

G-Cloud 15 Service Description

Salesforce Public Sector Solutions from Methods

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Methods is the leading Salesforce CRM/CMS implementation partner for public sector, providing consultancy, design, architecture, implementation, development and support for Sales/Service Cloud, Experience Cloud, and Net Zero Cloud.

Our consultants understand public sector in-depth and deploy solutions meeting business, ROI, citizen value, operational and security requirements, efficiently and cost effectively.

What is the Service

Methods combines its 20 year experience of the public sector with its expert Salesforce knowledge to rapidly develop public sector services using Salesforce’s ready-made Public Sector Solutions (PSS) toolkit.

Public Sector Solutions include Sales Cloud, Service Cloud, and Experience Cloud, and provides relationship management, case management, collaboration, integration, and data insight capabilities offering a 360-degree view of citizens to serve, manage, and interact with them more effectively.

Following stringent data security regulations, it can be deployed and scaled quickly; excellent for Beta testing services and developing POC/MVP.

The Public Sector Solutions data model is tailor-made for government agencies. Objects in the data model let you define regulatory agencies, authorisation types and codes; represent citizens as business or in-person accounts; create entities for visits, complaints, and violations; and much more.

Whether you use Public Sector Solutions to issue licenses and permits, offer grants, conduct inspections and assessments, or manage and disburse social services programs and benefits—or to do all of those things—the Public Sector Solutions data model accommodates your work.

Service Features

- 1. Methods bring digital transformation consulting experience
- 2. Public portal permits citizen self-service application, reporting, tracking/updates
- 3. Self-service reduces service centre costs with improved service
- 4. Low-code/no-code solutions delivered in days/weeks not months
- 5. Pre-Defined data-model meeting most public sector needs; change if needed
- 6. Pre-built services flexed to your specific needs after short Discovery
- 7. Alpha/Beta deployment to test/refine at speed whilst keeping costs down
- 8. Cloud-based solution maintained by Salesforce included within licence costs
- 9. Fully GDPR compliant meeting NCSC Cloud Security Principles

Service Benefits

- 1. Service citizens via low-cost channels Encourage digital channel shift
- 2. Easy self-service Easily incorporate chat and chatbot for support
- 3. Provide up to date knowledge articles
- 4. Use guided processes for simpler form completion
- 5. Fully GDPR compliant, meeting NCSC Cloud Security Principles
- 6. Easy to use build to adapt to new services
- 7. Full integration to business app using open APIs
- 8. Full alignment with accessibility & GDS standards

Contact details

What can it do for you

Public Sector Solutions offers several prebuilt applications. Each prebuilt app combines specific elements of the platform, the data model, the industry common layer, and automation to serve a different need. Most importantly, these can then be modified to suit your particular needs.

License and Permit Management - Publish dynamic forms on a public portal, where citizens can easily submit and track applications for individual and business licenses and permits. Review and approve applications using automated processes that ensure integrity and consistency across the workflow.

Inspection Management - Conduct and manage inspections and assessments to ensure routine regulatory compliance, issue licenses and permits, and address public complaints.

Social Service Support - Provide timely assistance to individuals and families; assess complaints and referrals; create and screen cases, and develop individualised, comprehensive care plans to help constituents reach positive outcomes.

Benefit Management - Accelerate benefit assistance; help potential applicants find benefit programmes they may be eligible for based on defined criteria; apply for benefits through the online portal; provide visibility of application status, eligibility decisions, and disbursement amounts and frequencies.

Grants – application portal for grants. Track, manage, and disburse grants across the entire funding lifecycle, with effective collaboration among staff, applicants, and managers.

Emergency Program Management - Quickly prioritise and mobilise resources during a crisis, provide real-time status updates, create and process applications for emergency services, and manage volunteers using your public portal.

Employee Experience - Streamline HR and IT processes with digital forms, create automated processes for service requests, and provide self-service resources for employees in a unified, and scalable workspace.

Contact details

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 www.methods.co.uk

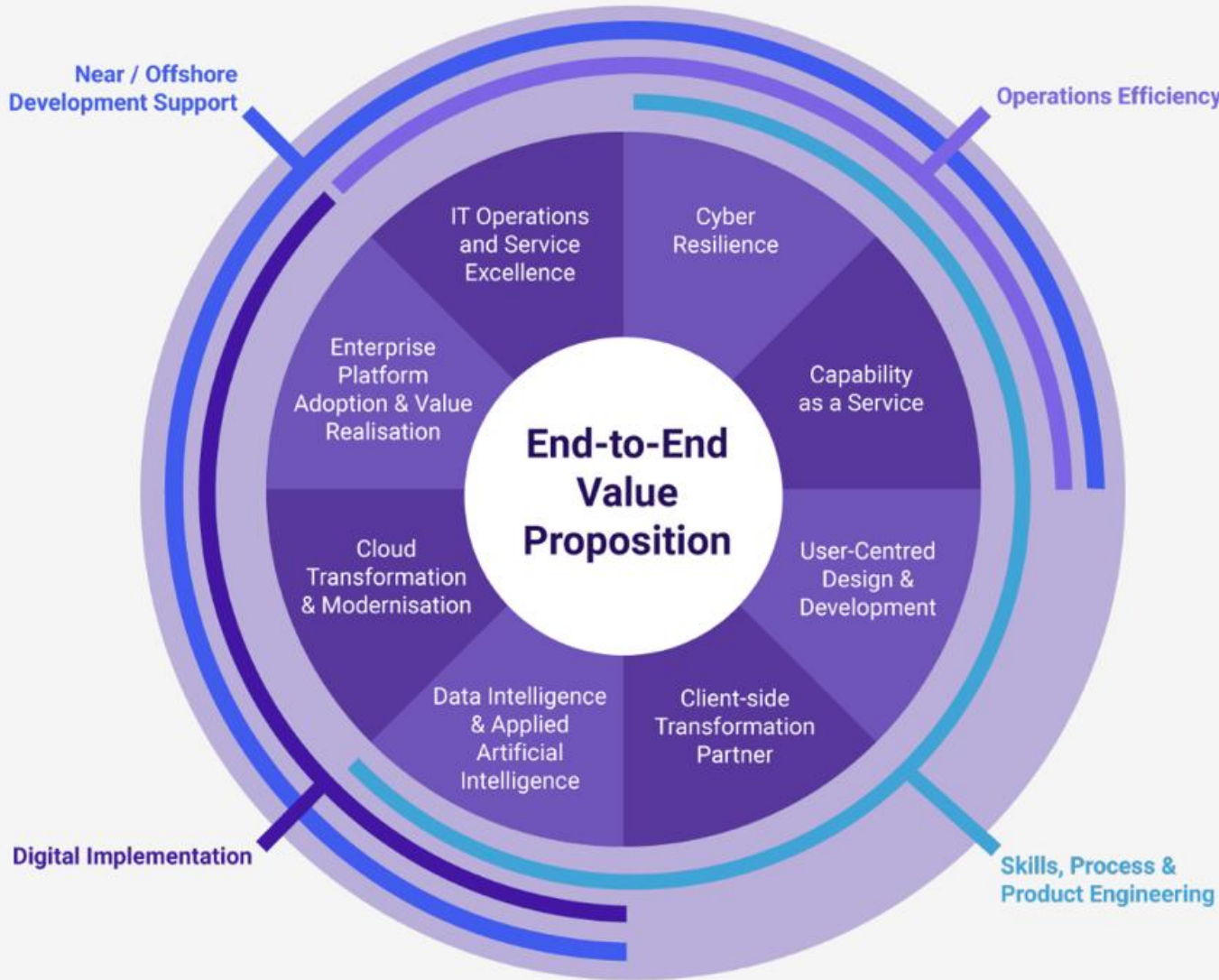
End-to-end transformation and innovation experts

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.

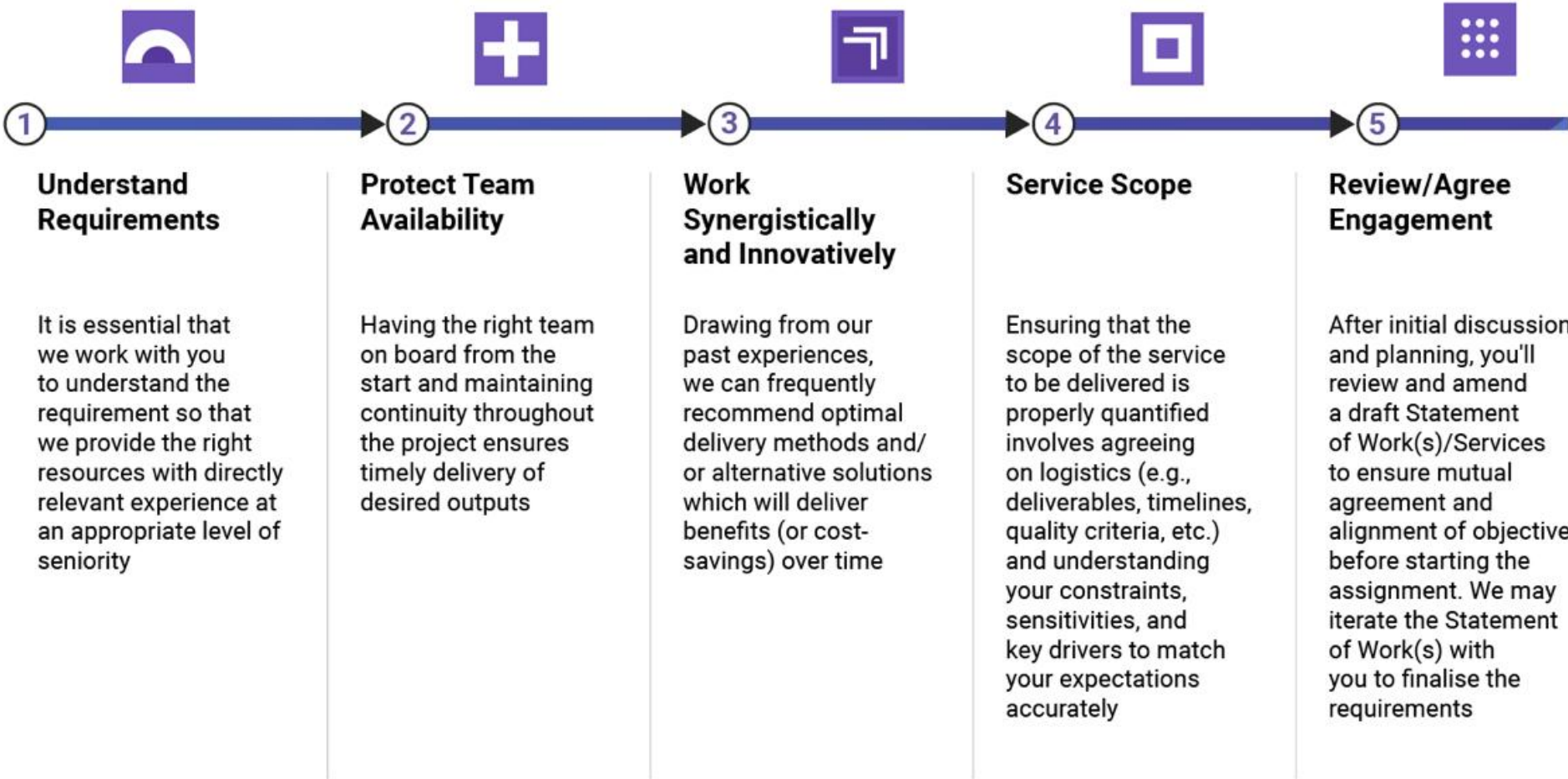
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

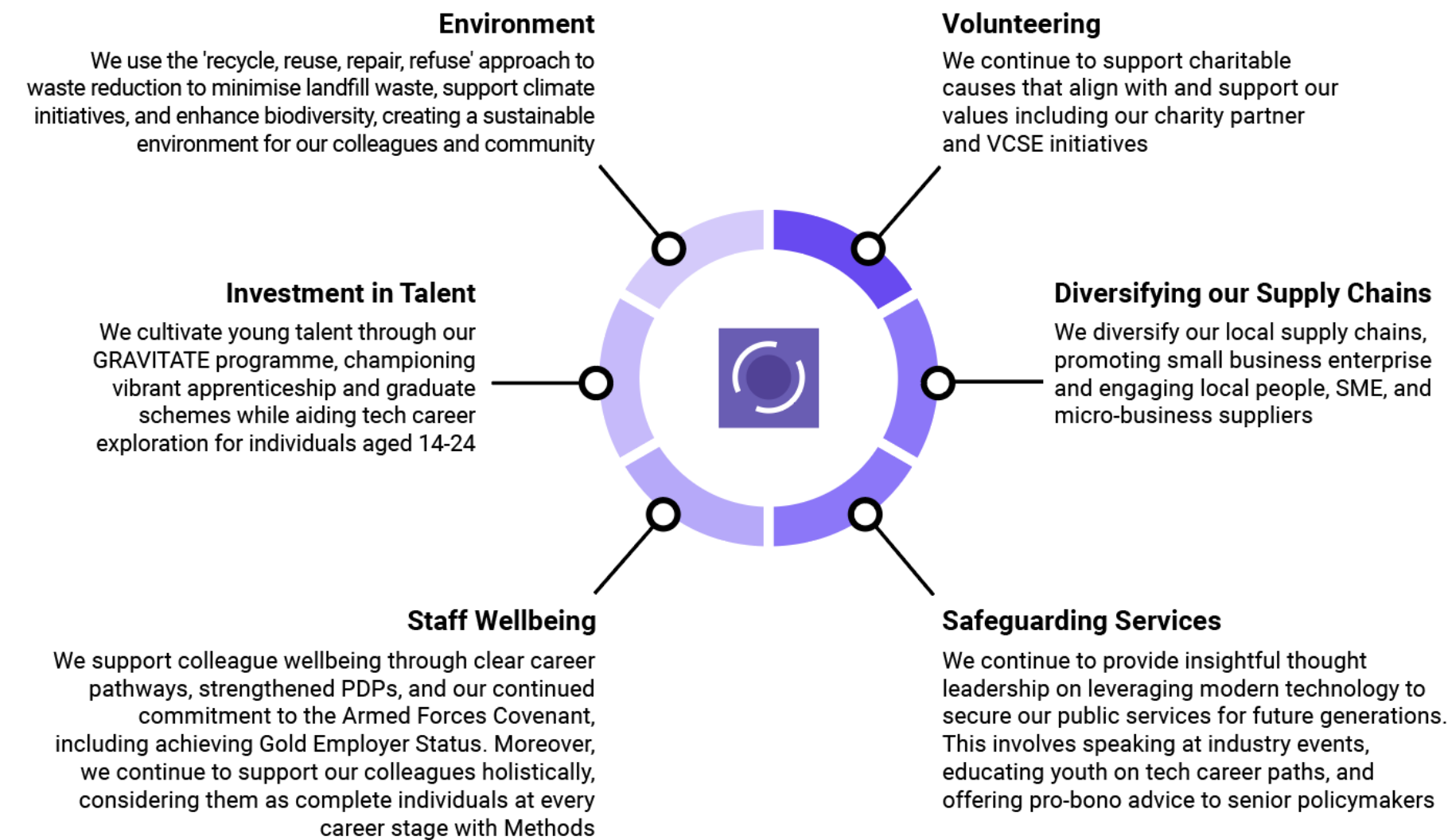


Customer Responsibilities

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.

