

G-Cloud 15 Service Description

Driving Operational Excellence with ServiceNow

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Methods specialise in providing thought leadership to drive operational excellence, focusing on key areas of the ServiceNow platform, enabling organisations to optimise processes, maximise productivity and minimise waste to foster a culture of innovation, collaboration, and accountability, driving sustainable growth and competitive advantage that maximises return on your ServiceNow investment.

What is the Service

Organisations often struggle to deliver the digital transformation that will ensure resilience and effective service delivery to drive operational excellence. This can be due to disparate and siloed data and systems, resulting in data loss, repetition, and a lack of communication. This in turn causes challenges in orchestrating the processes necessary to complete work, service employees and citizens, and do it in a way that is flexible, scalable, fast, and built to last.

ServiceNow is the intelligent platform for end-to-end digital transformation, enabling efficiency and growth to drive operational excellence, sitting over all the data and processes in an organisation, to:

- Empower employees and customers with intuitive and simplified experiences, and unified data
- Drive efficiency and optimisation with pre-built workflow solutions
- Create visibility, adaptability, and speed with a low-code, intelligent platform

Methods specialise in 8 key areas of the ServiceNow platform, providing thought leadership, and consulting and delivery expertise to support your Operational Excellence goals:

- IT Service Management: Streamline IT service delivery, supporting, and managing processes efficiently
- IT Asset Management: Manage the IT assets lifecycle, to optimise utilisation and ensure compliance
- IT Operations Management: Automate IT infrastructure monitoring, event management, and proactive incident resolution
- IT Security Operations: Enhance cybersecurity through comprehensive monitoring
- Integrated Risk Management: Ensure comprehensive risk identification and mitigation, and automate, manage, and measure Business Continuity and Operational Resilience
- HR Service Delivery: Enhance the employee experience and streamline HR processes efficiently
- Strategic Portfolio Management: Align portfolios with business objectives, optimise resource allocation, and provide visibility into project performance, risks, and strategic priorities
- Customer Service Management: Increase your customer satisfaction and retention by automating processes and giving service agents visibility, to enable the delivery of proactive customer services.

Service Features

1. ServiceNow thought leadership to drive operational excellence
2. Pragmatic, outcome-based business goals alignment for digital transformation
3. Service delivery focused, including people, processes, and tools
4. Consulting, delivery, and testing expertise for the ServiceNow platform
5. Licencing assurance to ensure strategically aligned optimised subscriptions
6. Expert insights to maximise ServiceNow functionality and ROI
7. Platform health assessment providing structured recommendations to optimise processes
8. Collaborative phased roadmaps with defined and prioritised objectives
9. Reliable support services for BAU operations and continual improvement
10. ServiceNow expertise combined with our broader organisational capabilities

Service Benefits

1. Complex, cost-effective licencing requirements navigated on your behalf
2. Visibility of platform health and adoption to maximise ROI
3. Improvement recommendations for process optimisation to enhance digital transformation
4. Structured, pragmatic, phased platform roadmaps aligned to organisational goals
5. Streamlined implementations, designed and deployed to transform service delivery
6. Testing services, ensuring release quality, user acceptance, and operational readiness
7. Reliable support options for sustained operational excellence and efficiency
8. One team for holistic operational excellence solution delivery
9. Tangible business outcomes effectively aligning people, processes, and tools
10. Practical operational excellence strategies realised through a pragmatic approach

Contact details

What can it do for you

Methods’ focus is on delivering business outcomes, and we work with our customers to drive operational excellence, adopting a pragmatic approach centred around 3 main themes of:

- Why do we need to change?
- What shall we change and when?
- How will we measure change success?

Methods can offer a range of services to support your ServiceNow journey that will drive operational excellence:

- **ServiceNow Licencing:** Ensures you have the licencing required to deliver your complex ICT portfolios, programmes, and projects. We do this by understanding your licencing requirements, making impartial recommendations on licence options, and negotiating cost-effective procurements on your behalf, taking advantage of competitive discounts.
- **ServiceNow Adoption and Health Assessment:** An objective expert insight into the adoption of your platform compared to your licencing subscription, and the health of your production instance configuration, and tailored recommendations to maximise ROI on your ServiceNow investment and optimise platform functionality.
- **ServiceNow Platform Remediation vs Reimplementation Assessment:** An independent review of your instance to identify customisations and deviations from best practices, and to provide a recommendation for a remediation or reimplementation approach to optimise processes, enhance platform health, and further enable your digital transformation across the entire organisation.
- **ServiceNow Roadmap Development:** A collaborative engagement to define and prioritise objectives to create a phased roadmap tailored to your needs. With a structured timeline and clear milestones, the output enables maximisation of the ROI on your ServiceNow investment aligned to organisational goals.
- **ServiceNow Design and Implementation:** Rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within your organisation, streamlining current processes, automating common repetitive tasks, and delivering a single system of record.
- **ServiceNow Test and Assurance Services:** Provides scalable testing and assurance services to enable ripple-free delivery combined with consistent quality throughout the release lifecycle, from requirement creation through to user acceptance and operational readiness.
- **ServiceNow Support Services:** A range of flexible ServiceNow support services to suit all budgets, scaling from platform maintenance to continual improvement initiatives, ensuring optimal utilisation and alignment with organisational objectives.

Methods is uniquely placed to be your strategic partner for operational excellence. We combine our ServiceNow capability with our wider organisational expertise in enterprise service management, cyber maturity, governance, UX engagement, programme delivery, and business change, enabling us to work closely with you, aligning people, processes, and tools to provide business focused solutions. Practical operational excellence strategies realised through a pragmatic approach

Contact details

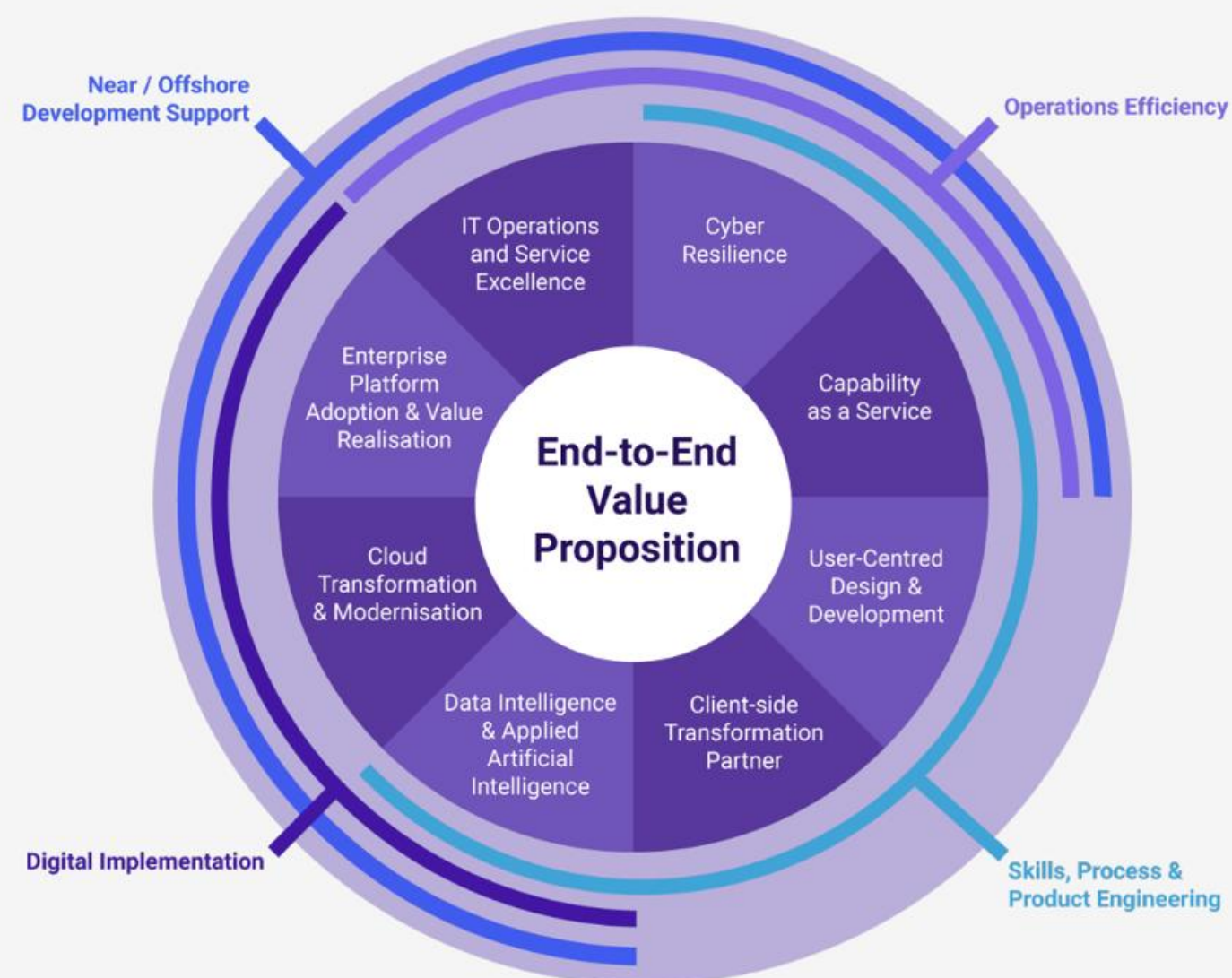
End-to-end transformation and innovation experts

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.

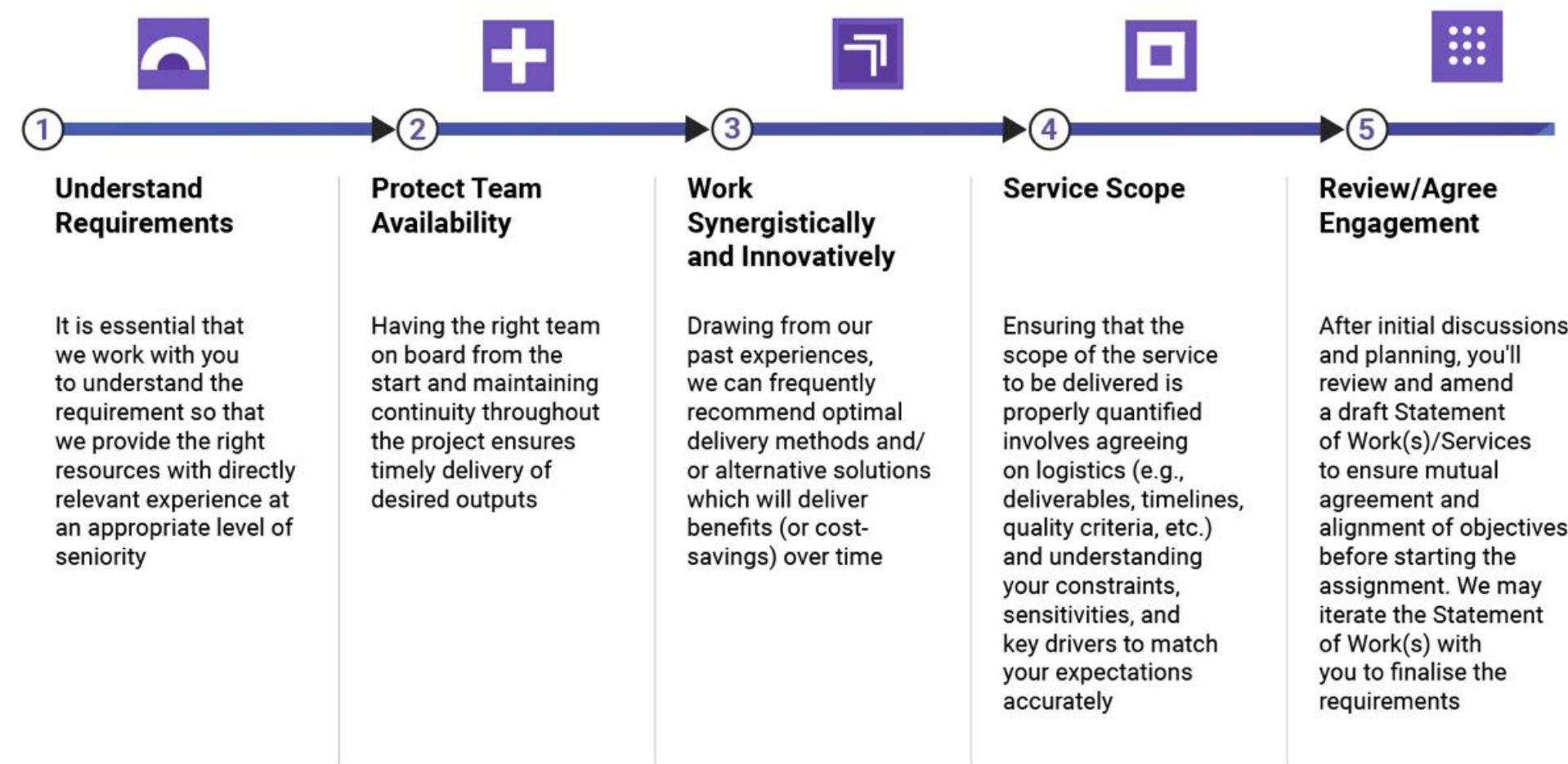
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

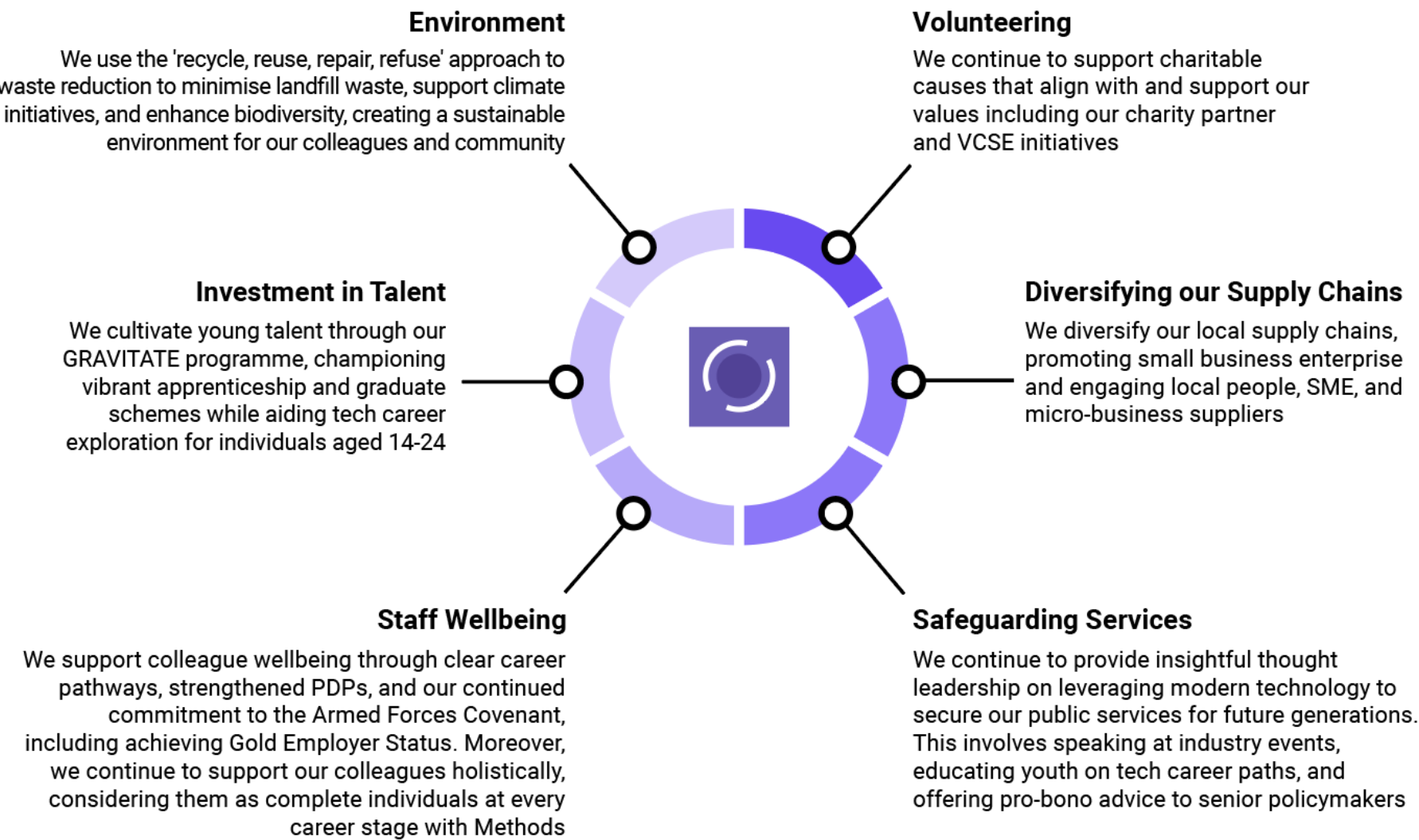


Customer Responsibilities

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.