

G-Cloud 15 Service Description



Business Architecture Services

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Methods' Business Architecture increases the coherence between your strategy/delivery. Business architecture means that Projects, programmes /activities are understood in the context of their contribution to strategy. We apply pragmatic architecture through business modelling/capability mapping, collaborating with your business to enhance how you design, roadmap and deliver transformation to your customers.

What is the Service

Delivering change and transformation is complex, and articulating and delivering your strategy is challenging without a shared understanding of what's changing, and why its changing.

Methods' Business Architecture approach centres on helping you to understand, design, align and transform your business capabilities to improve strategic delivery.

We provide expertise, pragmatic support, tools and methodology that rapidly help you to understand and communicate what your business does, and what you want it to do by describing and defining your business capabilities. We offer services for the creation, maintenance and oversight of business architecture artefacts which effectively identify the impacts of proposed changes and where existing capability, processes or data may be leveraged to enable the implementation of your strategy.

We aim to provide you with a 'blueprint' which provides a common understanding of your operation that can be used to align strategic objectives and tactical demands.

What can it do for you

We collaborate with you to map out and provide clarity on how your people, process and technology can be configured to enhance their value to your service users and customers. Making practical use of industry frameworks (BABOK, TOGAF, Business Architecture Guild) and capability modelling and mapping techniques, to deliver outputs that better aligns the design and delivery of your projects and programmes to strategic objectives. We can provide further value through our leading approaches in service design and Wardley Mapping, using these techniques to further enhance your growing business architecture.

We aim to promote sustainable change, encouraging the longevity and well-being of your operation through flexible, adaptable delivery. We enable the fulfilment of unrealised opportunities, identifying areas of the business which would most benefit from any transformation. Our Business architecture service aids organisational performance, enabling implementation of best practice, encouraging re-use and monitoring business metrics as well as focusing on those areas of the business that deliver most value to you.

Service Features

1. Organisational vision and business strategy assessment
2. Organisational cultural maturity assessment
3. Value stream mapping across core operational processes in the business
4. Organisation capability maps
5. Current capability maturity assessments across people, process, information and technology
6. Target capability maturity assessments across people, process, information and technology
7. Capability roadmaps for your business
8. Practical advice and coaching in business architecture techniques
9. Business Modelling
10. Approaches in service design which enhance your growing business architecture

Service Benefits

1. Ability to enhance strategic direction, align design/ deployment change projects
2. Provision of information to design programmes that deliver business strategy
3. Ability to design, track and measure improvements to organisations' capability
4. A developing and living business architecture – none-shelfware
5. Alignment of organisational behaviours to strategic aims of the business
6. Expertise, pragmatic support, tools and methodology
7. An understanding of the impacts of proposed changes
8. An understanding of where existing capability support change
9. A common understanding of your operation aligned to strategic objectives
10. Clarity on how your people, process and technology create value

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.