

G-Cloud 15 Service Description



Business Process Improvement

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Methods' Business Process Improvement services will help you to deliver benefits by review your current business processes, reimagining your operation and defining the required process changes to bring about improvements for staff and end users.

What is the Service

Delivering excellent public services requires efficient and effective processes. Methods provides cross public sector expertise that can help you to describe and redesign existing business processes to focus on the needs of the public, mindful of the constraints of the environment they operate in. We can help you to redefine the required process changes that will bring about improvement and realise benefits and identify the actions required to implement improved processes.

Methods has a proven track record of business analysis including reviewing and re-designing processes that span teams, departments and organisations. Our approach is based on articulating a clear definition of process value, purpose and benefits, and then reviewing and redesigning the business process against that criteria.

What can it do for you

We review your business processes to identify opportunities for improving them, enabling the change you need by describing and re-designing business processes. Our service will give you a clear set of actions to ensure the successful deployment of the improved processes.

Using Business Analysis frameworks and techniques such as process mapping, Lean 6 Sigma and Gap Analysis, we can enable you to identify the fundamental problems/needs of your business operation rather than just focusing on the 'symptoms'.

It can help you to challenge existing business rules and assumptions which may be limiting or causing problems within a process and identify how to improve them.

Service Features

1. Use of Lean, Six Sigma and TOGAF to eliminate waste
2. Process mapping techniques with an emphasis on need and value
3. Engaging techniques to involve a range of stakeholder holders
4. BPMN and process modelling tools to map and detail information
5. Processes framed in user roles, needs and usage scenarios
6. Value chain mapping to ensure strategic and organisational context
7. Appropriate definition of skills and roles required to deliver process
8. Alignment to organisational standards and architecture
9. Use of performance measurements to ensure process optimisation
10. Use of BCS best practice for business analysis

Service Benefits

1. Effectively ensures the alignment between IT systems and processes
2. Helps removes the problems identified in your current processes
3. Challenges existing business rules and assumptions
4. Co-production and knowledge transfer to internal staff
5. Extensive experience of introducing a range of new processes
6. Review with a view to optimisation and improvement
7. Extensive knowledge of best practice for business process modelling techniques
8. Focus on processes that are 'fit for purpose' within organisation
9. Reduction of cost and waste and improvement of user experience
10. Extensive experience supporting a wide range of public sector organisations

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.