

G-Cloud 15 Service Description



Digital Business Model Design

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Methods boast a number of prominent thought leaders in digital business models and public sector technology. Our strategy and business modelling enables customers to become more agile, more collaborative and more cost-effective. Our consultants provide advice tailored to your circumstances and focused on fulfilling your digital and cloud potential.

What is the Service

Every organisation has a set of business capabilities in place – i.e. the combination of people, process, information and technology – that allows it to meet the needs of its service users. This service offers strategy and business modelling, enabling customers to become more agile, more collaborative and more cost effective.

What can it do for you

Digital business models will:

- Give you a competitive advantage
- A tool to plan for growth
- Provide you with financial sustainability
- Build new strategies, approaches and roadmaps for digital and cloud transformation

Service Features

1. Advice tailored to your circumstances
2. Reveal the layers of digital common to all organisations
3. Customer-centric service design
4. Build new strategies, approaches and roadmaps
5. Explore new techniques based on lean start-up principles
6. Reveal extent to which cloud/digital can transform your services
7. Persona development, Lean Business Model Canvas and capability Wardley-mapping
8. Envisages and adopts a strategic approach to modern technology
9. Discover how cloud platforms can transform the public sector
10. Making services faster, flexible, collaborative and customer focused

Service Benefits

1. Migration to consumption of cloud-based technology
2. A number of different architectural patterns both cloud and hybrid
3. Connecting the cloud to existing legacy technology investments
4. Work with a team with unrivalled public sector experience
5. Get a holistic view of digital transformation
6. Make services faster, flexible more collaborative and customer focused
7. Align with GDS design principles and digital transformation methodology

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.