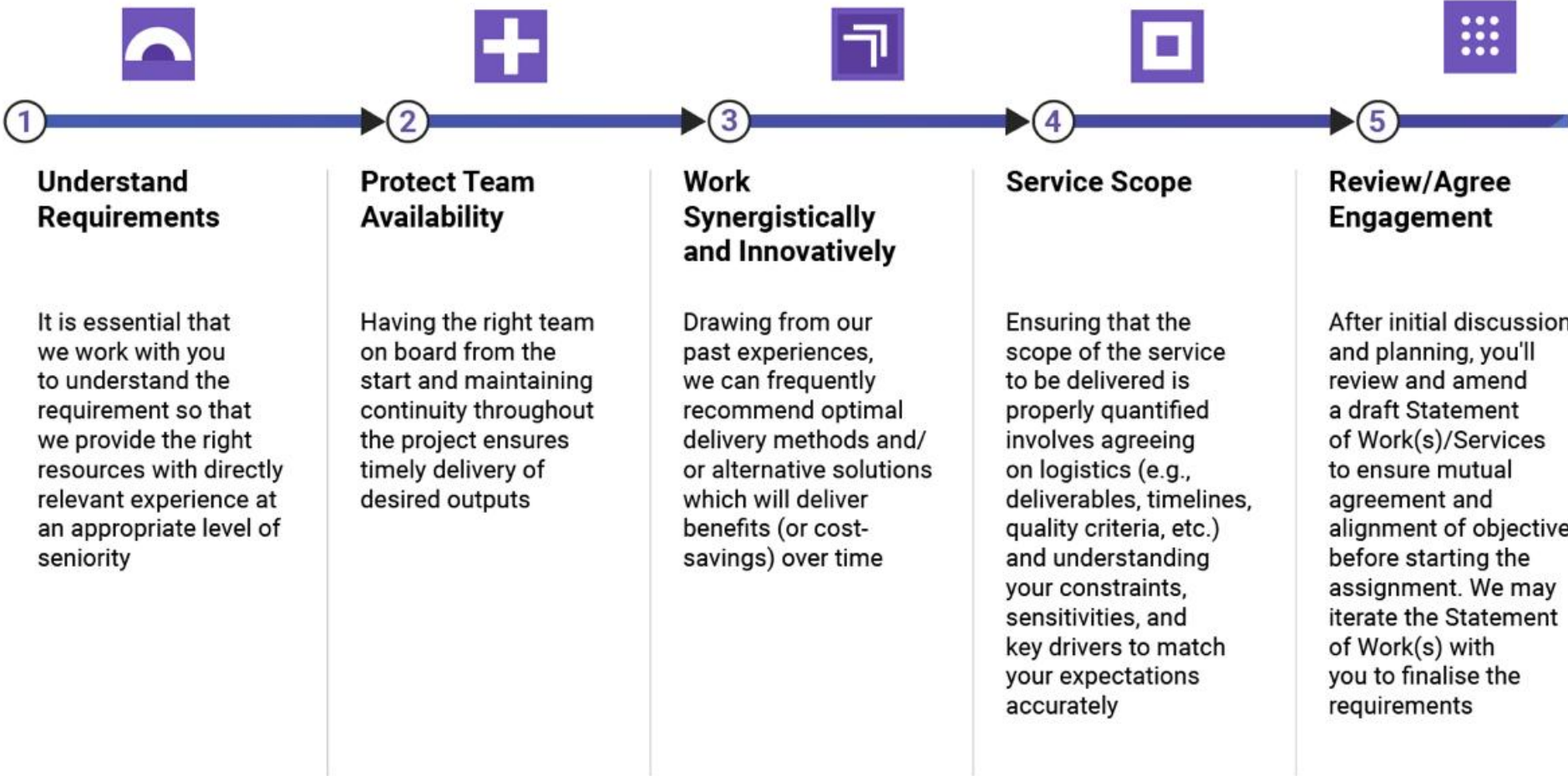
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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



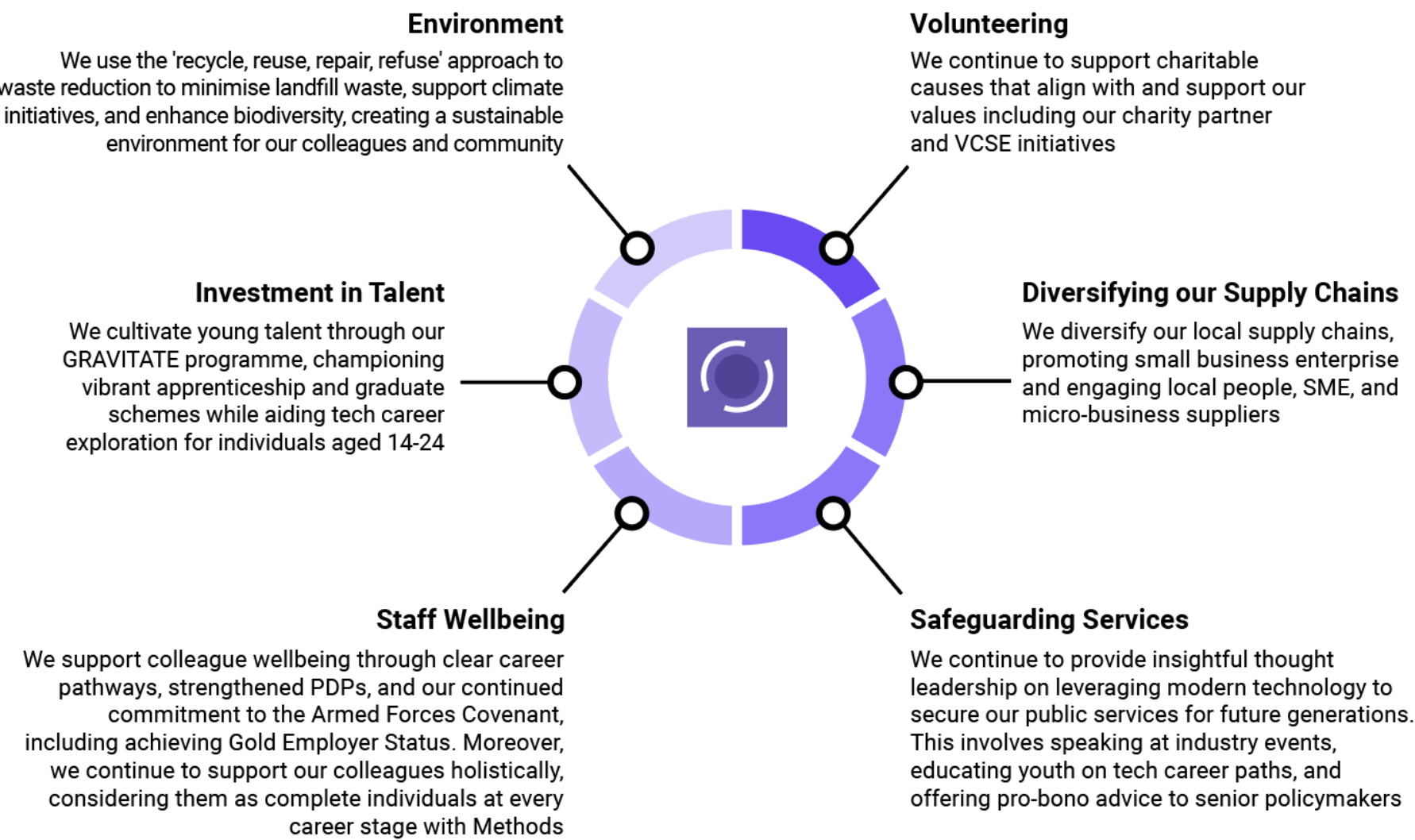
-  **Ordering and Invoicing**
Once we have agreed a Statement of Work(s) we will sign the appropriate agreement and complete a Call Off contract with an attached Statement of Work(s), and submission of a Purchase Order. We will then set up a mutually acceptable start date and commence work.

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.

