

G-Cloud 15 Service Description

Operating Model Transition Support

Operating Model Transition Support

Methods’ Operating Model Transition Support helps you to confidently transition to your desired operating model. Our proven approach and toolkit ensures that the contractual, commercial, technical, supplier, support, organisational, and business transformation aspects of transition are considered and managed effectively. Our end-to-end benefits-led approach ensures effective transition and service continuity.

What is the Service

Methods employs a proven Transition Management approach to help our clients move to their desired operating model or delivery model. Whatever your target model, our holistic Transition Management approach ensures contractual, commercial, technical, supplier, support, organisational, and business transformation aspects are considered and managed effectively.

Our service empowers you to realise maximum benefit from moving to your target model, whilst minimising transition risk. Whether your end goal is to operate a disaggregated multi-supplier service, transition services to a new managed service contract, or build organisational capability to deliver services internally, we employ a scalable, tried and tested methodology to maximise business benefits, reduce risk, and ensure service continuity.

What can it do for you

Through review or design of your current state, end state, and transition strategy, we will help you to develop a transition plan that will take you to your target state. We will utilise our established transition management approach and toolkit to assist you with the planning, coordination, and management of all aspects required for transition, to minimise disruption to service provision, and ensure that transitions occur effectively, on time, and to budget.

Service Features

1. Design/review of current state, end state and transition strategy
2. Thorough impact analysis and transition design, reducing transition risk
3. Strategic approach to balance organisational risk and business benefit
4. Comprehensive, detailed plans orchestrating all aspects of the transition
5. Business change and communications activities integrated into project/programme plan
6. Staged transition methodology, including early-life support and knowledge transfer
7. Transition readiness assessment and business transformation checklists
8. Capability analysis, managed knowledge transfer, training and upskilling
9. Business change focus to ensure organisational readiness and adoption
10. Delivery management and transition designed for continuity of service

Service Benefits

1. Approach, methodology, and toolkit ensures service continuity
2. Collaborative approach places you in control of key decisions
3. Extensive engagement between project and operations ensures smooth transitions
4. Early identification of risks and issues, timely mitigations
5. Business change and transformation focus ensures staff engagement
6. Managed knowledge transfer and upskilling to enhance in-house capability
7. Proven approach for all service provision models
8. Ensures compliance with business and governance requirements during introduction
9. Structured approach to transition lifecycle, using repeatable processes
10. Delivers sustainable change to realise long-term benefits

Contact details

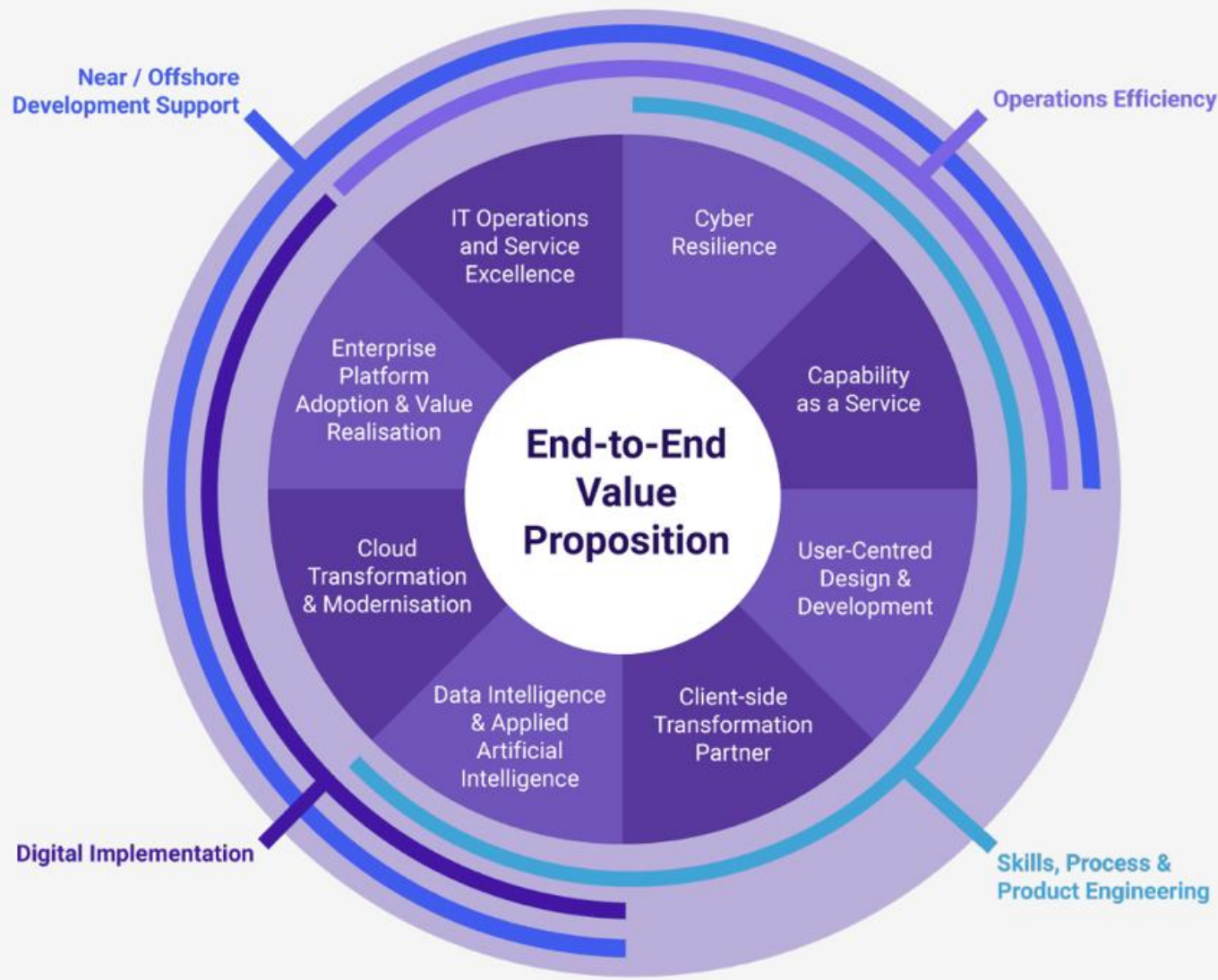
End-to-end transformation and innovation experts

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.

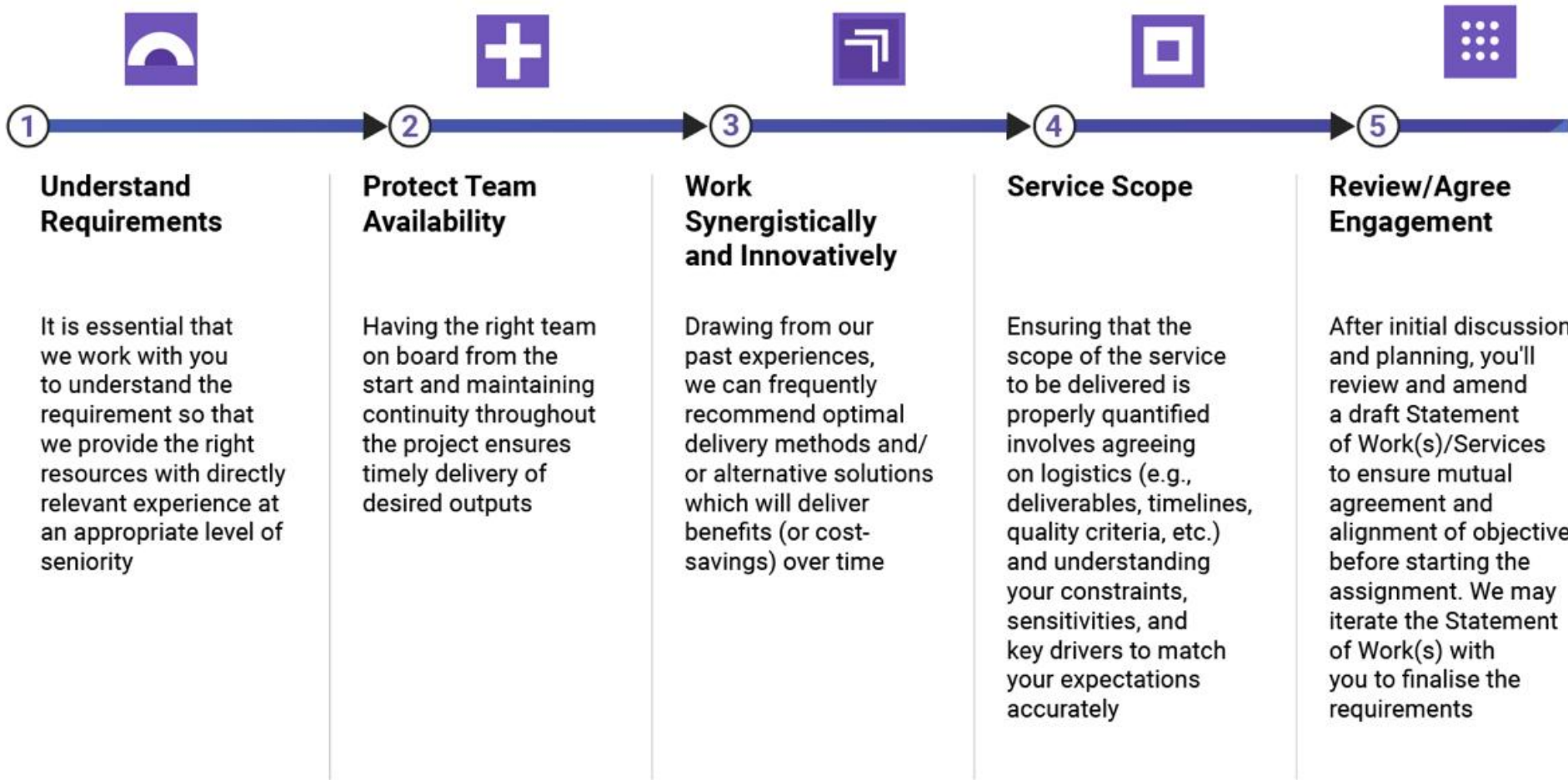
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

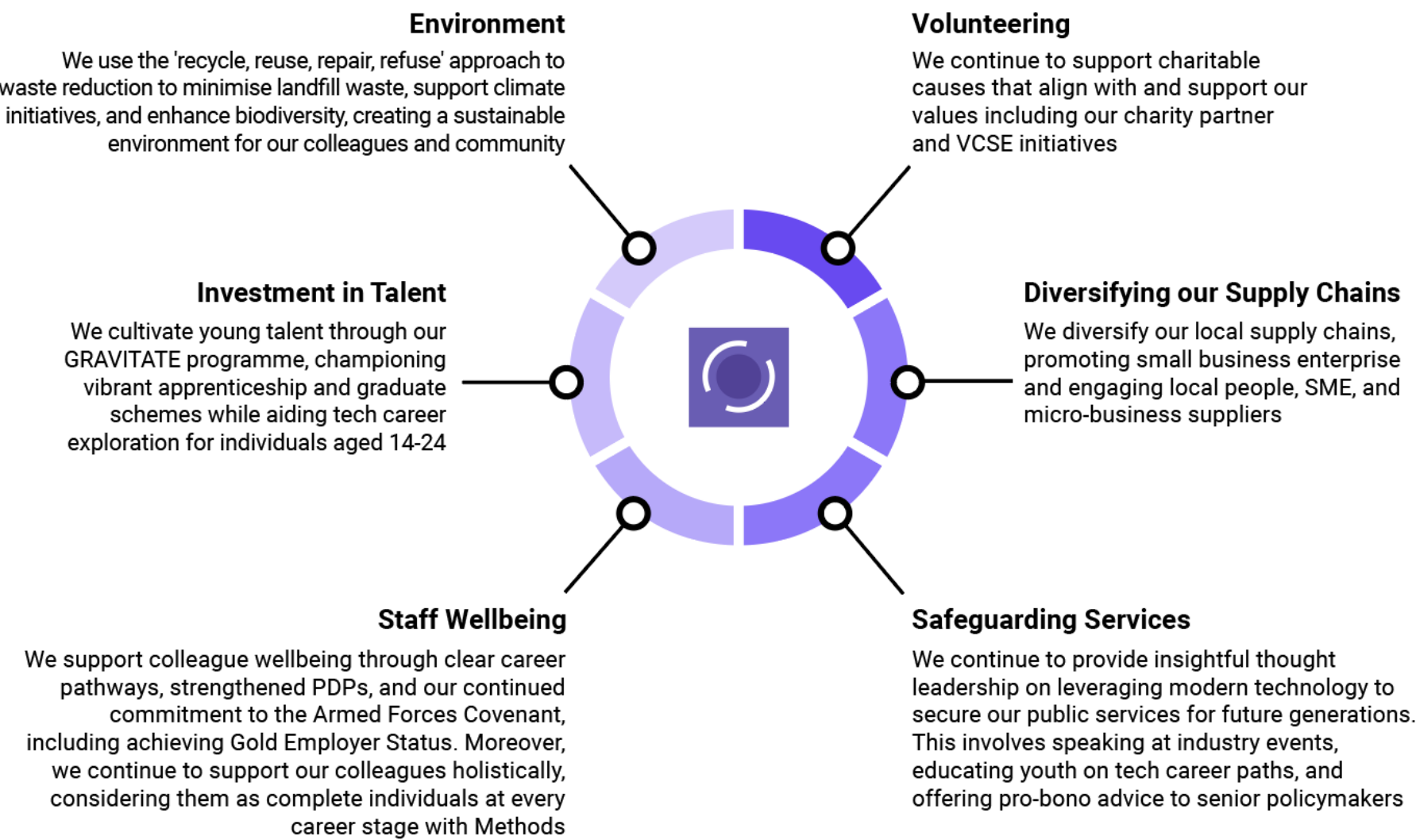


Customer Responsibilities

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.