

G-Cloud 15 Service Description

Automation Discovery

Automation Discovery

Methods’ Automation Discovery service helps organisations understand how automation can transform delivery. We use our extensive public sector experience and tried and tested model to identify and prioritise automation opportunities, build consensus among stakeholders, helping you design the capabilities and approaches needed to establish and accelerate your organisation’s automation journey.

What is the Service

Methods’ Automation Discovery approach helps organisations to identify opportunities to use automation effectively. It focuses on how to utilise technology, programs, robotics or processes to achieve outcomes with minimal human input to meet your service and organisational objectives and performance measures.

Our Automation Discovery identifies current business issues and opportunities for automation aligned to your key strategies. It brings together key stakeholders to build consensus and understanding around how automation could be delivered in your organisation and the benefits it could deliver. We explain complex automation and technology concepts in clear, understandable terms, so the implications and benefits are fully understood. We focus on business benefits and the experience of service users and staff, rather than just implementing technologies.

The service provides a high-level snapshot of the Automation opportunities available and how we can support your organisation implement the opportunities identified. We assess the suitability of Automation in your organisation, leaving you with clear, precise, actionable outcomes and reusable outputs.

What can it do for you

By assessing the current ‘as is’ state you will gain greater clarity on the capabilities and gaps you have, along with the opportunities to apply automation. We then help you to identify the steps required to make opportunities identified in the discovery a reality. We help organisations to understand how automation can enable them to transform service delivery, improve user experience and deliver efficiencies and identify the capabilities required to do it. Our Automation Discovery service provides a tried and tested model for establishing and accelerating the development of your automation capabilities. This allows clients to automate repetitive manual processes currently carried out by staff, improving efficiency and freeing up staff to focus on higher-value tasks.

Our holistic approach considers business and technology requirements, focusing on sustainable improvements and not just quick technology ‘fixes’. We conduct automation opportunity assessments, speaking to staff and users, identifying automation potential and presenting the options available. This allows you to make evidence based decisions on the best automation approach for your organisation.

Service Features

1. Select the appropriate automation approach for your organisation
2. Analysis of your current automation capabilities
3. Opportunity matrix to capture, consolidate and analyse automation opportunities
4. Established prioritisation approach to help identify where to start
5. Identify financial and non-financial automation benefits
6. Discovery Report pulling together the Discovery outputs and key themes
7. Options analysis for delivering opportunities identified, presenting a preferred option
8. Achievable delivery plan and critical supporting activities to deliver it
9. Co-production and knowledge transfer to internal staff
10. High-level model defining key capabilities to support agreed option

Service Benefits

1. Develop a more strategic organisational approach to automation
2. Complex automation and technology concepts explained in understandable terms
3. Support high-quality business case development with evidence generated
4. Focus on business benefits, not just on implementation of technologies
5. Service user and staff experience focus to create sustainable benefits
6. Build consensus and increase understanding of automation
7. Extensive public sector automation experience and tried and tested approaches
8. Establish and accelerate your organisation’s automation journey
9. Sustainable and reusable approaches and tools to build internal capability
10. Engage staff in identifying automation opportunities to increase buy-in

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.