

G-Cloud 15 Service Description

Atlassian Design, Implementation and Support

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Methods delivers flexible and scalable solutions across the Atlassian suite, including JIRA and Confluence. Services range from consultancy, lifecycle design, deployment, maintenance, support, and full managed service delivery, including end-to-end business change and training. We offer tailor-made solutions for Atlassian process alignment, transition/consolidation from legacy services, and licence provision.

What is the Service

The Methods Atlassian Design, Implementation, and Support service provides clients with tailored services across the full suite of Atlassian products, including Confluence and JIRA. Our service ranges from a few days’ guidance, a full implementation, migration and consolidation of legacy systems, migration from Atlassian Server to Data Center and Cloud, and through to a fully-managed service. Our team of Atlassian professionals have the skills to digitise your IT, Employee, and Customer Workflows, and implement and integrate Atlassian products quickly and effectively.

What can it do for you

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Methods’ Atlassian Design, Implementation and Support service provides a scaling service to deploy, transform, and manage a powerful suite of tools that keep support teams and suppliers organised. Project Management capabilities within the Atlassian platform support ongoing software and service development, alongside knowledge content management platforms.

We understand that our clients have complex IT and supplier landscapes, and the requirement on tools to flex appropriately to deal with various suppliers/ teams/ departments, using the same processes with differing parameters. Our solution takes a data driven approach, achieved by dynamic and intelligent workflows that flex based on the service, to ensure that users work within the parameters appropriate to their function/ contract.

Service Features

1. Full Atlassian Managed Service capability
2. Tooling adoption, training, and Agile coaching
3. Full service health check across Atlassian Products
4. Migration from legacy systems and Atlassian Server
5. Consolidation of multiple servers and add-ons
6. Project and workflow configuration, leveraging automation
7. Health check and remediation, and automation of system updates
8. Integration with other toolsets
9. Platform advice and implementation across JIRA and Confluence
10. ITIL4 process alignment alongside Agile/ iterative delivery to maximise benefits

Service Benefits

1. Experience in leading complex tooling deployment and implementation projects
2. Efficient delivery of Atlassian solution with integration across IT services
3. Proven tools/ methodologies with ready-made materials and repeatable processes
4. Transformation toolkits and accelerators based on experience and lessons learned
5. Service health checks provide holistic view of entire Atlassian estate
6. Enables Atlassian Service Continuity following announcement of Server retirement
7. Reduced infrastructure, licences and costs, alongside improved user experience
8. Increased delivery cadence, aligned to Agile Coaching outcomes
9. Delivery aligned to maximise value of the Atlassian toolset
10. Self-sufficient maintenance provides compliance and enables new functions/ features

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.

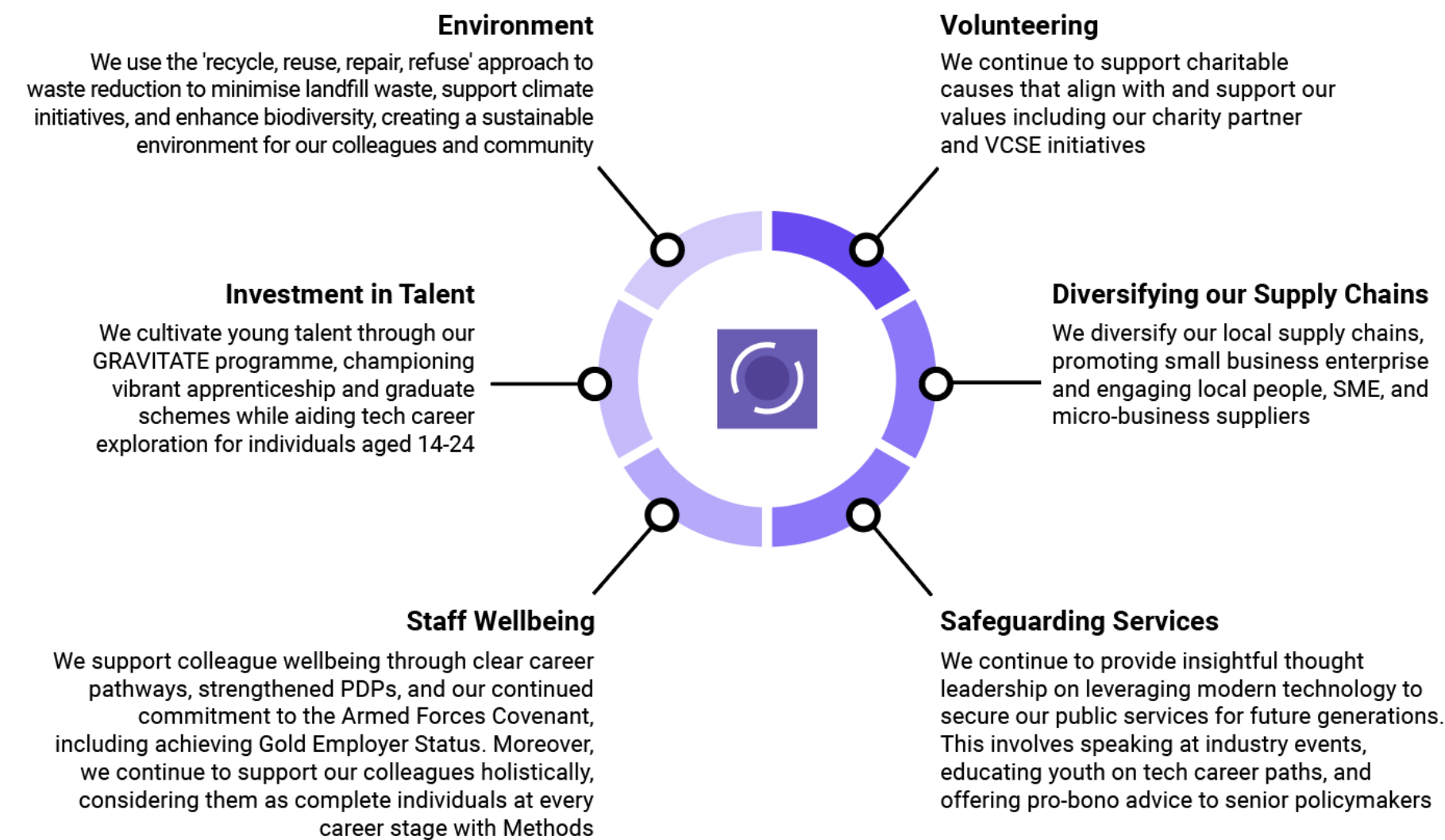


Customer Responsibilities

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.