

G-Cloud 15 Service Description

Usability Testing/ User Testing

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Methods is well experienced in usability testing and see it as a key part of any user-centred development process. We test prototypes with users, gather feedback, identify areas for improvement and re-iterate designs to meet user’s needs. We test functionality and understanding of prototypes to design the best possible solutions.

What is the Service

We test our digital services using usability testing. Our user researchers will recruit individuals who use your service and will test service design and functionality through prototypes. This process allows our research team to test hypotheses and identify areas that need improvement.

What can it do for you

Usability testing ensures that individuals using your service can seamlessly complete the job/achieve the goal they set out to do. User testing also helps to identify where potential pain points exist in what has been produced so far.

Service Features

- 1. User recruitment
- 2. Lab based testing
- 3. Task-based research sessions
- 4. End-to-end service testing
- 5. Observation testing
- 6. Guerrilla testing
- 7. Remote usability interviews
- 8. Identify potential usability issues
- 9. Identify pain points and opportunities for improvement

Service Benefits

- 1. Get rapid feedback as the base for agile development
- 2. Understand how users interact with a product or service
- 3. Check if service meet users' needs and expectation
- 4. Identify problems with a service early on
- 5. Validate and evaluate prototypes
- 6. Improve user journey
- 7. Use outputs as justification for change
- 8. Directly feedback into design and content changes

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.

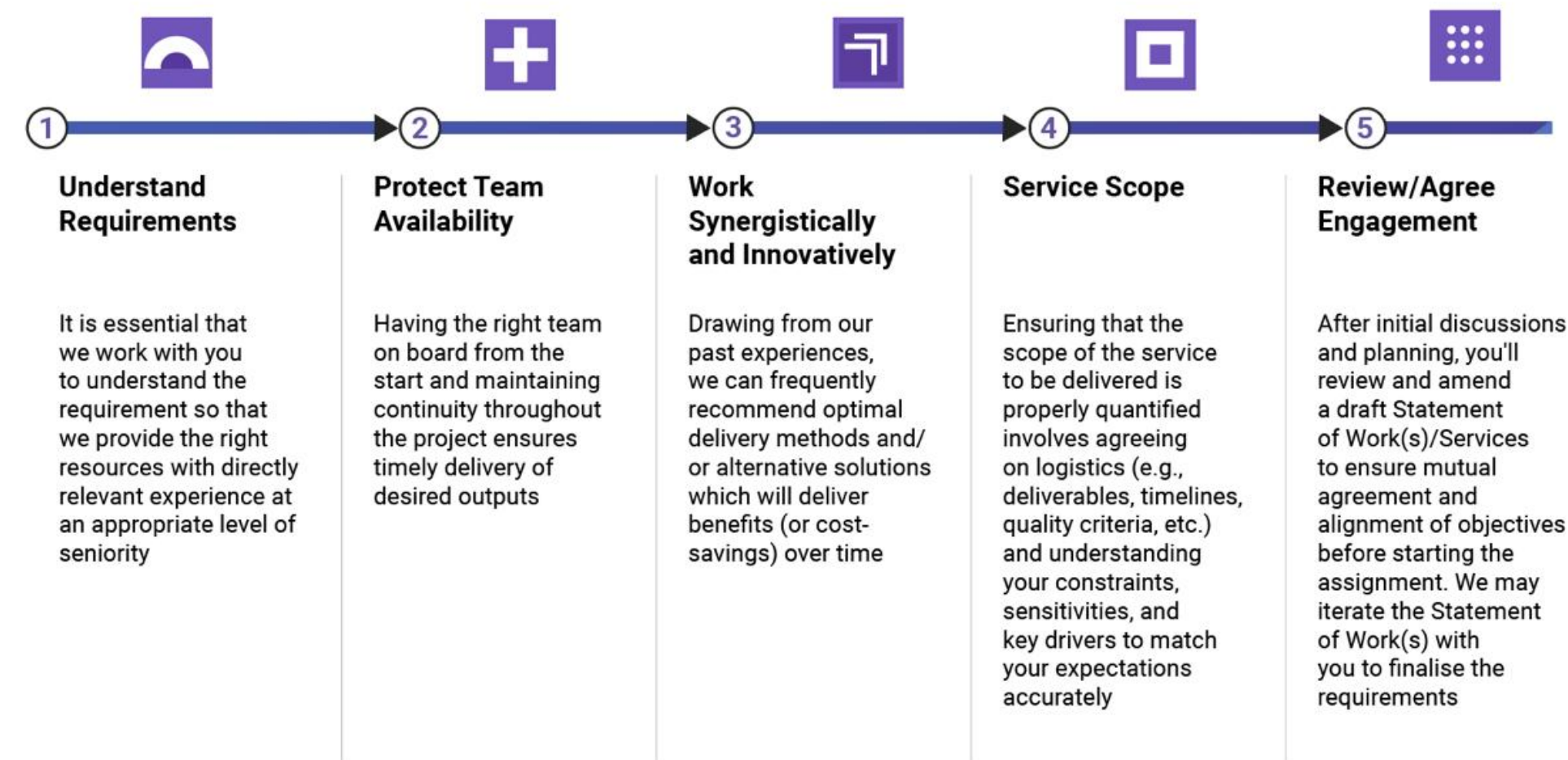
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

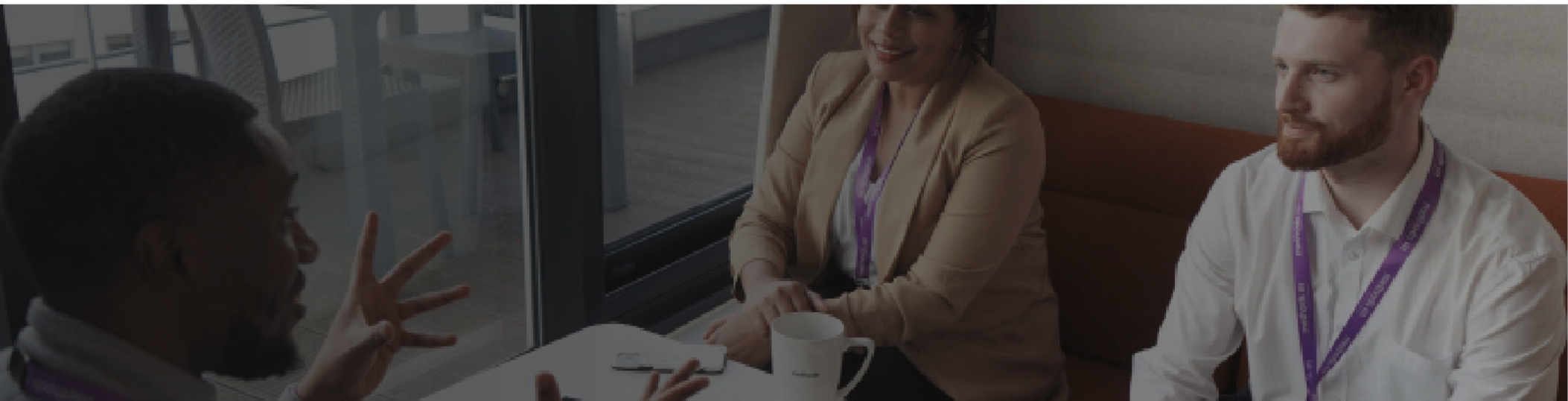
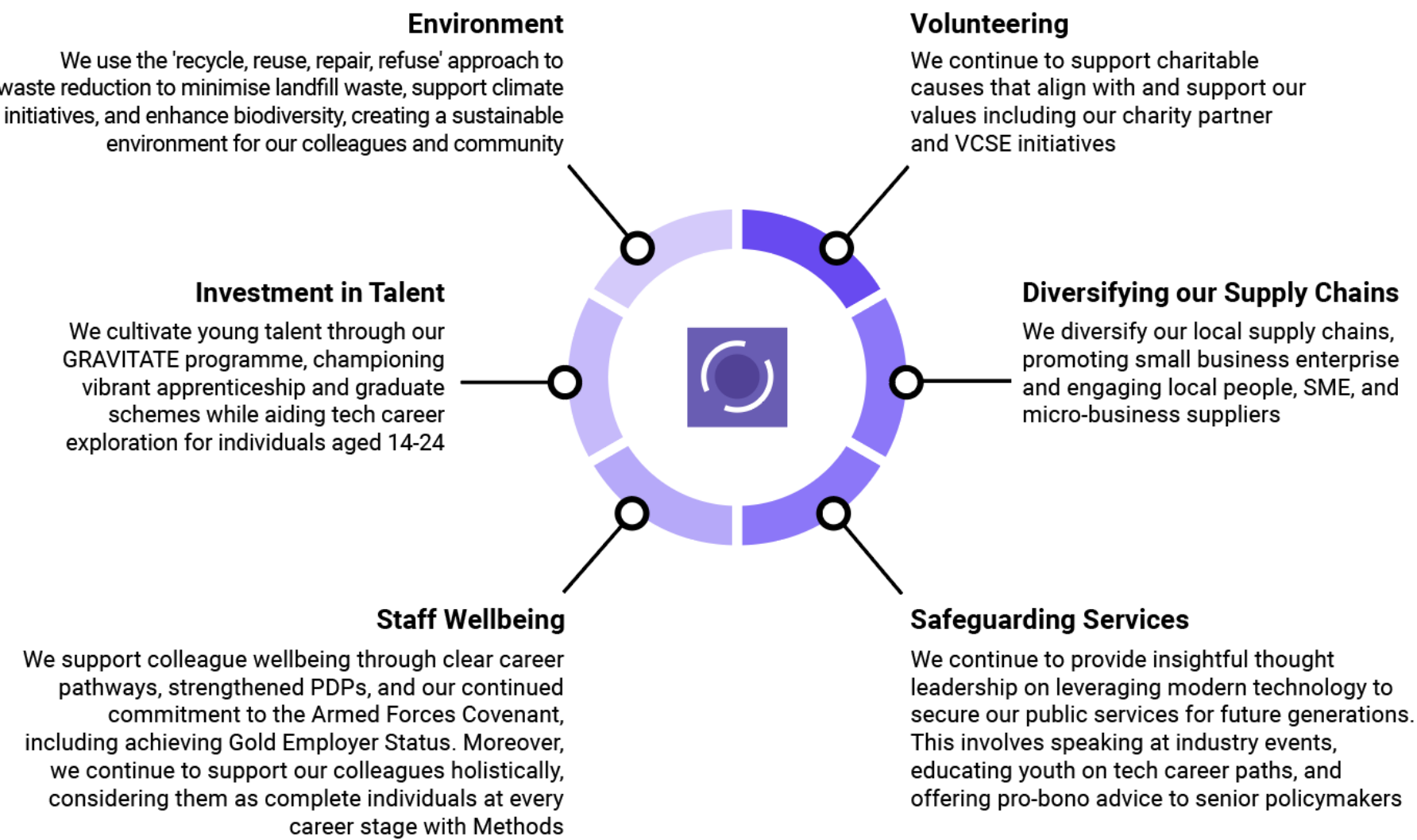


Customer Responsibilities

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.