

G-Cloud 15 Service Description

Alpha Phase Development

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Methods is a market leader in building Alpha services in line with GDS Digital by Default Service Standards covering Discovery, Alpha, Beta, Live phases. Building Alpha services by creating prototypes/ testing them with real users shapes the service being built, validate assumptions/ answer questions, ensures the Beta is well specified.

What is the Service

The Alpha phase follows Discovery, and involves learning more about what to build for Beta by creating prototypes and testing these prototypes with users. De-risking the beta build. We will work closely with you to define, build and test these Alpha prototypes, and help you plan for Beta.

What can it do for you

The Alpha phase helps to answer important questions around how the future service is designed, through understanding real problems and issues of users and organisations, prototyping and testing. It helps to de-risk the Beta build by demonstrating what may be possible.

Service Features

- 1. Agile development
- 2. Creation of user personas
- 3. Recruitment of users for Alpha testing
- 4. Running user testing sessions
- 5. Analysis of user insight
- 6. Wireframing
- 7. Working Alpha prototypes
- 8. User experience design
- 9. Creating a product backlog
- 10. Delivery plan for Beta

Service Benefits

- 1. Help to better understand user needs
- 2. Help to define the Beta build
- 3. Ensures greater understanding of technology required for Beta
- 4. Gaining buy-in from stakeholders using visual design
- 5. Better ability to estimate costs and benefits
- 6. Tackle potential problems early through rapid prototyping and iteration
- 7. Compliant with GDS Service Standards and design 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.