

G-Cloud 15 Service Description



Copilot Adoption and Rollout Support

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We guide your organisation through the adoption and rollout of Copilot, ensuring integration enhances your workforce productivity safely and ethically.

Methods ensure effective adoption by aligning it with your strategic organisational objectives. Including assessing AI and data literacy needs, data security, privacy, and quantifying benefits to facilitate responsible Copilot adoption.

What is the Service

The Copilot Adoption Service helps organisations navigate the complexities of integrating AI assistants like Microsoft's Copilot into their workflows. Given the rapid growth of AI tools, our service is crucial for organisations seeking to augment their workforce without compromising on security or ethics.

The service begins with a discovery phase where we engage with stakeholders to understand your specific needs and identify areas for automation and AI enhancement, aimed at boosting operational efficiency. In the strategic planning phase, we set clear objectives and tailor Copilot's use cases to align with key business goals, focusing on measurable improvements in efficiency and engagement. Implementation involves activating and launching Copilot to pilot teams, ensuring compliance with data security standards, and addressing any potential risks.

We provide training and support to ensure all employees are proficient in using Copilot effectively. Our ongoing support phase includes regular reviews and optimisations to keep the deployment aligned with your evolving business needs. Our goal is to tailor the adoption process to your organisation's unique use cases, enhancing productivity and ensuring a smooth transition. This helps ensure confidence in decision-making behind Copilot adoption and roadmap a smooth transition for workforces.

What can it do for you

Our service demystifies the various Copilot options, helping you build a strong business case based on evidence of increased productivity and ROI.

We ensure that the decision to adopt Copilot is well-informed and aligns with your organisations' goals, guaranteeing a seamless integration that meets the needs of different user groups within your workforce.

Service Features

- 1. Detailed benefits analysis to pinpoint Copilot's potential impact
- 2. Productivity assessments to optimise Copilot integration
- 3. Policy review and development to support AI adoption
- 4. Data and AI literacy training for effective Copilot use
- 5. Security assessments to safeguard AI integration
- 6. Accessibility evaluations to ensure inclusive benefits
- 7. Scalable rollout plans from pilot phases to full deployment
- 8. Customised implementation strategies fitting organisational needs
- 9. Comprehensive user research to understand diverse departmental needs
- 10. Strategic change management to foster Copilot adoption

Service Benefits

- 1. Provides robust evidence supporting Copilot implementation
- 2. Demonstrates tangible ROI and supports business case development
- 3. Develops policies ensuring safe AI assistant adoption
- 4. Enhances workforce capability in using advanced AI tools
- 5. Safeguards data integrity and security in AI applications
- 6. Tailors accessibility to maximise organisational benefit
- 7. Facilitates scalable adoption according to organisational readiness
- 8. Ensures Copilot implementation is optimally designed
- 9. Uncovers specific user cases and needs across the organisation
- 10. Safely and responsibly integrates Copilot into daily workflows

Contact details

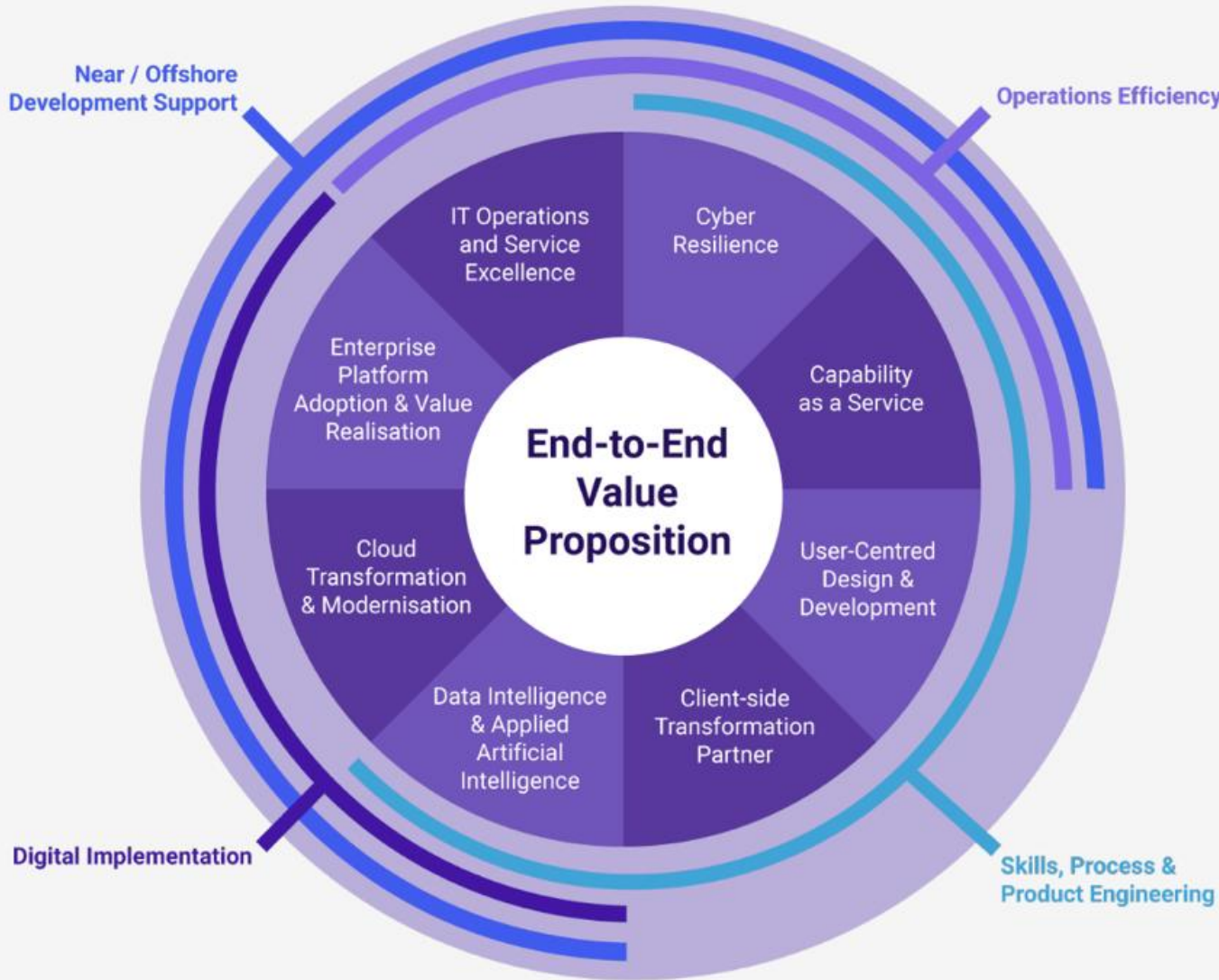
End-to-end transformation and innovation experts

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.

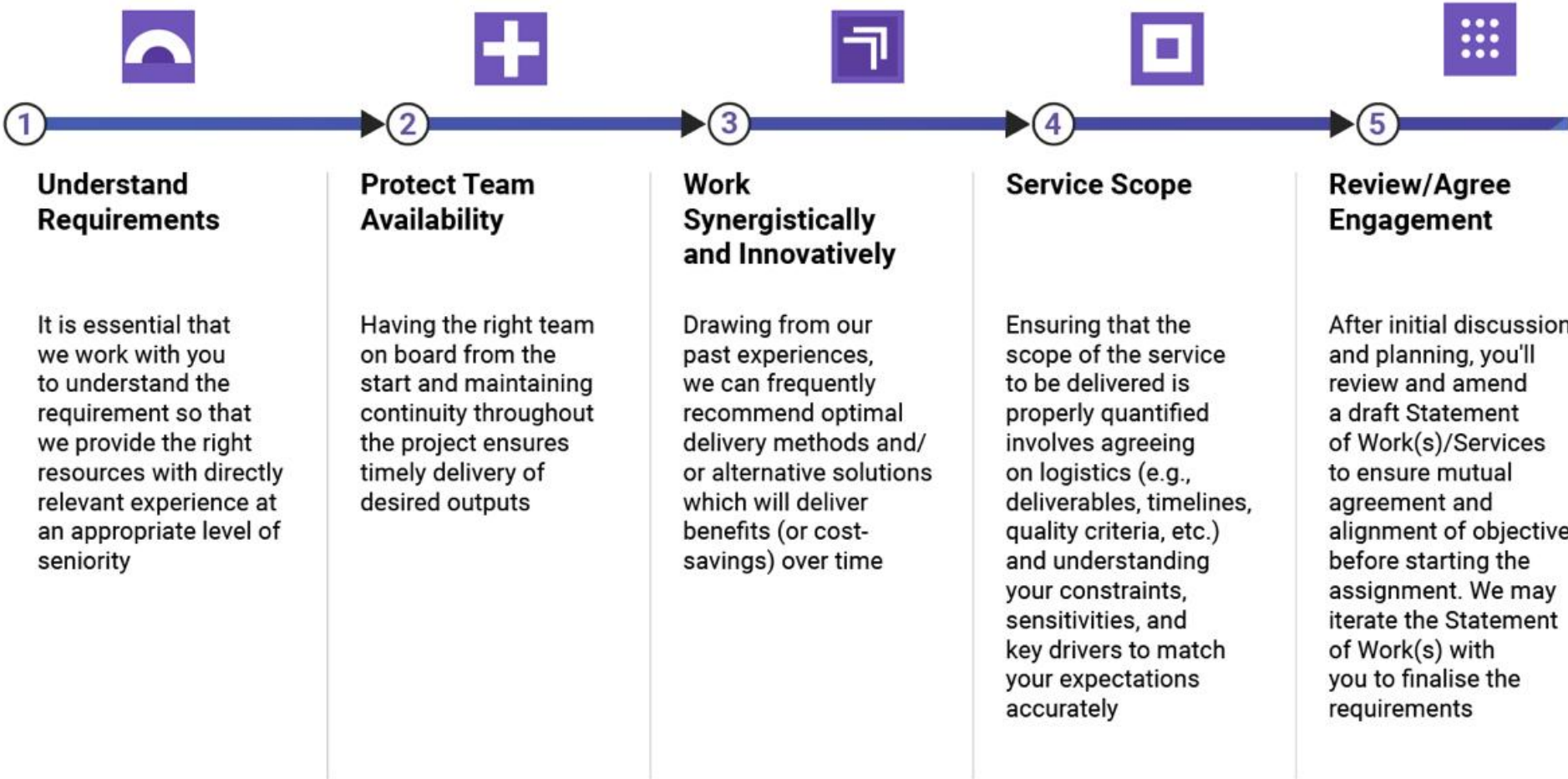
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

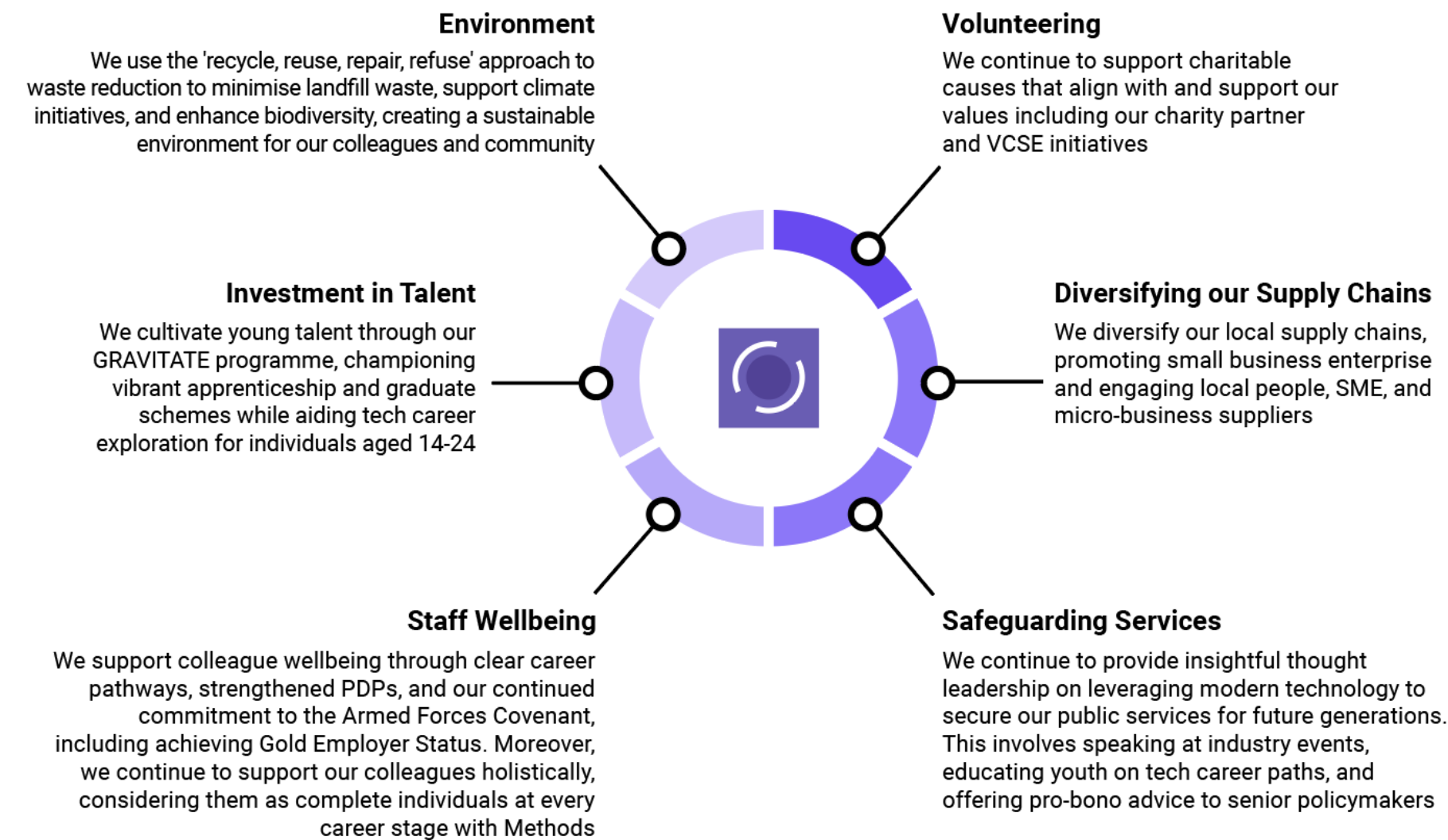


Customer Responsibilities

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.