

G-Cloud 15 Service Description

Local Government Transformation Service

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Methods supply a wide range of flexible, on-demand transformation services to local authorities, supporting technology modernisation, delivering new service delivery models, legacy to Cloud and Cloud transition, and better local online transactional services. Our service delivers benefits rapidly and is designed to scale-up and down depending on organisational context.

What is the Service

Local Government Transformation takes the proven benefits of cloud-based technologies and practices demonstrated in large, national organisations, and tailors solutions to meet the demands of local government organisations of varying scopes and sizes.

What can it do for you

Methods has broad experience of delivering quality cloud solutions to local government across the UK. This includes onboarding to shared services, CRM, IaaS, PaaS, SaaS and other solutions to modernise ICT systems and drive value for money and improved quality of outcome.

Service Features

1. Identification of efficiencies in transitioning legacy IT/Infrastructure to Cloud
2. Strategy, roadmaps and transition/migration planning
3. Evaluation/advice on adoption of Cloud approaches: IaaS, PaaS & SaaS
4. Service transformation, integration and modernisation
5. Deployed Council-wide transformation teams, delivering new Target Operating Models
6. Digitising Front end services and online customer access
7. Technology support for end to end integration e.g. CRM
8. Development of Shared Services, customer access Transformation through technology
9. Delivery to all areas including IT/PPM/Social Care/Corporate Services/Customer Access
10. Mixed delivery model providing specialised experience/expertise and knowledge transfer

Service Benefits

1. Ensures alignment with Local Government ICT strategy
2. Over 20 years’ experience of providing services within local government
3. Extensive experience in developing and improving online transactional services
4. Proven experience within SIAM, Multi-sourcing, disaggregated and transformation environments
5. Experience in rapid design/deployment of Private, Public, Community, Hybrid Cloud
6. Service accountability to deliver faster, better, more effective services
7. Provides VFM procurement and commercial clarity
8. Improves compliance, project performance and reduces risk to projects
9. Focus on better Return on Investment and reducing IT risk/overspend
10. Better knowledge transfer through proven tools and processes

Contact details

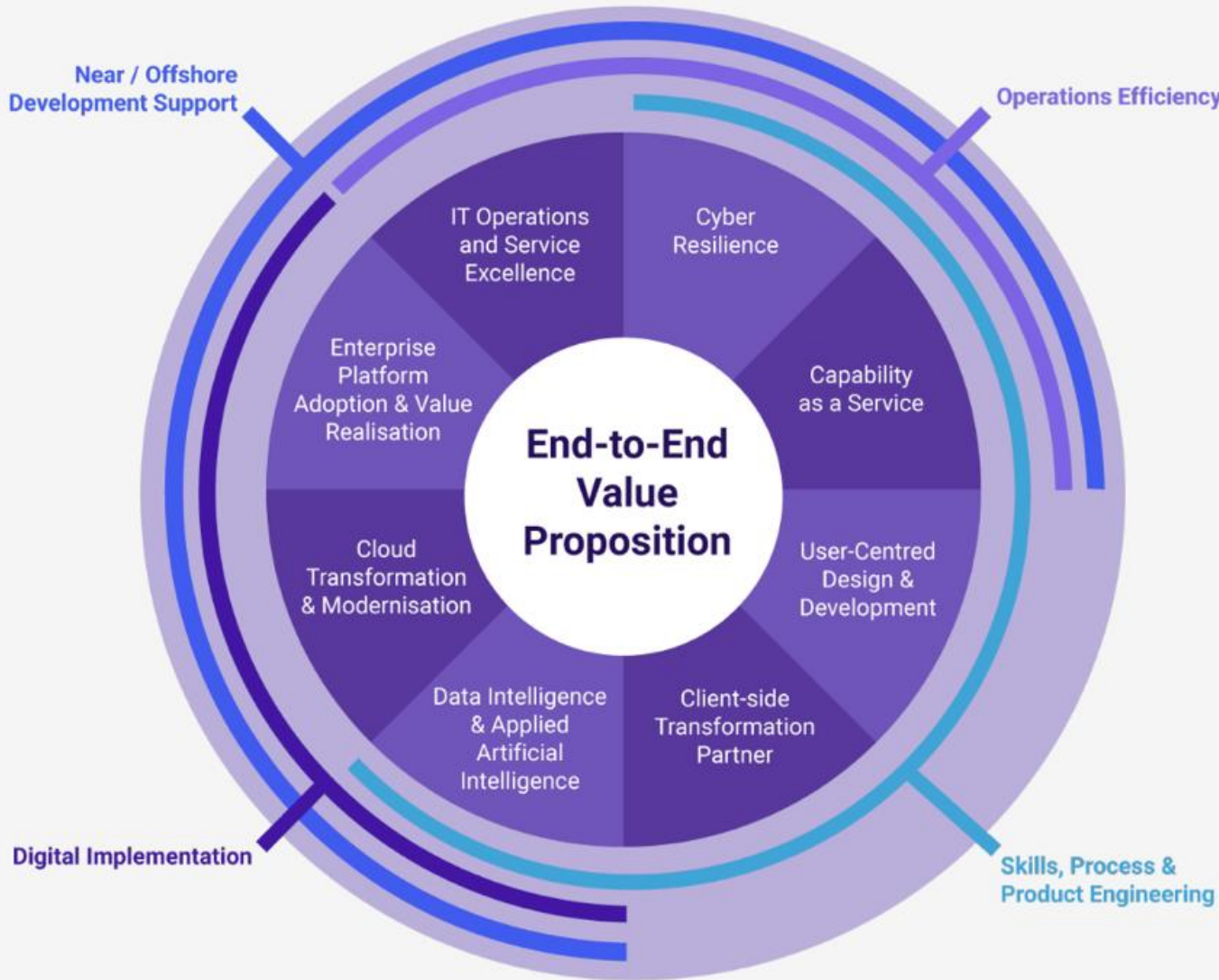
End-to-end transformation and innovation experts

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.

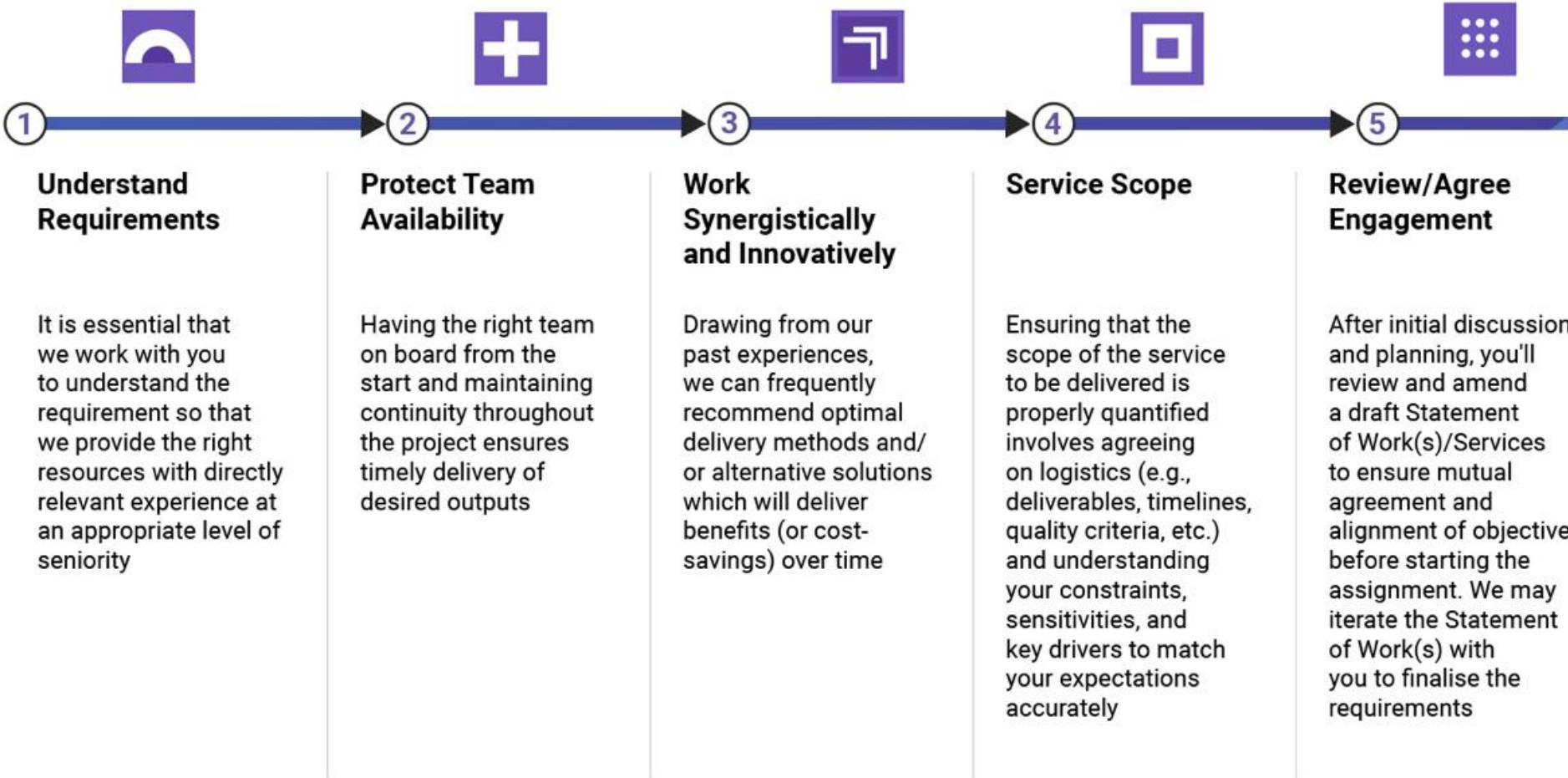
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

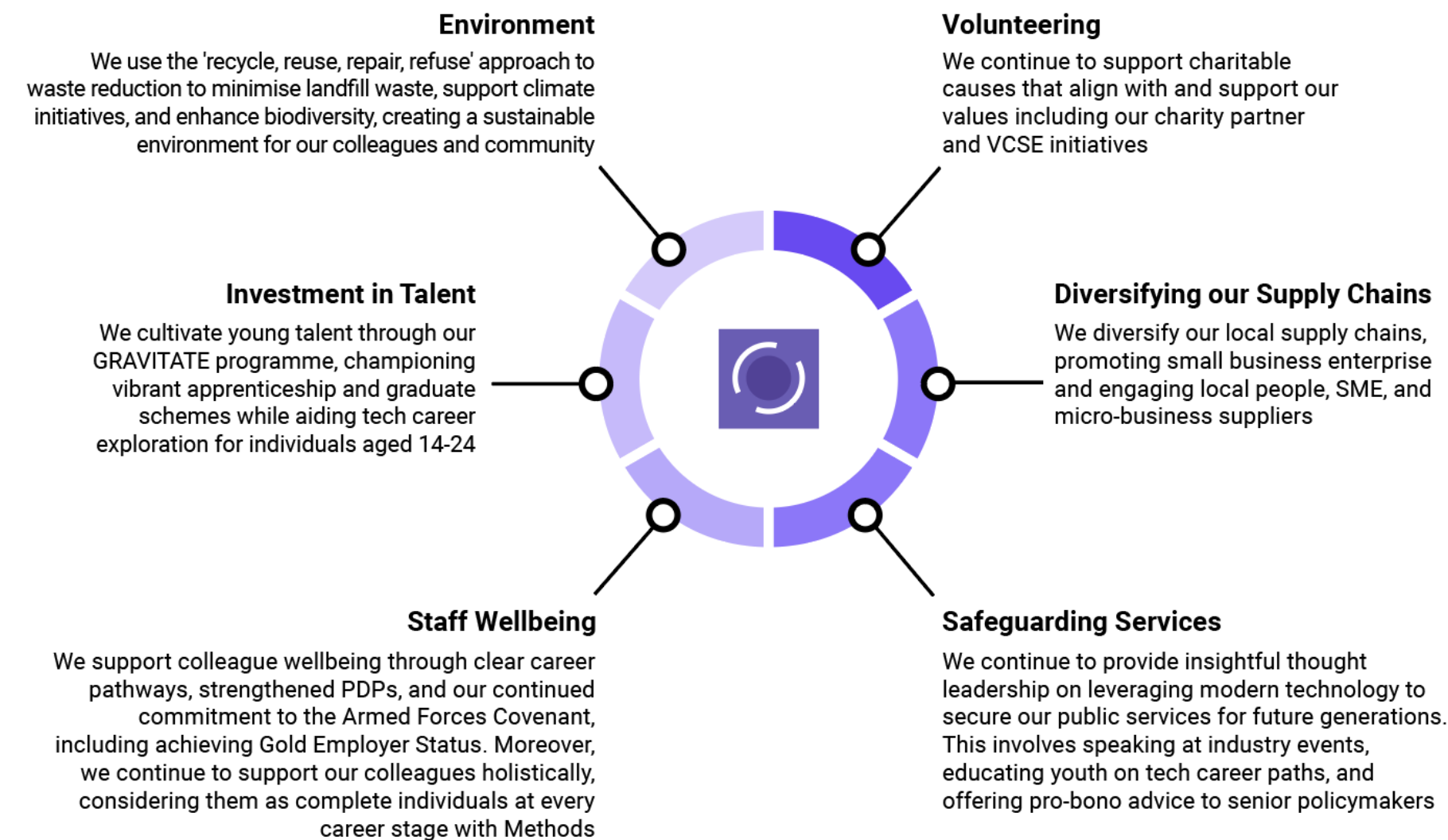


Customer Responsibilities

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.