

G-Cloud 15 Service Description

Transformation and Adoption Consulting and Delivery

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Methods’ Transformation and Adoption Services offer proven and adaptable strategies for organisational transformation through holistic relationship and change management. We identify the desired outcomes of change, recognise and address adoption challenges, support structured benefits definition and mechanisms for measuring success, and guide your organisation on a unified direction at pace.

What is the Service

Methods’ Transformation and Adoption Services support the design, implementation, and adoption of change initiatives within your organisation. Our approach is scalable and adaptable, and ranges from light-touch consultancy and advice through to the end-to-end delivery of business change. Our services ensure the successful movement of your organisation from a current state, through a transition state, and to a desired future state.

We incorporate principles and practices from relationship management, communications and engagement management, and change management, to define holistic strategies for optimal adoption of your organisational vision. We identify desired outcomes of change, support the definition of the associated benefits and mechanisms for measuring success, and recognise the challenges of implementing change and instilling adoption. Our approach includes the assessment of requirements tailored to your organisation, your stakeholders and the context of the change itself, as well as consultation on practices and delivery of outputs, including documentation and training.

What can it do for you

We support the successful design, implementation, and adoption of change within organisations, often alongside projects and programmes, by striving to ensure that all relevant stakeholders are identified, and we understand their appetite for change, how they will be affected by it, and their role in supporting successful adoption. We build lasting change networks that can thrive beyond the delivery of the project or programme, and bring focus back onto the user to ensure fit-for-purpose outputs.

We propose strategies to achieve optimal results, thus empowering senior stakeholders to influence the adoption of change, whilst reducing uncertainty of changing environments by simplifying and translating existing processes and technical information into narrative easily digested by end-users. We assist you in establishing effective governance and measures to achieve desired outcomes. We assess training needs and demystify technology to reduce reticence to change and improve adoption. We provide mechanisms for establishing and communicating benefits realisation and successes, which will allow you to realise the value of your investments and become self-sufficient in maintaining this across your portfolios.

Service Features

1. Adaptable and scalable Transformation and Adoption Services; consulting to delivery
2. Structured benefits management approach; baselining, monitoring and reporting
3. Proven change management approach; impact assessment, change readiness, delivery, review
4. Engagement Strategy; stakeholder analysis, requirements assessments, change network management
5. Overarching engagement and communications plan and supporting materials
6. User training; training needs analysis, plan, materials development, delivery, aftercare
7. Embedding and adoption plan; assessment, delivery, remediation, reinforcement
8. Effective governance; proactive management of transformation risks and issues
9. Appropriately scoped Transformation and Adoption roles and ownership
10. Ongoing Transformation and Adoption coaching and guidance

Service Benefits

1. A scalable, adaptable, and repeatable Transformation and Adoption service
2. A pragmatic, holistic approach, proven in complex, multi-party ecosystems
3. Increases collaboration and commitment towards realisation of business objectives
4. Focus on effective stakeholder engagement, management, and governance
5. Addresses and manages reticence to transformational and technological change
6. Improves cultural gearing and proactive contributions to continuous change
7. Increases organisational capability and adoption of new technologies
8. Effective management of risks and issues associated with transformation
9. Delivers effective end-to-end benefits management through a best practice framework
10. Provides evidence of business performance/success; builds reinvestment cases
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Contact details

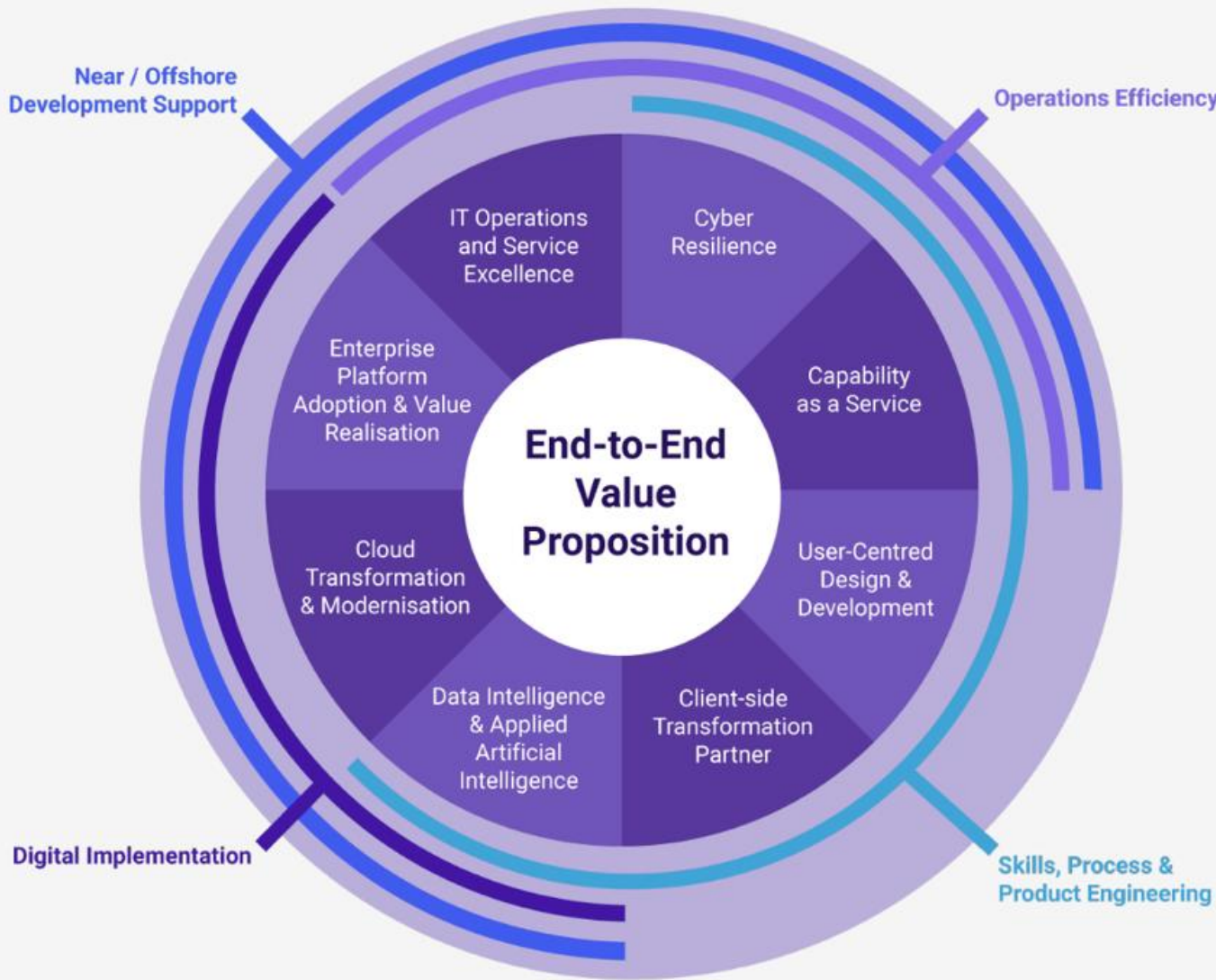
End-to-end transformation and innovation experts

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.

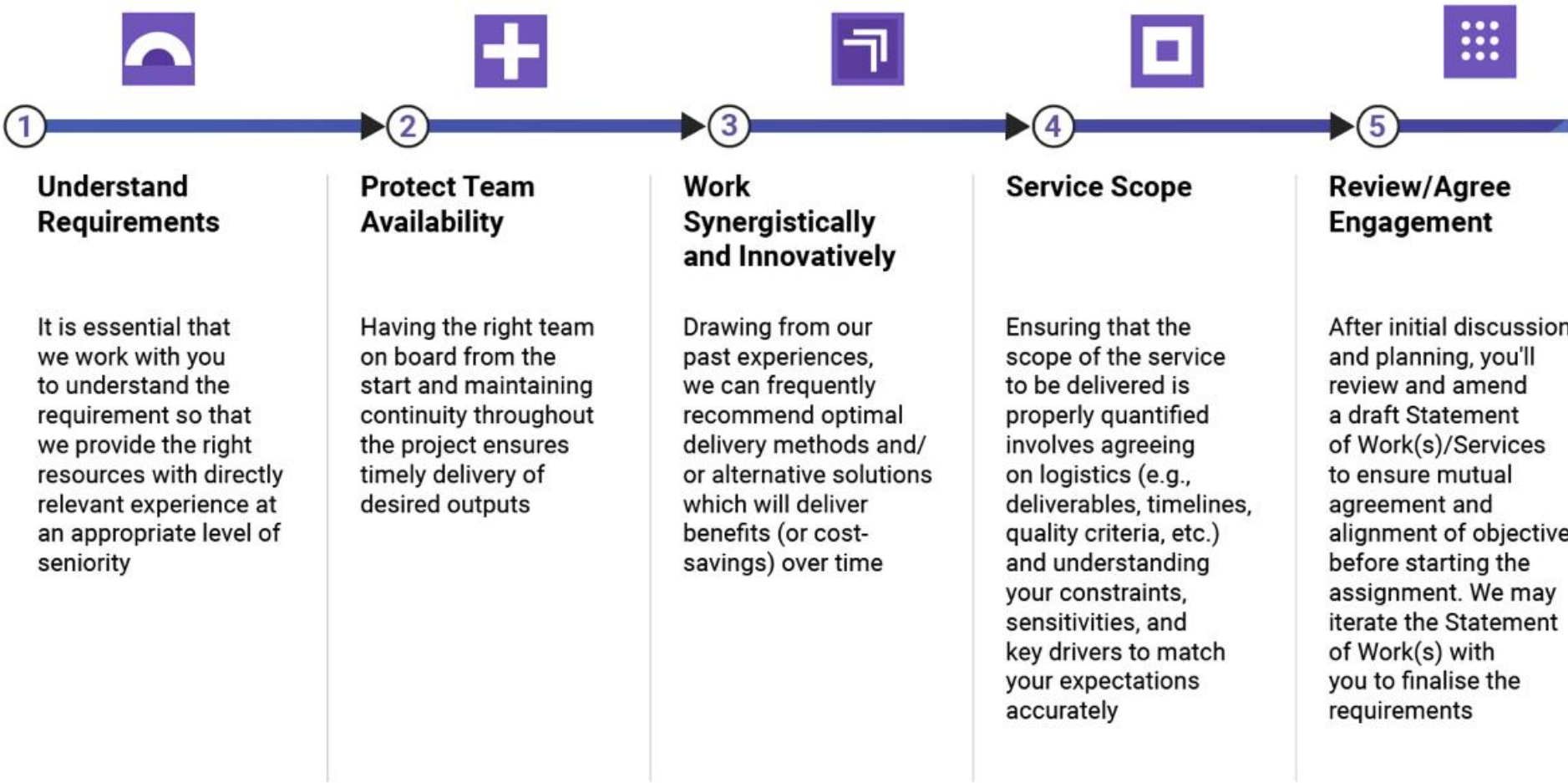
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

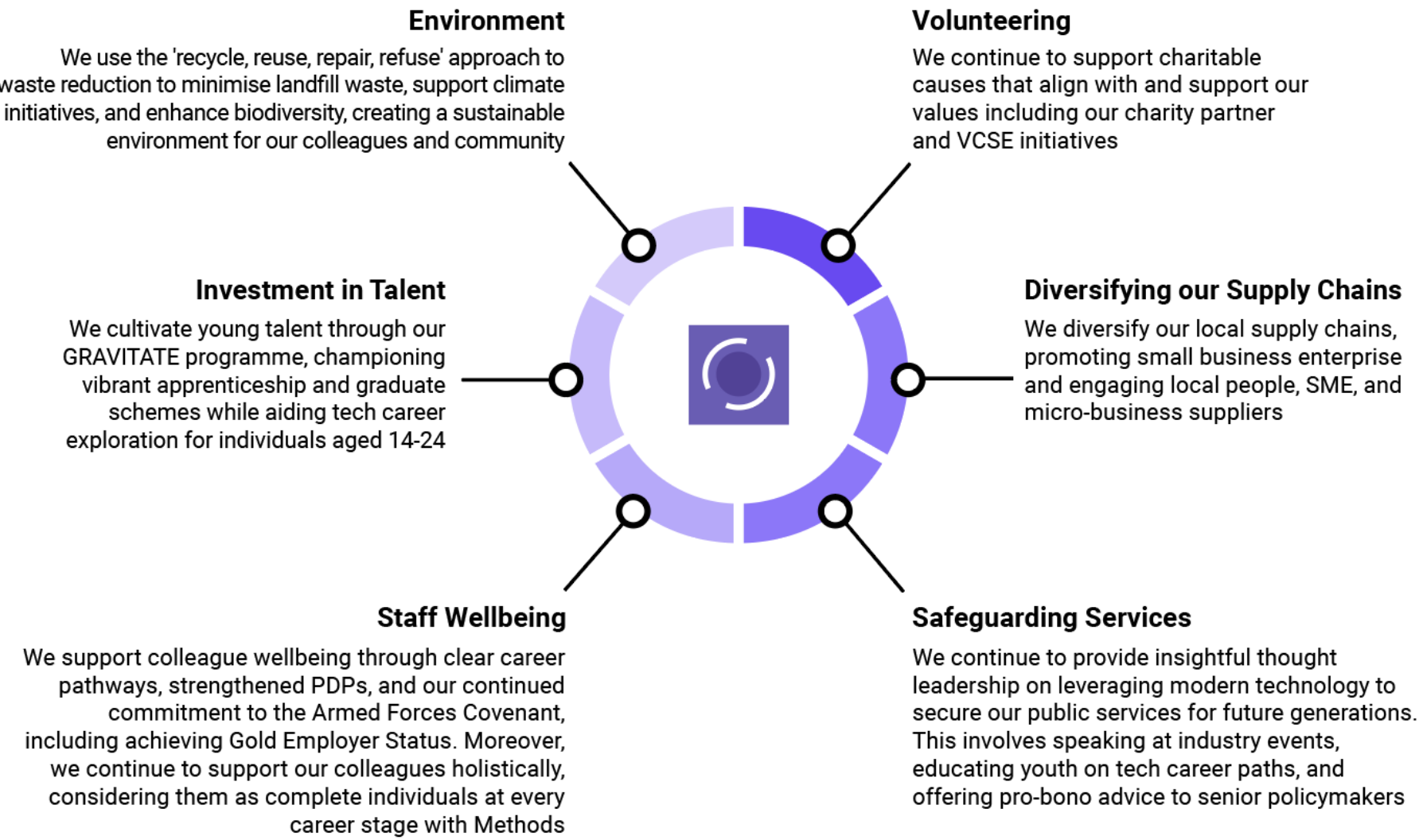


Customer Responsibilities

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.