

G-Cloud 15 Service Description

Salesforce CRM/CMS Managed Service

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Raise your Salesforce experience with Methods' top-tier CRM/CMS managed support service.

Our skilled, certified team guarantees availability, responsiveness, and advanced applications, maximising your investment's returns.

Benefit from ongoing partnership, collaboration, development, support, and administration.

Stay ahead in the competitive landscape with Methods as your trusted Salesforce partner.

What is the Service

We offer a fully managed application support service designed to maximise the return on your investment in Salesforce. Our services cover all the core cloud applications of Salesforce, including Sales Cloud, Service Cloud, Experience Cloud, Einstein AI, CPQ, Marketing Cloud, Integrations, and CRM Analytics.

What can it do for you

Methods offer the leading public sector Salesforce managed support service, maximising returns on the investment made in Salesforce. It ensures that your applications remain available, responsive and up to date, and continue to help drive your digital strategy when in production.

We provide ongoing Salesforce application development, enhancements as well as incident fix and application administration by Certified Salesforce Admins professionals.

- Help customer for service adoption and maximise use of Salesforce features.
- Business Hours/24x7 Salesforce Support options
- Salesforce Incident response and fix

Provide business as usual (BAU) services involves taking proactive actions such as:

- Platform monitoring
- Log analysis
- Investigating exceptions and conducting root cause analysis
- Providing security and system health check reports
- Anticipating release upgrades
- Analysing usage-related limits and thresholds
- Monitoring licence usage
- Reviewing batch/scheduled jobs

Production change keeps your Salesforce relevant to changing business needs

- Continuous Service Improvement plans
- Proactive services to build Salesforce strategy, monitor licences, train users
- ITIL-based with full Service Management and Monthly reports
- Offers developer support and second line certified Admins/Consultants/Developers and Architects
- Initial Health Check defines the status of your application

Service Features

1. Various business hours/24x7 Salesforce support options available
2. 1st-2nd-3rd line support process and escalation
3. Comprehensive incident response, RCA, and corrective measures implementation
4. Production change keeps your Salesforce relevant to changing business needs
5. Continuous Service Improvement plans for ongoing enhancement and optimisation
6. Proactive services for building Salesforce strategy, monitoring licenses, and training.
7. ITIL-based with full Service Management and Monthly reports
8. Developer and Admin support
9. An Initial Health Check determines application status for informed decision-making

Service Benefits

1. Focused on maximising application relevance and availability achieving ROI targets
2. Continuous application development, incident fixes, and expert administration services
3. Proactive, Reliable, consistent services you can depend on with confidence
4. Keeps your running costs low through our blended delivery model
5. Delivered as a service, eliminating reliance upon individuals
6. Leverage experts diverse implementation experience for your project's success
7. SLA-based response and resolutions for assured continual operational
8. With a fixed price, easily manage and control your budgets
9. ITIL-based service management, ISO9001 and ISO27001 certified security controls

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.

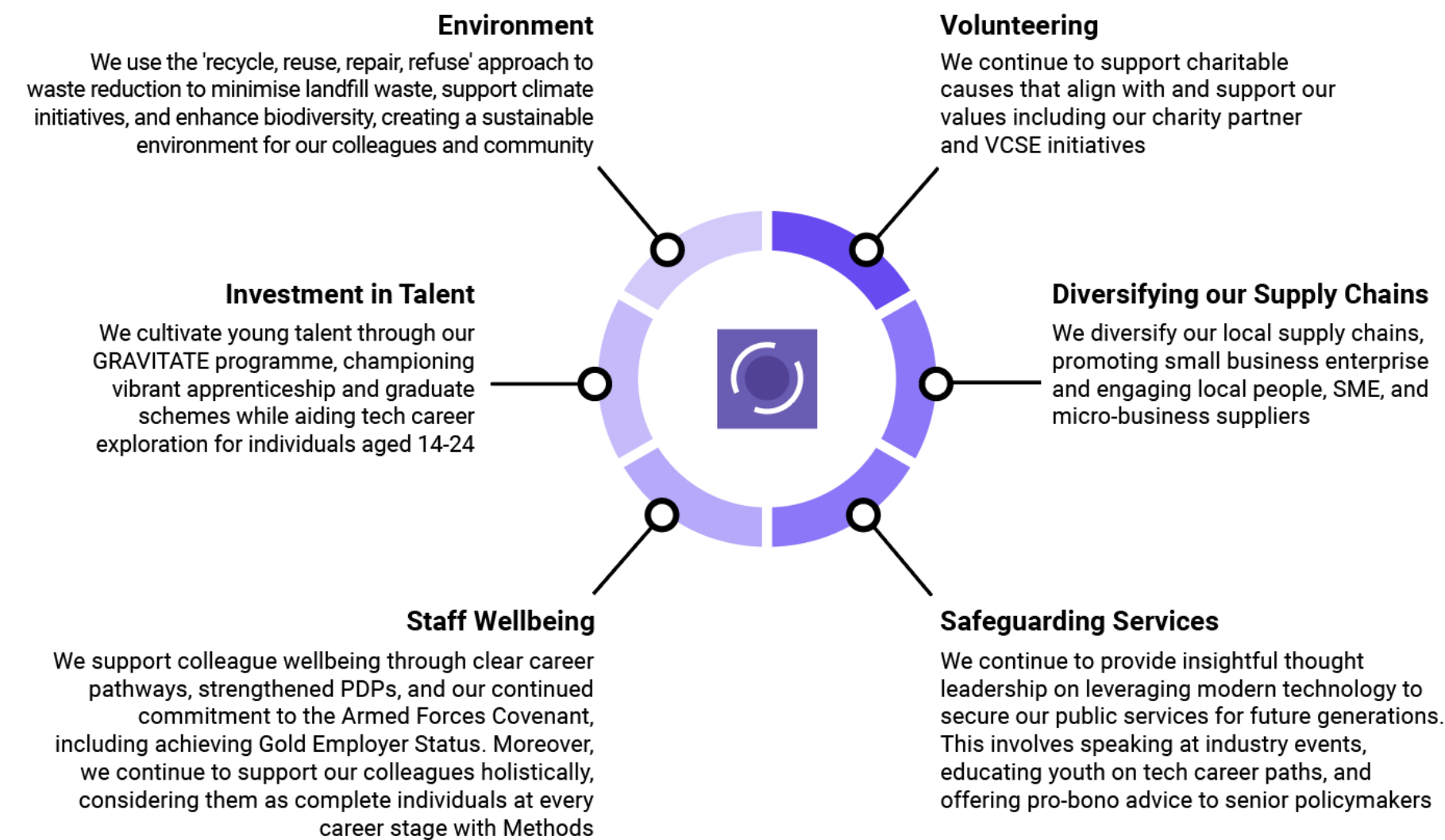


Customer Responsibilities

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.