

G-Cloud 15 Service Description

Service Improvement Diagnostic Review

Service Improvement Diagnostic review

Methods' Service Improvement Diagnostic review is a comprehensive assessment of current operational activity and business processes against best practice standards, within the context of a company's future vision and business goals.

What is the Service

Our Service Improvement Diagnostic Review approach aims to fully understand the customer requirements, both in terms of value and demand, and use this to evaluate activity.

We diagnose issues and their impact, and develop a solution that enhances value, eliminates waste and improves the customer experience.

Working with you, we identify the changes in mindsets, behaviours and capabilities needed to embed a culture of continuous improvement to assess management processes and design improvements to ensure sustainability of the new operating system.

What can it do for you

Methods will support you in enabling strategic decision making by identifying the highest priority transformation levers. We'll work together to build the 'case for change' based on data, factual evidence and process insight and provide a fresh perspective to understand and quantify process performance.

Service Features

- 1. Define the problem
- 2. Understand the cause
- 3. Measure the impact
- 4. Analyse the data
- 5. Improve the service
- 6. Sustain the solution
- 7. Control the results

Service Benefits

- 1. Reduce waste
- 2. Increase efficiency
- 3. Reduce errors
- 4. Improved service & responsiveness
- 5. Reduced risk
- 6. Improved Quality

Contact details

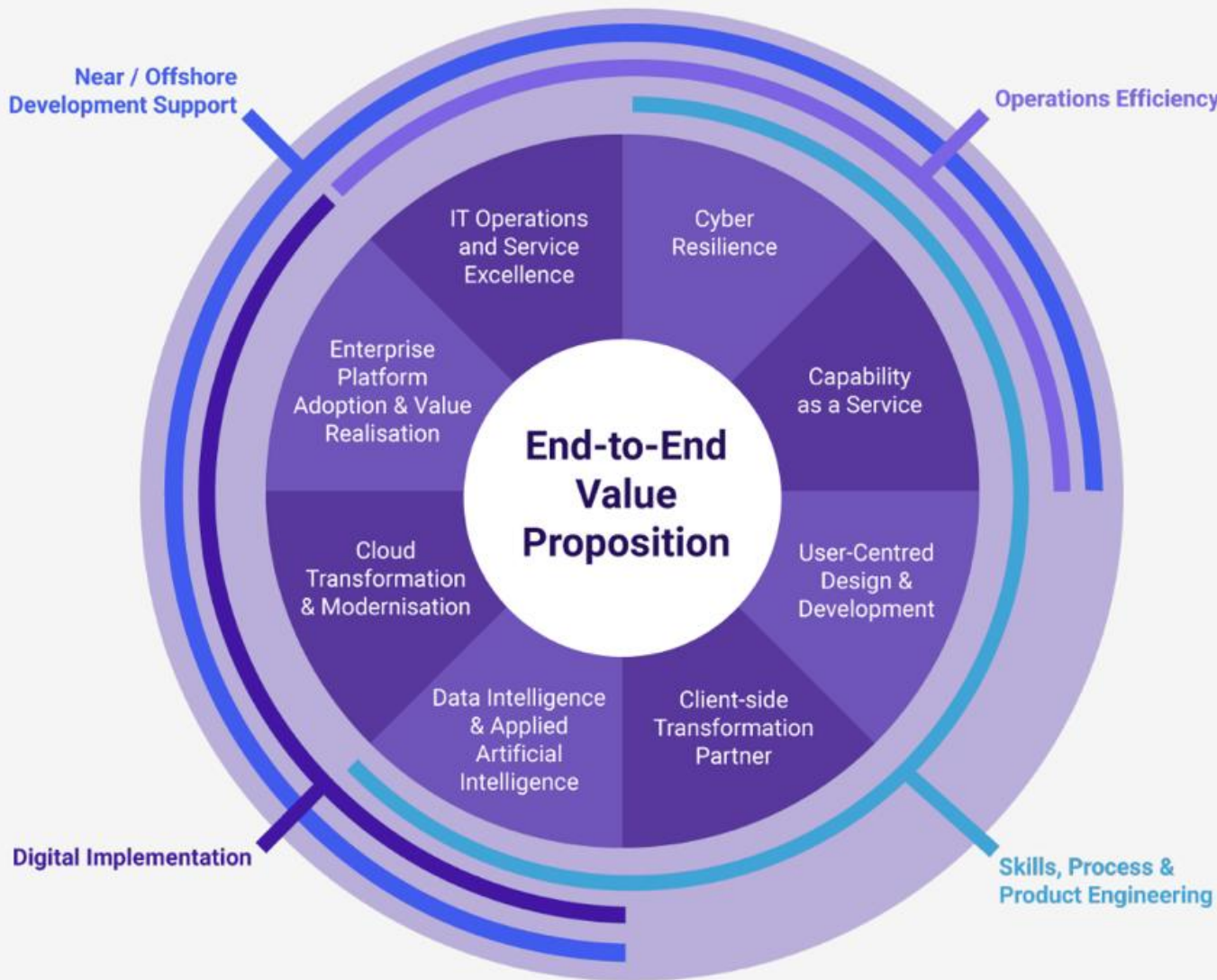
End-to-end transformation and innovation experts

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.

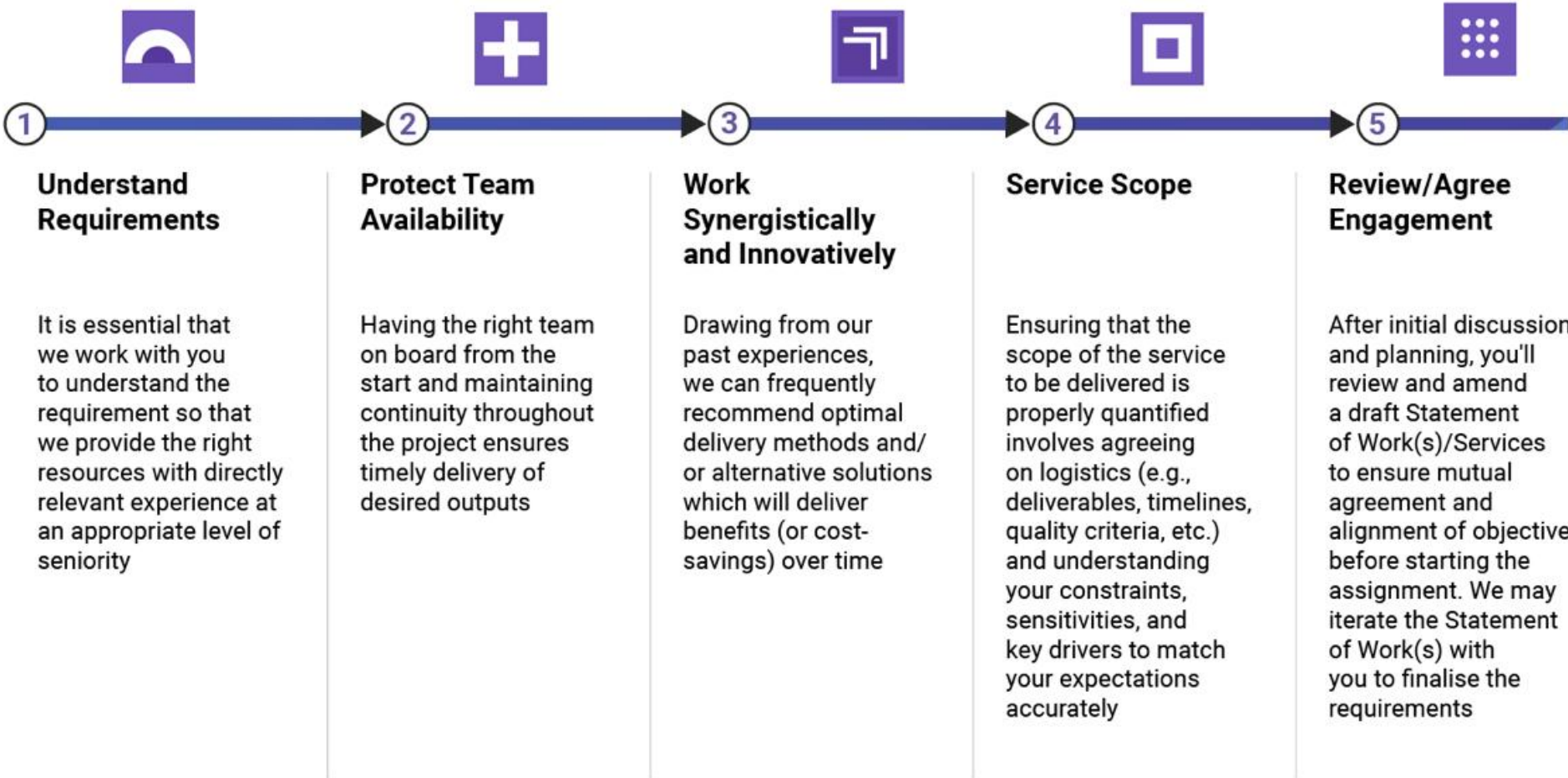
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

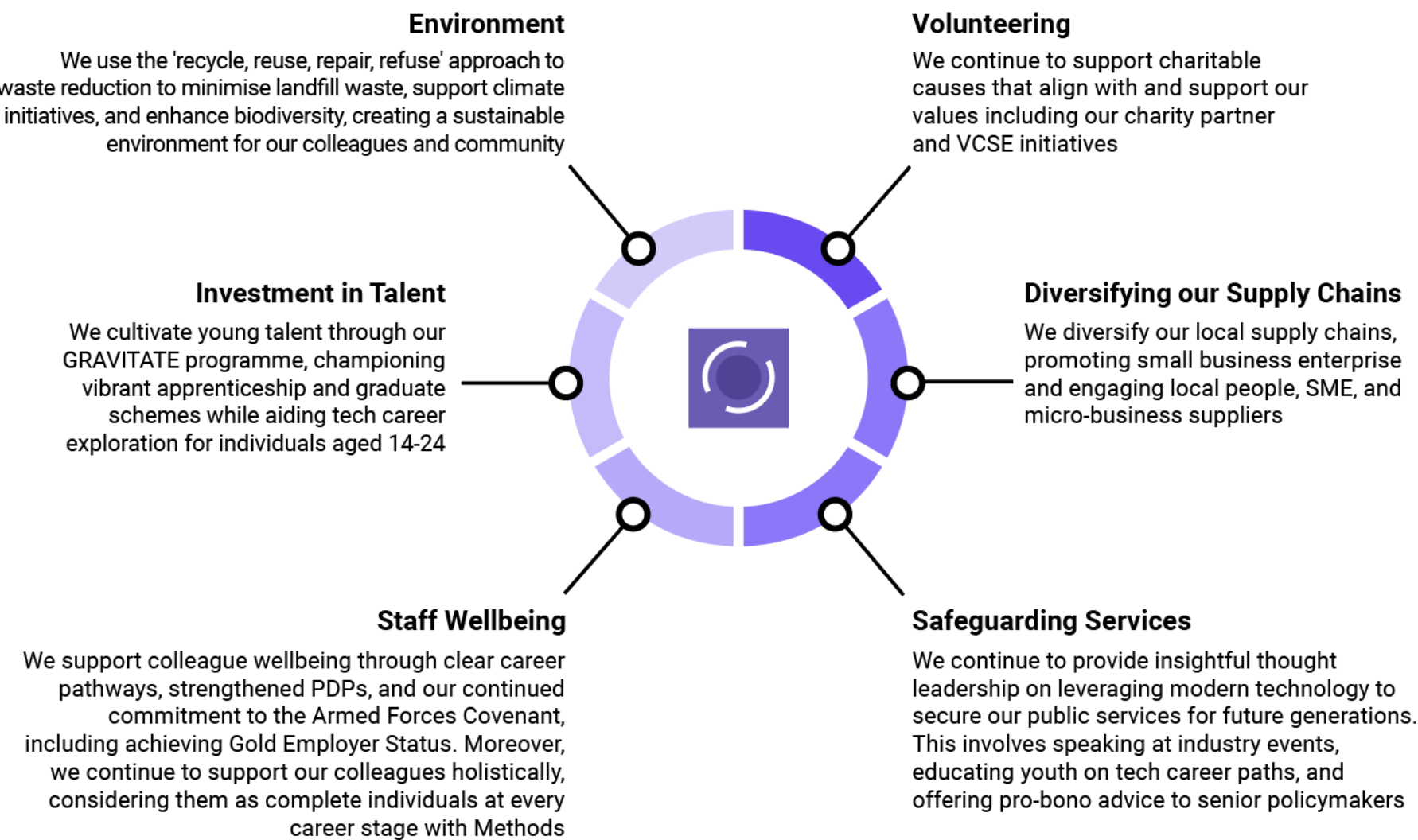


Customer Responsibilities

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.