

G-Cloud 15 Service Description



Business acceptance testing

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Methods' Business Acceptance Testing provides you with the confidence that any product you choose to adopt is fit for purpose and suits the needs of your users. We work with stakeholders to define the criteria by which the success of your requirements is judged and provide User Acceptance Testing support.

What is the Service

In order to understand that a solution is operating as it should and effectively addresses your requirements and meets your needs, it's important to test and validate the product. Through our Business Acceptance Testing Service, we collaborate with stakeholders and users to support business acceptance of the solution.

Methods has a track record of supporting business user communities within the public sector in order to make sure that products are of a sufficient level of quality before deployment, ensuring that any instances where a product fails to meet the needs of a business user are picked up.

What can it do for you

Your business users will be provided with a clear approach to User Acceptance Testing and support in planning the techniques and data required. We ensure that the range of stakeholders who have an interest in your business change can see evidence of the viability of a product and assurance that it is fit for purpose.

We will also support you to conduct test scenarios to confirm the acceptability of a product to your operation and identify any shortcomings to your users.

Service Features

1. Agreement of the scope of testing activity
2. Defining test scenarios and test cases
3. Providing support to stakeholders when testing for business acceptance
4. Support with End-to-end service testing
5. Support to identify potential usability issues
6. Identify pain points and opportunities for improvement
7. Applies a managed, proportionate risk-based approach
8. Co-production and knowledge transfer to internal staff
9. Benefits/ value-led approach to transformation and cloud/technology change
10. Extensive experience supporting a wide range of public sector organisations

Service Benefits

1. Stakeholders are assured the solution option meets their needs
2. Your product is quality assured
3. Any issues or failures are resolved before deployment
4. The 'success' criteria of requirements is defined by your users
5. Each requirement can be traced from need to being "met"
6. Get rapid feedback as the base for agile development
7. Check if service meet users' needs and expectation
8. Validate and evaluate prototypes
9. Improve user journey
10. Use outputs as justification for change

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.