

G-Cloud 15 Service Description

Service Design and Implementation

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Our service design methodology is a user-centred approach that places equal value on the customer experience and the business process, to create quality experiences and seamless end-to-end service delivery. We use design thinking techniques to map the as-is service, understand user journeys and pain points, and identify opportunities for improvement.

What is the Service

Working within a multidisciplinary team, our service designers seek to understand the context of the service and how users experience it. We use service mapping and blueprinting to identify the current service and map pain points to each stage. This enables us to fully understand the current service, what is and is not working for users, and explore how we might improve it. Through workshops and collaboration, we go through a process of ideation to develop a future service blueprint that will address the pain points we have identified. We make considerations around existing systems, processes, and governance to ensure the redesigned service will be fit for purpose.

What can it do for you

Service design is essential when establishing a new service, or redesigning an existing one. It provides space and time to step back and review a service, to understand how it is working and to what extent it is meeting user needs. Service design centres people and their real-life context and experiences. It ensures the service will achieve its intended purpose, considering the varying needs of the users, as well as making sure it is fully accessible.

Service Features

1. Meet both user needs and business needs
2. Identify capability duplication
3. Create consistent and cohesive experiences both frontstage and backstage
4. Design end-to-end across multiple touchpoints for a consistent service experience
5. A scalable and strategic service design approach
6. Identify capability duplication
7. Collaborative workshoping methods
8. Gain key stakeholder buy in
9. Upskilling and service design knowledge transfer
10. Adhere to GDS Service Manual guidelines

Service Benefits

1. Unify with an 'end to end' service design approach.
2. Unify with a 'surface to core' service design approach.
3. Solve users’ whole problems, rather than smaller problems in isolation.
4. Understand where your service fits/feeds into other services across government.
5. Meet the GDS service standards.
6. Upskill your team in service design thinking, tools, and techniques.
7. Create a long term vision for service improvements.
8. Deliver truly user centred service, that is iterative and scalable.

Contact details

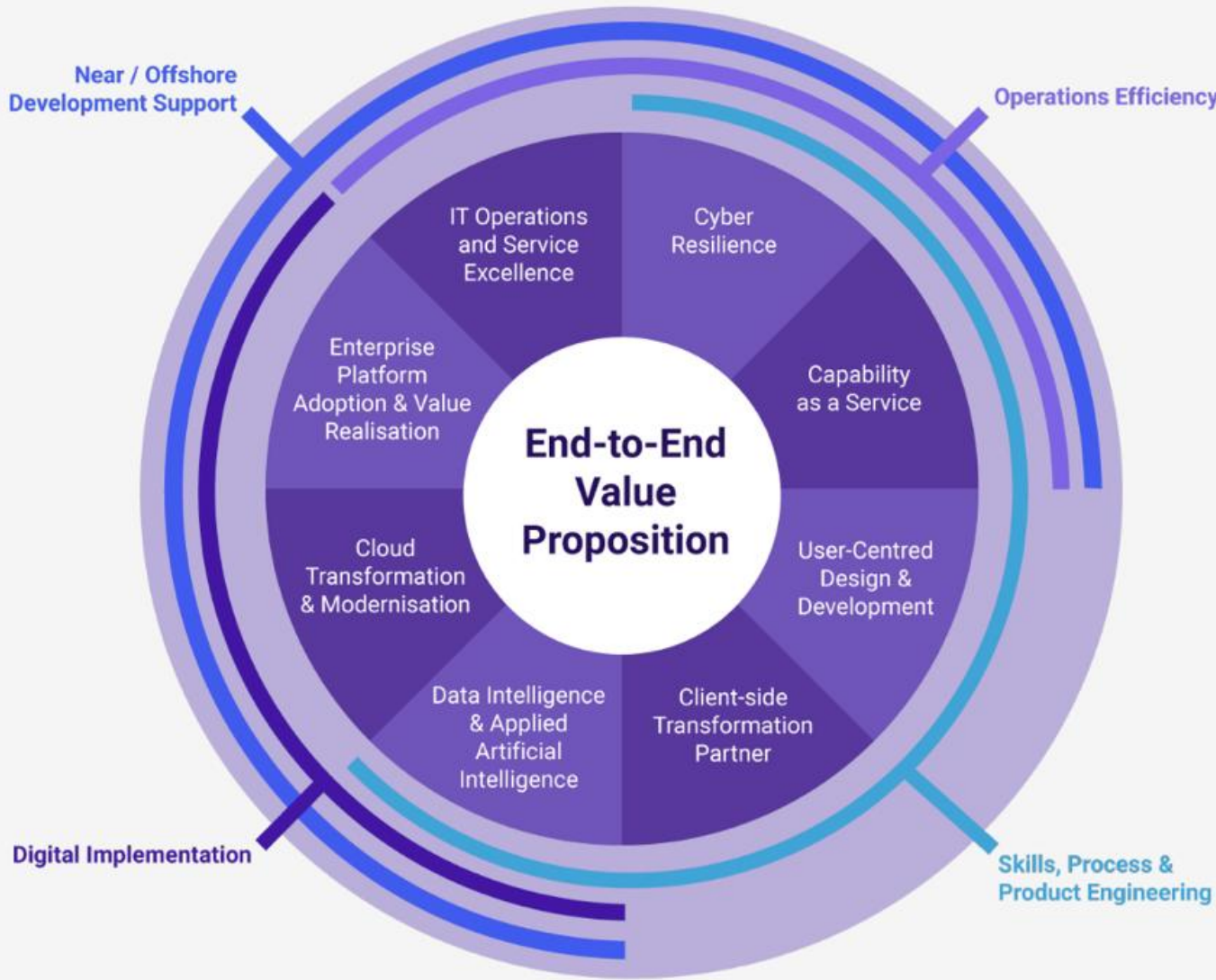
End-to-end transformation and innovation experts

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.

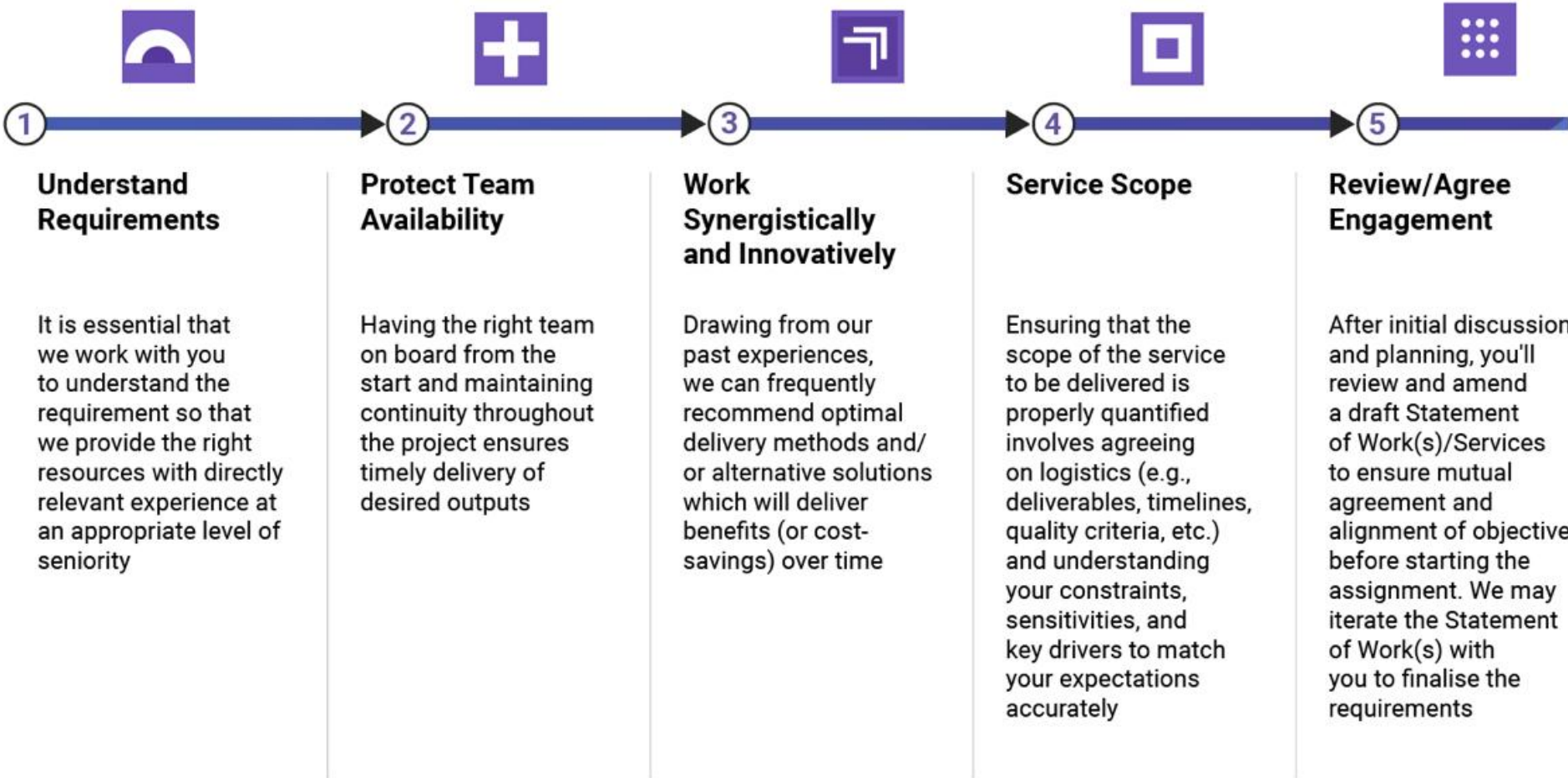
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

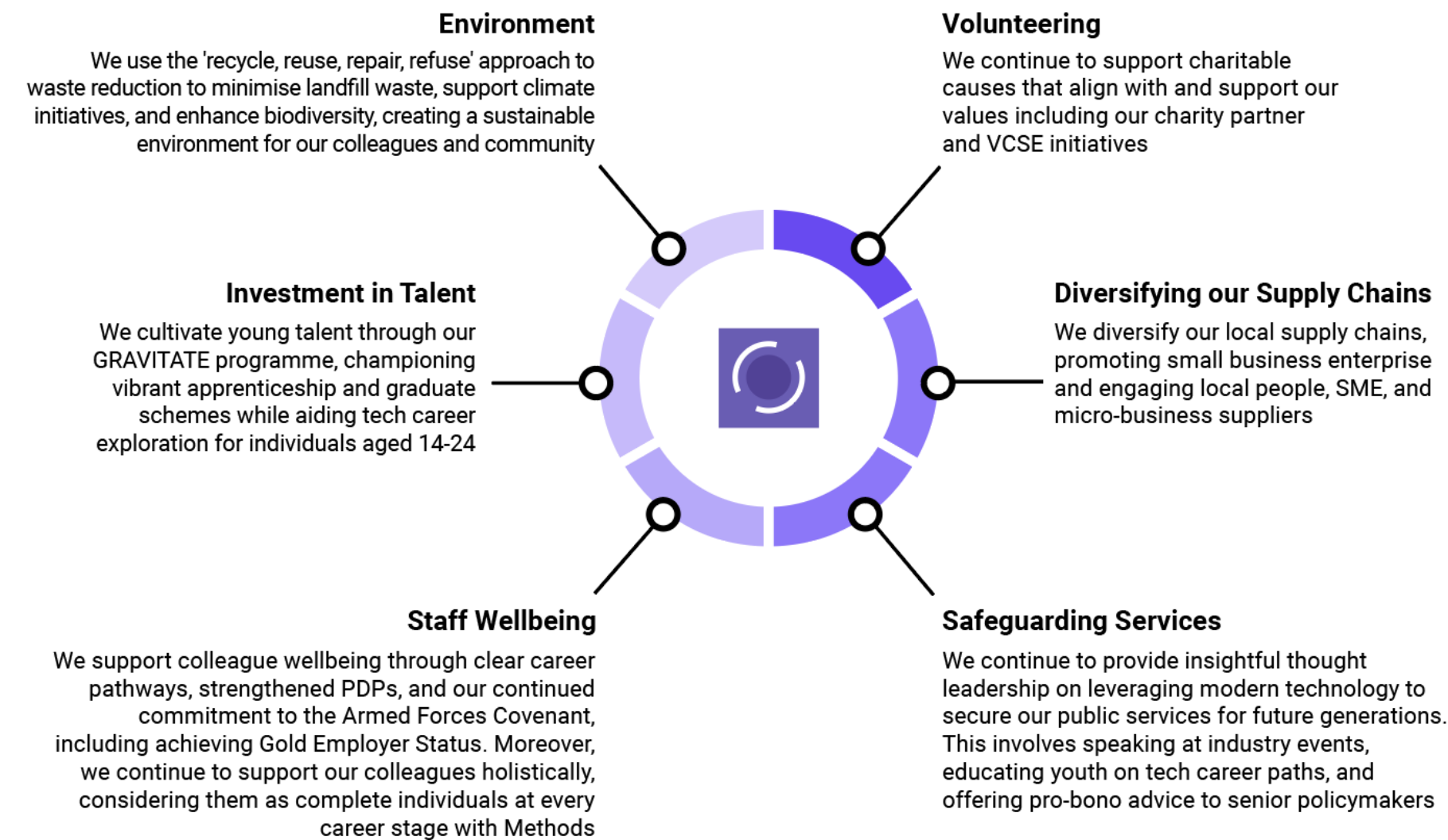


Customer Responsibilities

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.