

G-Cloud 15 Service Description

Automation Assessment Approach

Automation Assessment Approach

Methods' Automation Assessment service assesses processes for suitability to apply technologies, programs, or workflows to achieve outcomes with minimal human input. It enables automation of repetitive manual processes, improving efficiency and freeing resources to focus on higher-value tasks. We provide Robotic Process Automation (RPA) consultancy, service design/implementation and support services.

What is the Service

Methods' Automation approach enables the application of technology, programs, robotics or processes to achieve outcomes with minimal human input. We design automation methods that optimise both capabilities and resources to deliver increased productivity.

Our Automation approach will enable you to understand your organisation and:

- Identify the opportunities for Automation
- Fully define potential Automation opportunities, including the case for investment
- Create a roadmap that sets out the optimum sequence of Automation initiatives required to complete your transformation journey.

What can it do for you

The Methods approach to assessing suitability for Automation, considers a wide range of technologies and approaches that have the potential to significantly reduce human intervention across a variety of your processes.

We assess your current processes in order to develop a robust understanding and identify which are suitable for automation. We identify the potential benefits of and barriers to automation, and recommend appropriate approaches and technology. We capture this in a standardised, simple and insightful way to enable you to make informed decisions and prioritise which processes/process steps to automate first.

Service Features

1. Select the appropriate automation strategy; lightweight or heavyweight IT
2. Business Process Management, Process Mapping and Process Optimisation
3. Automation of workflows
4. Digitise processing using various tools to streamline routine tasks
5. Automated Document Processing and Management
6. Automated Content Management
7. Use of data to deliver automation insights
8. Identification of automation benefits
9. Consultancy to support application of emerging technologies
10. Use Artificial intelligence and Robotic Process Automation to support automation

Service Benefits

1. Identify opportunities to streamline processes before introducing automation
2. Standardise processes to minimise exceptions and optimise automation
3. Optimised workflows and efficiency
4. Reduced operating costs, cost containment and savings
5. Improved worker morale with reduced repetitiveness of role
6. Improved service productivity and responsiveness
7. Reduced risk and improved quality of outcome
8. Enhanced data integrity
9. Increased agility and adaptability

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.