

G-Cloud 15 Service Description



Digital By Default Services

Digital By Default Services

Methods is experienced in outcome-based service delivery to the GDS Digital-by-Default standards covering Discovery, Alpha, Beta and Live. We provide user research, service design, delivery management, product management, digital transformation, architecture, and service and software development in line with the GDS service manual and Technology Code of Practice.

What is the Service

Delivers services to the GDS Digital by Default Service Standard at any phase of the service lifecycle.

What can it do for you

Methods’ will help you to deliver your service outcome by adhering to the GDS Digital by Default Service Standards. Our multidisciplinary teams will deliver services based around user needs, using common platforms, open standards and open source code. We’ll help you to become a more agile organisation and increase the likelihood of passing GDS assessments in order to take projects forward.

Service Features

- 1. User research and service design
- 2. Prototyping/proof of concept
- 3. Delivery management
- 4. Discovery, Alpha, Beta and Live service development
- 5. Product management
- 6. Digital transformation
- 7. Software development
- 8. Architecture services
- 9. Knowledge transfer
- 10. Agile methodology

Service Benefits

- 1. Develop services based around the needs of real users
- 2. Instil knowledge of the Service Standards in your team
- 3. Compliant with the GDS approach
- 4. Greater organisational agility
- 5. Services developed around user needs

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.

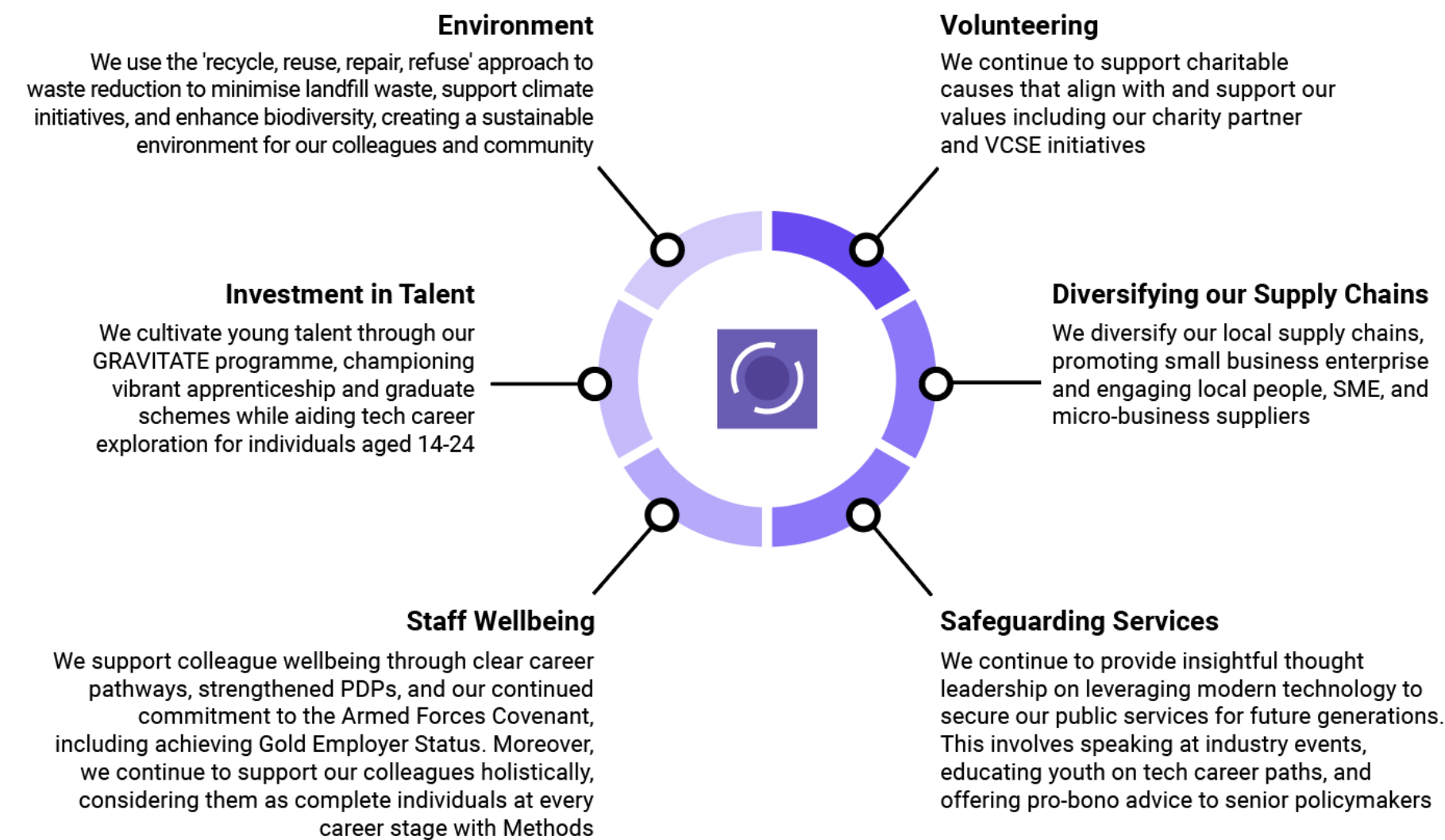


Customer Responsibilities

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.