

G-Cloud 15 Service Description



Prototyping and Proof of Concept

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Creating rapid prototypes to test ideas with end users is a key stage in Methods’ design process. We iterate and refine prototypes and proof of concepts during the Alpha/Beta phases to validate user needs, iterate ideas, explore options, and make decisions with data.

What is the Service

In our design process, we emphasise rapid prototyping and proofs of concept to quickly test and refine design concepts based on user needs. Through iterative design in the Alpha and Beta phases, we integrate user feedback to continuously improve our solutions. This user-centred, agile approach ensures flexibility, reduces project risks, and delivers outcomes that genuinely meet user requirements.

Our commitment to iterative development, fuelled by real-world insights, enables us to explore diverse solutions, ensuring the delivery of practical, innovative technologies tailored to the UK government's needs. This methodology positions us as a valuable partner ready to provide solutions that truly make a difference.

What can it do for you

We understand organisational objectives and engage with users and stakeholders in order to devise digital services that meet user needs, business needs and data requirements.

We prepare and enable your digital future by developing an understanding of the end-to-end user experience by undertaking user needs analysis, user journey mapping, wireframing (hi-fi and low-fi) prototyping with the GOV.UK prototype kit and user testing.

We design user interfaces (UI) and interactions that focus on addressing user needs across all interface touchpoints (different devices and screen sizes) following and extending Government digital services (GDS) principles and design system. We design intuitive, immersive interfaces and interactions based on Web Content Accessibility Guidelines (WCAG) and focus on interaction design (ID), information architecture (IA) and visual design.

User interface development services are focused on building accessible and inclusive (WCAG), best of breed interfaces using modern technology. Our approach is to use the most appropriate tools and frameworks allowing us to deliver robust products at pace. With a strong user focus, our approach is to iterate fast using the GOV.UK prototype kit and release often, putting designs in front of users early in order to test and get feedback.

We shape the goals of what your organisation is hoping to achieve within the project, how its success should be measured (KPIs), and what priority it should set in the grand scheme of things.

This design deliverables will be based on and focused around identified pain points and what users' goals are when using our service, identified from user research and analysis. We ensure that the user interface has elements that are easy to access, understand, and use to facilitate those actions. Meaning that a well-designed user interface will pay for itself and more, give a pleasurable experience for users and give you a competitive advantage.

Methods offer a full development process, addressing brand, style guide, design system and accessibility needs. We work with you iteratively to produce collaborative, user-centred products, whilst retaining the ability to react to evolving user needs. Our developers use modern tools and frameworks to enable rapid development. The speed of the build enables an iterative process, with testing and design feedback loops facilitating evidence-based decision making through the entire duration.

Service Features

- 1. Create Alpha and Beta products using Agile development methodologies
- 2. Align with GDS design principles
- 3. A flexible approach that encourages innovation
- 4. Paper, visual, clickable and code prototyping
- 5. Use tools such as Sketch, Invision, Figma, GDS prototyping kit
- 6. Iterate and test design: content, UI, user journeys, information architecture
- 7. Validate the viability of reusing existing capabilities or building bespoke
- 8. Spark strategic conversations between business and technical teams
- 9. Refine scope for MVS/MVP, ensuring value for money

Service Benefits

- 1. Provide cost-saving benefits by demonstrating early product viability
- 2. Enable the team to prioritise wisely based on user needs
- 3. Allow testing against perceived risks early in the process
- 4. Helps understand the resources required for service delivery
- 5. Enable early wins and fast feedback through delivery of POCs
- 6. Remove ambiguities in the interpretation of user needs
- 7. Enable the delivery of a digital by default service

Contact details

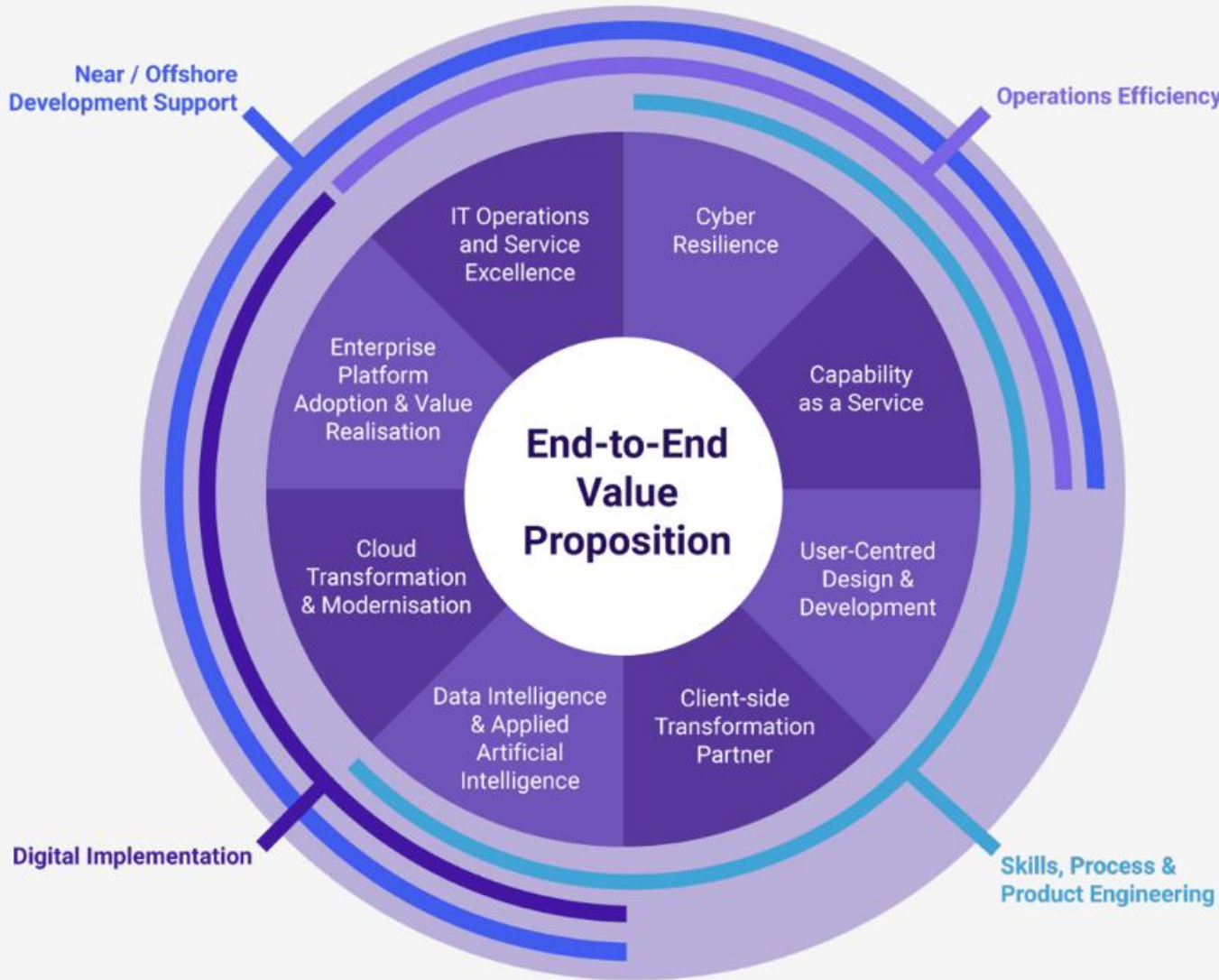
End-to-end transformation and innovation experts

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.

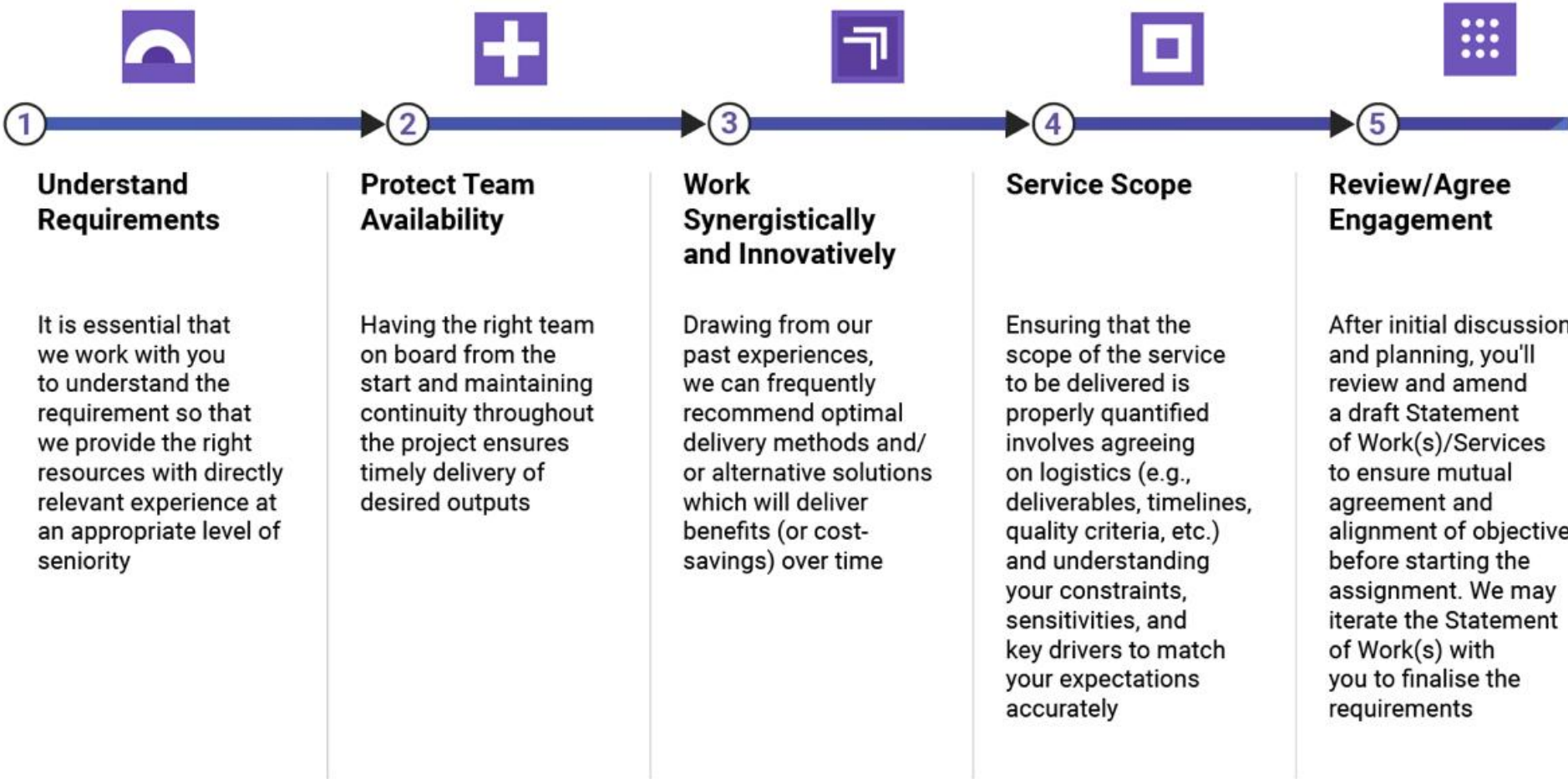
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

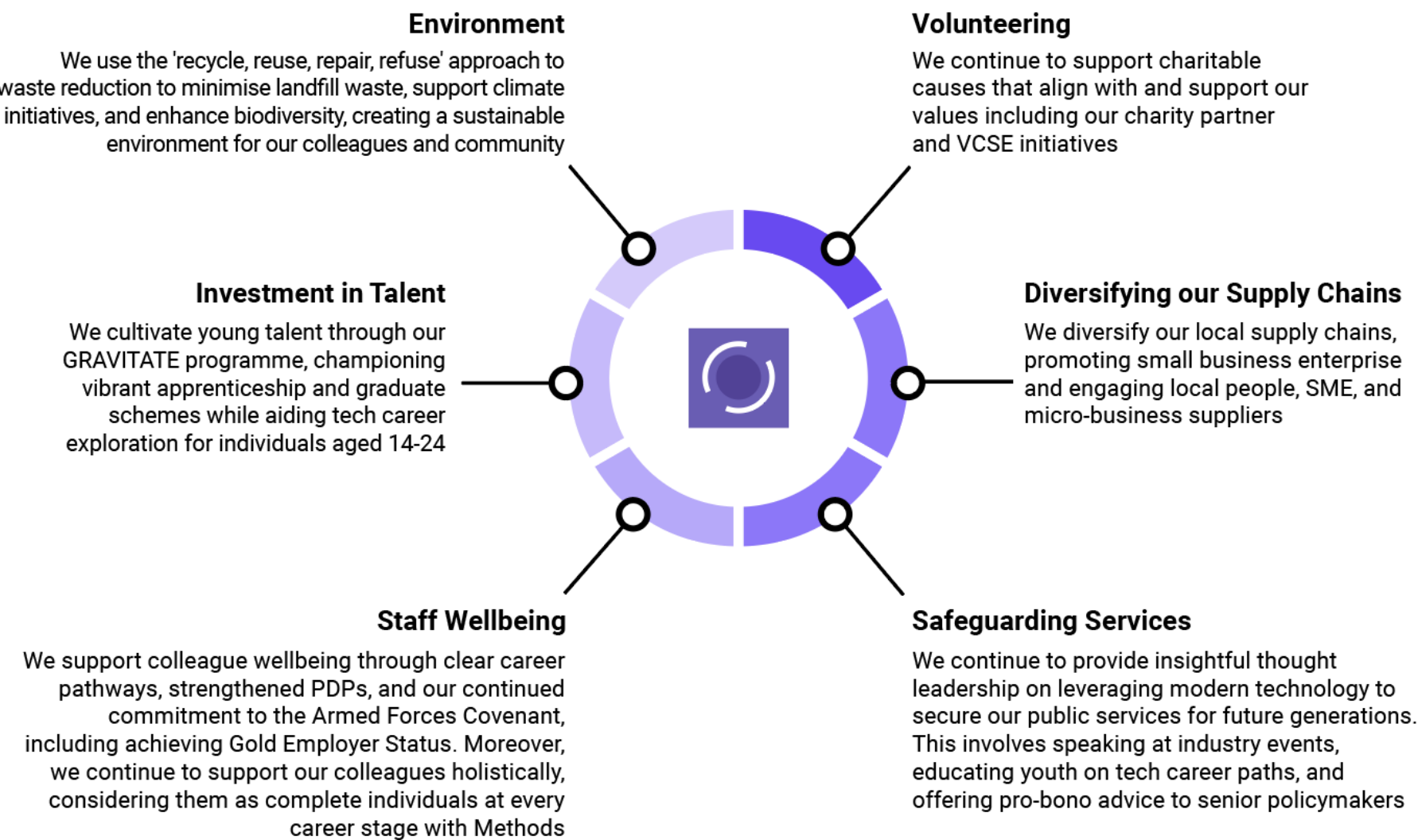


Customer Responsibilities

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.

