

G-Cloud 15 Service Description

Salesforce - Experience Cloud

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Methods is the leading Salesforce CRM/CMS implementation partner for public/private Housing sectors, providing consultancy, design, architecture, implementation, migration, development and support services for Sales/Service Cloud, Experience Cloud, Net Zero Cloud, Pardot, Partner Portal and CPQ.

Our consultants deploy solutions meeting business, ROI, operational and security requirements, efficiently and cost effectively.

What is the Service

Deliver citizen-first digital experiences via branded, secure portals.

Build connected (local) government interactive websites, self-service portals, and applications.

Make it easy for citizens to submit forms, search knowledge, access their data, take action whilst minimising customer service team interaction.

Easy build to adapt to changing business needs and provide rapid new services e.g. grant management.

Service Features

- 1. Citizen profile area for individuals to update information
- 2. Simple, secure registration and authentication
- 3. Collaboration areas to work directly with citizens
- 4. Integrate online Experiences into any line of business application
- 5. Easily brand match your current website or align with GOV.UK
- 6. Search for answers and provide knowledge articles and FAQs
- 7. Incorporate web-chat to keep citizens on low cost channels
- 8. Citizens remain updated on digital channels.
- 9. Complex case-flow & Kanban, Citizen centric view, Chatbots, Engagement Timeline
- 10. Social Collaboration, omni-channel engagement, Mobile ready, Knowledge base, Analytics

Service Benefits

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

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.

