

G-Cloud 15 Service Description



Benefits Management

Benefits Management

Methods has extensive experience in establishing practical benefits management frameworks for public sector clients, helping achieve customer and business benefits and applying techniques to optimise investment and measure impact. We help mature client understanding and practice from tailored training through to hands-on mapping, planning, quantification, measurement, and transition to BAU.

What is the Service

Methods' benefits management service helps you design and embed an effective approach to identify, manage and realise the intended outcomes and benefits of your investments, providing assurance in line with best practice from IPA, HMT, NAO and other bodies. With our specialists and proven tools and resources, we design and deliver frameworks, templates, and processes that enable you to evidence value for money and demonstrate how your teams are delivering on targets such as efficiency and effectiveness, ensuring investment decisions are data driven and initiatives are benefits-led and aligned with strategies such as Civil Service Outcome Delivery Plans.

We work with you to understand your maturity pathway, build proportionate, accessible, best-practice benefits management artefacts and guidance which reflect your organisation and the landscape you operate in. Our ability to sensitively retrofit updated Frameworks to inflight initiatives ensures a consistent but flexible approach that meets assurance requirements but does not unnecessarily add to a teams workload. Supporting our offering is the provision of a broad range of training offerings to suit your needs and enable you to sustainably grow your organisational capability.

What can it do for you

Methods' benefits management specialists will help your organisation develop and implement benefit management strategies to identify and realise the intended benefits of your investments at the project, programme, portfolio, and organisational level. Our expert knowledge of best practice and assurance requirements enables us to develop a comprehensive suite of guidance, tools, and resources that reflect the organisation, environment, and initiative we engage with. We will apply these tools and resources as we collaboratively work with you to:

- Understand your baseline maturity in benefits management, and development areas to grow that maturity, in line with recognised best practise.
- Create a bespoke strategic benefits management framework at the portfolio or organisational level, providing top-down guidance and resources that meet the HMT Business Case requirements.
- Create benefit management strategies for projects and programmes that are proportionate and align with existing activities and processes.
- Accelerate your detailed understanding of benefits to underpin business case development.
- Map strategic objectives to key benefits and enabling changes, which informs KPIs and strategic performance reporting, and enables benefits-led investment decision making.
- Create an approach to enable initiatives to have a consistent approach to appraisal, measurement, and monitoring of benefits and associated indicators, so reporting can be consolidated and analysed across the whole investment portfolio.
- Be able to respond to ad hoc and regular reporting and assurance requests, including IPA Gate reviews, audits, and prioritisation

Service Features

1. Focus on strategic alignment and end-beneficiaries enabling proportionate investment
2. Tailored benefits mapping establishing 'line of sight' and dependencies
3. Identifies and measures both tangible and non-tangible benefits
4. Identifies 'goldilocks' zone to deliver optimum benefits
5. Optimisation and exploitation of secondary and indirect benefits
6. Senior leadership focus kept on benefits at risk
7. Benefits messaging used to support stakeholder communications and engagement
8. Benefits-led programme approach integrated into governance and decision-making
9. Long-term benefits management regime is embedded into BAU

Service Benefits

1. Actively managed benefits are realised within an established timeframe
2. Internal ownership of benefits increases commitment to realisation
3. Increased robustness of quantifiable and qualifiable benefits reporting
4. Benefit management framework is embedded into future P3M delivery
5. Existing benefits are resilient to changing priorities or focus
6. Benefits at risk are identified through enhanced reporting
7. Independent assurance and verification of benefits achieved
8. Measure return of investment on benefits
9. Realised benefits result in maximum value from investment

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.