

G-Cloud 15 Service Description

Technical Writing

Technical Writing

We create straightforward guides and help materials for your products or services, making it easier for people to use them without needing extra help. This includes anything from instruction manuals to frequently asked questions, aimed at improving user experience.

What is the Service

Our Technical Writing service specialises in creating clear, concise and accurate documentation that supports the use of your products or services. This includes user guides, manuals, help files and FAQs designed to help end-users in understanding and utilising your offerings effectively. Our technical writers possess technical expertise and exceptional writing skills, ensuring that complex information is made accessible and understandable for all users, regardless of their technical background.

What can it do for you

High-quality technical documentation can significantly enhance the user experience, reduce support costs and increase product adoption and satisfaction. Our service ensures that your users have the information they need at their fingertips, helping them to solve problems independently and efficiently. This not only improves user satisfaction but also allows your organisation to focus resources on innovation and development, rather than on addressing common user queries and issues.

Service Features

1. Production of clear, accurate technical documentation.
2. Use of plain English to explain technical concepts.
3. Creation of user assistance materials like FAQs and help guides.
4. Documenting software and system requirements.
5. Maintenance of documentation version control.
6. Development of training materials and user guides.
7. Integration of visual aids like diagrams and screenshots.
8. Application of industry-standard technical writing practices.
9. Gathering and incorporating user feedback.
10. Ensuring documentation accessibility for all users.

Service Benefits

1. Facilitates user understanding of complex systems.
2. Reduces reliance on technical support.
3. Enhances user self-service capabilities.
4. Provides a consistent source of truth for product information.
5. Supports efficient onboarding and training.
6. Improves user engagement and product usability.
7. Assists in meeting regulatory and compliance requirements.
8. Encourages continuous product and documentation improvement.
9. Increases overall user satisfaction and confidence.
10. Promotes inclusivity and accessibility in documentation.

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.

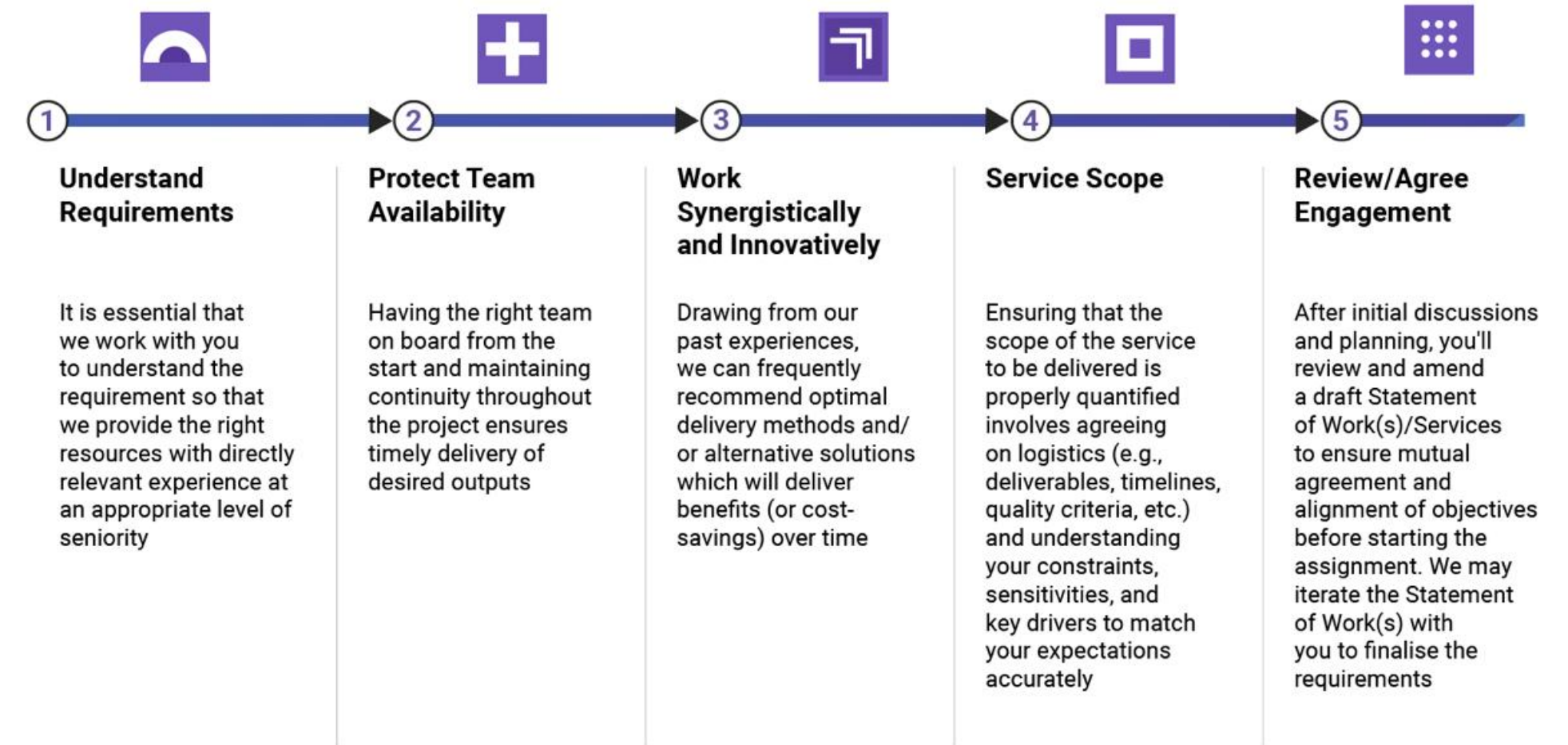
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

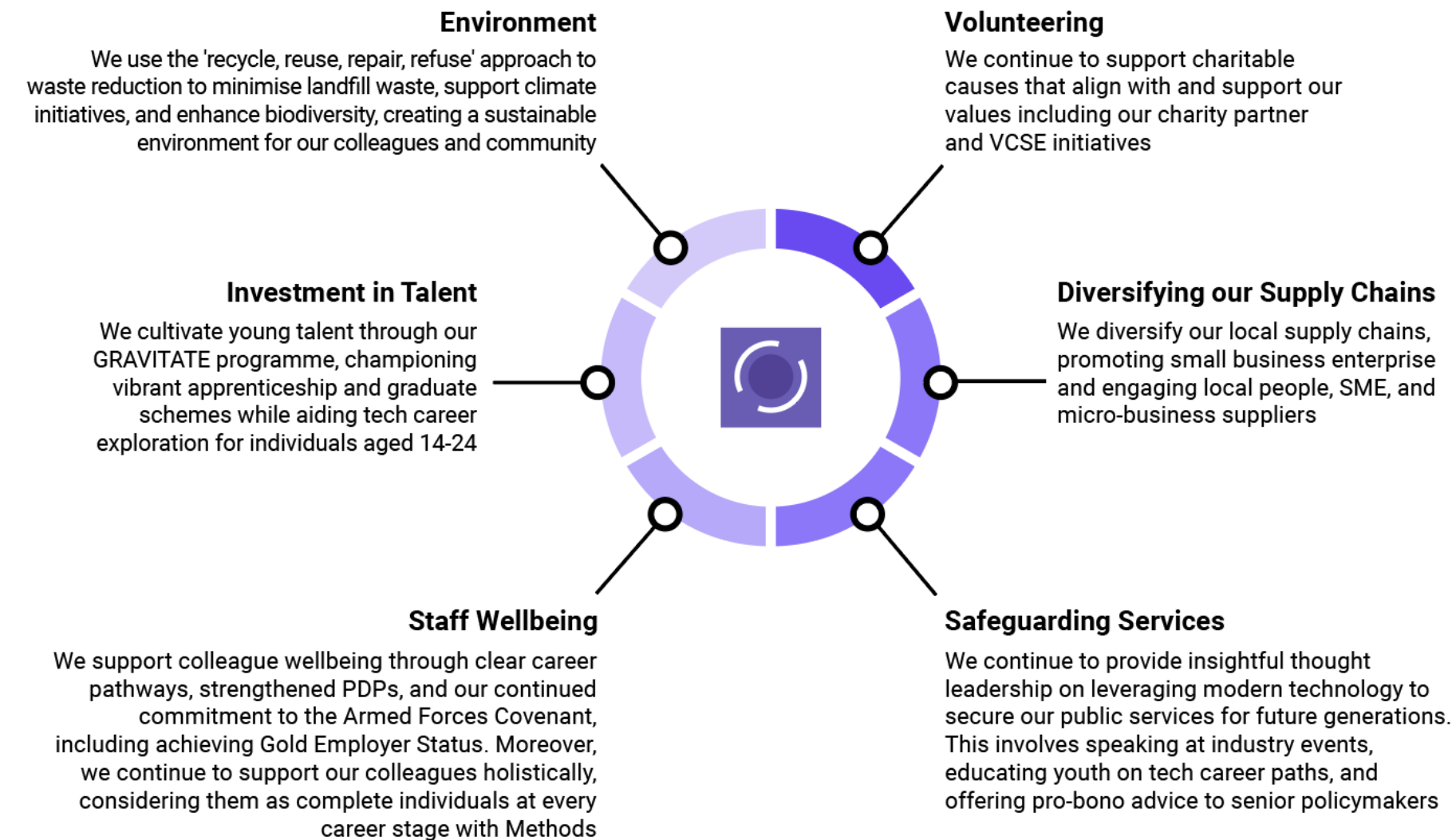


Customer Responsibilities

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.