

G-Cloud 15 Service Description



Digital Transformation Services

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Digital transformation services to deliver user-focused cloud and web-based services to GDS Digital by Default service standards. Suited to moving legacy solutions, applications and Infrastructure to the Cloud. Consultation on adopting Agile or Waterfall practice including product management, governance, culture, WebOps, analysis and development. Suitable for SaaS, IaaS, PaaS.

What is the Service

Digital transformation is more than simply moving legacy applications onto the cloud, it is a complete organisational change, opening new and improved opportunities for interaction both with customers, and internal to the organisation. This involves fundamental changes in the way an organisation functions, while retaining alignment to key objectives.

What can it do for you

Traditional, paper-based solutions are rapidly being replaced by solutions that fully leverage the opportunities of cloud and digital technologies. Digital transformation can provide cost savings and open new avenues to create vast improvements in the way that your organisation delivers value.

Service Features

- 1. Legacy to cloud service transformation
- 2. Identifying channel shift opportunities for cost and efficiency benefits realisation
- 3. Consultation, transformation management, product management, delivery management
- 4. Spans technical architecture, development, design, DevOps and WebOps
- 5. User research, business analysis, performance analysis, data analysis
- 6. Transformation and coaching of delivery approach across Waterfall to Agile
- 7. Supplier evaluation, selection and ongoing delivery management
- 8. Organisational discovery, Digital vision, Customer needs assessment
- 9. Service and capability mapping, Pain points, Cost benefit analysis
- 10. Outcomes identification

Service Benefits

- 1. Service accomplished in delivering to Digital by Default standards
- 2. Facilitates management, technical and analysis requirements to enable digital transformation
- 3. Enables digital transformation in line with Government requirements
- 4. Flexible commercial model including T&M, deliverables and outcome based
- 5. Upskilling and transfer of digital transformation skills to in-house services
- 6. Swift deployment of teams and resources to multiple UK sites
- 7. A prioritised view of how to digitally transform your organisation
- 8. An understanding of your business capability needs and key benefits
- 9. Understanding how your organisation currently meets business capabilities
- 10. Buy-in to your roadmap from all layers of the organisation

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.