

G-Cloud 15 Service Description



Product Management Managed Service

Product Management Managed Service

Methods Product Management Managed Service is a comprehensive, outcome-based capability able to support the management of hardware, software, or cloud-based products on behalf of your organisation. Harnessing a tiered governance model underpinned by performance management, it is adaptable enough to support individualised products through to entire product management departments.

What is the Service

Product Management is critical to the delivery of strategic technological ambitions and Methods Product Management Managed Service offering is designed to balance comprehensiveness with flexibility, being adaptable to your changing needs, whilst also adhering to a robust framework.

Our offering is an outcome-based and value-oriented capability that can be harnessed at any stage of the Product Lifecycle from Initiation, Transition or in ‘Live’, where a managed service model may help to reduce cost or streamline operations.

Prior to service take-on, we will work with you to identify the critical measures by which you can assess and monitor the service we deliver. Once those key performance indicators, service levels or operational metrics are determined, we structure our provision accordingly, and collaborate with you to develop the requisite roadmap and governance.

We use a highly effective governance framework, which manages direction, prioritisation, and escalation at the appropriate level. At the ground-level, our Product Managers are fully converse in the industry-recognised techniques and methodologies needed to deliver a high quality of service. This includes definition or maturation of product descriptions, product definitions, delivery plans, roadmap prioritisation, end user engagement, requirements gathering, product backlog management and benefits realisation.

We identify suitably qualified Product Managers, with the technical expertise, experience, and soft skills to navigate complex environments. Our resourcing aligns to the Digital, Data and Technology (DDaT) Capability Framework to ensure our subject matter expertise exceeds the expectations of our public sector clients.

Service Features

1. Proven, adaptive Product Management capability in digital and technology environments
2. Off-The-Shelf comprehensive framework and strategy for managing Products
3. Ability to align/ combine methodologies, i.e. Agile/ SCRUM/ Waterfall/ Hybrid
4. Access to library of high-quality, tailorable project management collateral
5. Access to high-calibre technical expertise across multiple product areas
6. Proven capability to collaborate with partners, agencies, and third-parties
7. Customer-led, outcome-based monitoring structure at account level
8. Focus on business value and business case realisation
9. Enable continuous product development in an efficient cost effective way
10. Manage product delivery through the complete lifecycle

Service Benefits

1. Managed, scalable service against outcome-based requirements; no key operations degradation
2. Extensive Product Management expertise in public sector settings reduces risk
3. Knowledge transfer and capacity building to facilitate future delivery
4. Track record of collaboration with agencies/ partners/ suppliers fosters success
5. Rational and transparent Managed Service Provider model provides flexibility
6. Establish common and maintain a purpose across stakeholders
7. Ability to scale approach in line with your requirements
8. Increased collaboration and commitment towards realisation of business objectives
9. Ensures service meets GDS service standards
10. A Supplier who operates as a Trusted Partner

Contact details

Service description details



What can it do for you

Methods’ Managed Services Product Management offering can provide a capability to galvanise your Product Management function and accelerate your ability to achieve tangible business results.

Our service is fully customisable, able to adapt from bolstering a single area of scope up to provisioning a fully outsourced departmental area for hardware, software, or digital capabilities. Methods holds recent and relevant experience providing managed service product management services in areas such as End User Computing, Video and Telephony, Digital services, Microsoft Product Suites, Print Services and Modern Workplace.

We are able to operate in blended teams with in-house capability, mixed supplier ecosystems, or as an independent, dedicated managed service driven by outcomes and milestones. We offer access to a full gamut of skilled resources, such as Product Managers, Product Leads, Service Owners, Business Analysts, Delivery Managers, and Engineers.

Our provision is served by professionals with extensive backgrounds working in Agile development teams and converse in best practice techniques such as ITIL, GDS, Prince2 or Scrum-based methodologies. You can be confident that we are meeting our performance service levels by following the latest innovation within the technology industry.

Methods are also experts in the transfer of accountability from Managed Service provider to in-house capability. We have an extensive track record in preparing or maturing product management functions, prior to facilitating handover to localised teams through knowledge transfer. This sets us apart from most suppliers who seek to land and expand. Instead, our previous work evidences our ability to establish a capability in parallel to recruitment of teams who can take over the provision if this proves more cost effective for our clients in the longer term.

Overall, our service offering affords us the flexibility to engage constructively, to assess the best approach on a product-by-product basis, and to develop the appropriate delivery model. This will provide the most value to your teams and the citizens that ultimately benefit from the effective delivery of the service.

Contact details

 bidteam@methods.co.uk

 020 7240 1121

 www.methods.co.uk

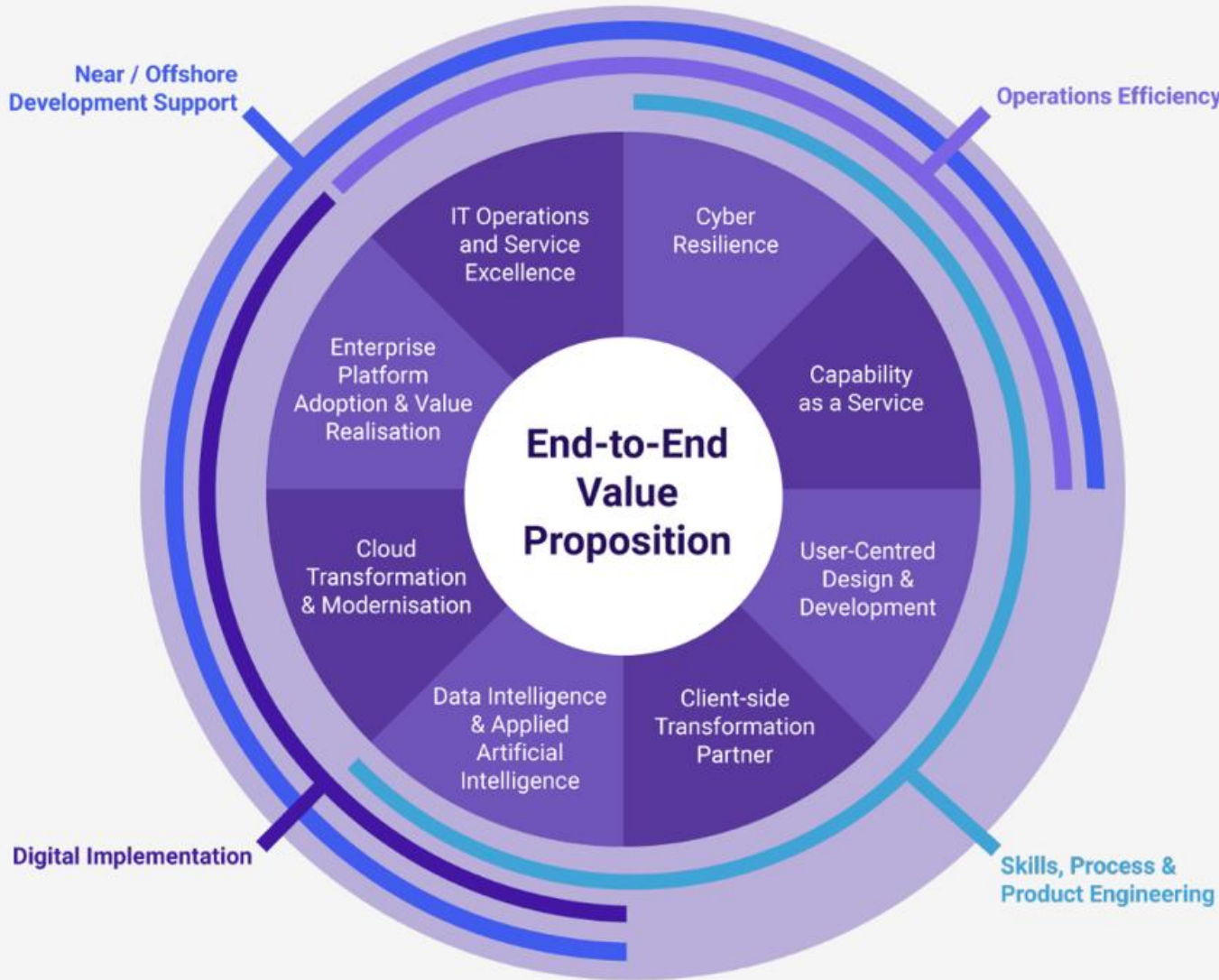
End-to-end transformation and innovation experts

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.

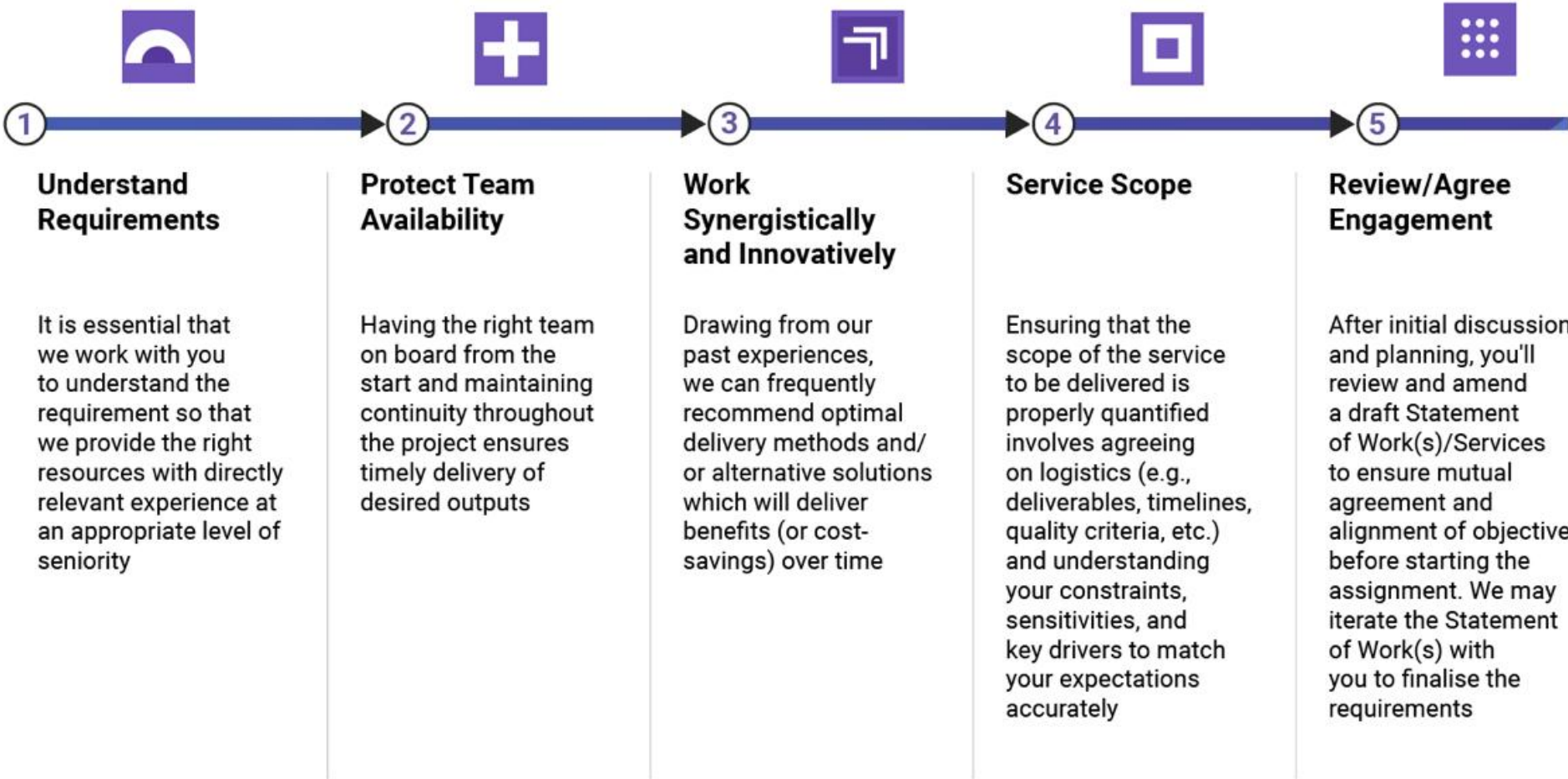
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

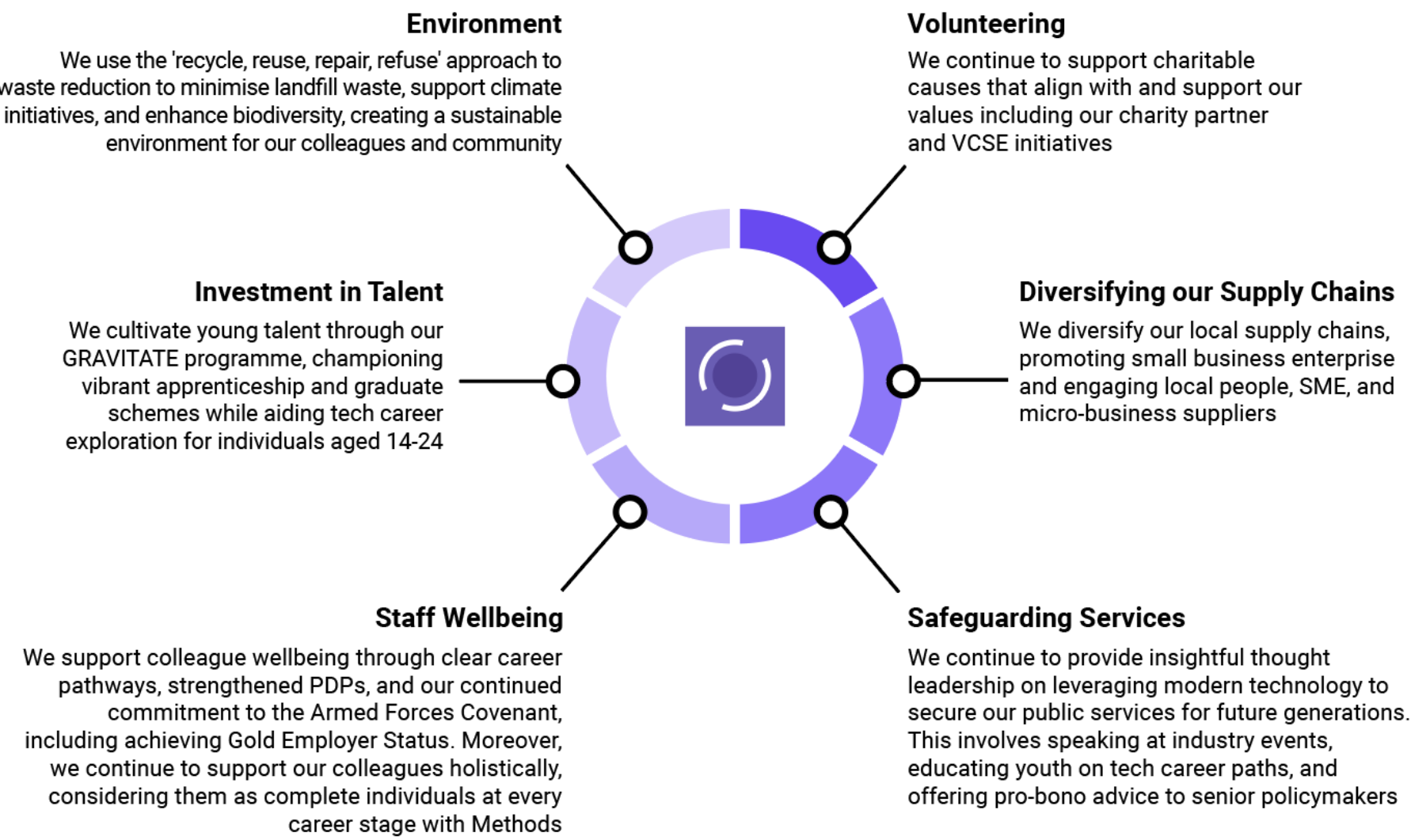


Customer Responsibilities

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.