

G-Cloud 15 Service Description

Applications and Cloud Platform Support

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Methods’ Applications and Cloud Platforms Support service provides comprehensive maintenance, management and development for cloud-based applications and platforms. We ensure optimal performance and security through proactive monitoring, timely updates, and technical support to agreed SLAs, enabling organisations to maximise uptime, reliability, and efficiency for their applications and cloud operations.

What is the Service

Methods’ Applications and Cloud Platforms Support service offers production support to your applications and cloud platforms, delivering on-going change/refresh in business-critical environments to tight SLAs. Service processes are ITIL v3. Security and service operations conform to ISO 27001 and ISO 9001. All our services feature Continuous Service Improvement plans. Our services cover custom applications, open source software, CMS’, and cloud platforms (AWS, Azure, GCP).

What can it do for you

Our service is tailored to be responsive to the needs and budget of your organisation. We will take on the live service support and continuously improve it to ensure high levels of application/system availability and end-user satisfaction. This offers a return on your investment in terms of management time saved, users being able to be more productive, increased organisational reputation and higher levels of adoption of software due to increased reliability.

Service Features

- 1. Service management in-line with GOV.UK principles and ITIL (including reporting)
- 2. Service desk with Business Hours and customisable 24x7 Support options
- 3. Dedicated technical team for second and third line support
- 4. Incident response, issue resolution and reporting
- 5. Securely hosted service conforming to ISO standards
- 6. Continuous Service Improvement plans
- 7. Service monitoring for service health, performance and security issues
- 8. Continued iterative development to improve applications and platform
- 9. Application and cloud platform optimisation for increased efficiencies
- 10. Disaster recovery and data backup solutions

Service Benefits

- 1. Service models highly focused on business and user needs
- 2. Tailored service responsive to changing business needs and volumes
- 3. Maximise application availability, reliability and performance
- 4. Keep running costs low through our blended delivery model
- 5. Delivered as a service achieving resilience; eliminating reliance on individuals
- 6. SLA based response and fix
- 7. ITIL v3 service management, ISO9001 and ISO27001 certified security controls
- 8. Consistent services with reliability measured in monthly reports
- 9. Optimised resources to gain efficiencies and reduce costs
- 10. Ongoing application development as well as incident fix and administration

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.