

G-Cloud 15 Service Description

RPA (Robotic Process Automation) Services

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Methods' Robotic Process Automation (RPA) Services enables clients to automate repetitive manual processes through RPA and other innovative technologies (AI, ML etc.) to improve efficiency and free up resources to focus on higher value tasks. We provide RPA consultancy, service design/implementation and RPA technical support services.

What is the Service

Methods support clients in unlocking the potential savings and efficiencies provided by Robotic Process Automation (RPA) technologies. We identify pain points, process improvements and best-fit use case opportunities for RPA to enhance ways of working and service delivery.

Methods implement industry-leading RPA tools (Blue Prism, Automation Anywhere and UI Path) along with best practice governance and RPA Centre of Excellence designs to accelerate benefit realisation and open up potential connection to artificial intelligence and machine learning techniques.

What can it do for you

Methods’ RPA offering allows clients to automate repetitive manual processes currently carried out by staff, improving efficiency and freeing up staff to focus on higher-value tasks.

Our holistic approach considers business and technology requirements, allowing for long term success of RPA at your organisation and opening connections to further innovation with Artificial Intelligence.

Methods work at all stages of the project lifecycle - from Proof of Concepts through to End-to-End Implementation and support.

Service Features

- 1. Optimised workflows and efficiency
- 2. Robotic Process Automation (RPA) Proof of Concepts
- 3. Business Maturity assessment for RPA adoption
- 4. RPA service and Centre of Excellence (CoE) design
- 5. RPA-Artificial Intelligence Readiness assessment and Roadmap
- 6. Platform support
- 7. Blue Prism, Automation Anywhere and UI Path implementation services
- 8. Process analysis and use case design for RPA
- 9. Identify financial and non-financial RPA benefits
- 10. Established prioritisation approach to help identify where to start

Service Benefits

- 1. Develop a more strategic organisational approach to RPA
- 2. Service delivery improvements and improved user and staff experience
- 3. Reduced risk and improved outcomes
- 4. Increased productivity and efficiency
- 5. Reliable automation of repeatable tasks
- 6. Enables staff to focus on high-value tasks
- 7. Reduction in operating costs
- 8. Increased agility and adaptability
- 9. Public sector RPA experience and tried and tested approaches
- 10. Establish and accelerate your organisation's RPA journey

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.

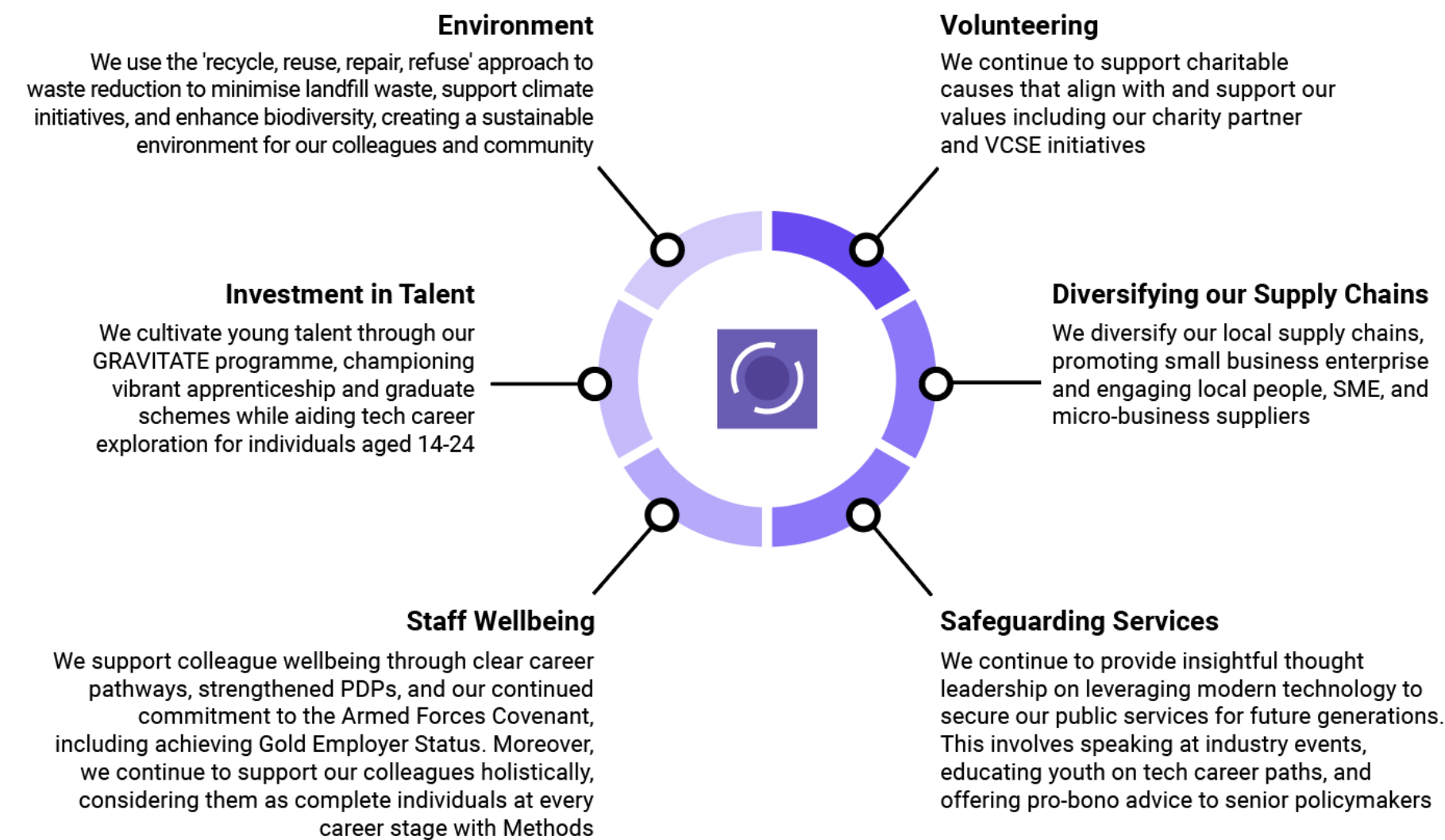


Customer Responsibilities

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.