

G-Cloud 15 Service Description



Digital Implementation Services

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Leverage Methods' considerable experience with public sector digital technology platform implementation to help mitigate project risks and increase your chances of success. We share knowledge as we work to build competency within your organisation during delivery.

What is the Service

This service provides specialist knowledge to our customers to ensure best practice implementation of your platform. We can ensure new projects deliver to time and budget with the expected benefits or accelerate projects currently in train. Working with clients collaboratively, we can help plan and prioritise processes, document current process, design new processes, and develop forms and workflow on any platform.

What can it do for you

Accelerate the delivery of your digital platform with more certainty, accelerate the delivery of an inflight project, or deliver to time and cost on a current one. Use specialist knowledge from Methods to deliver better processes faster.

Service Features

- 1. Full service delivery capability/additional capacity to inhouse teams
- 2. User research, journey mapping, data analysis to gain insight
- 3. User centred service analysis, design techniques and approach
- 4. Use of service patterns, open source libraries to expedite delivery
- 5. Engaging techniques to involve a range of stakeholder holders
- 6. Integration with back office systems using orientated architectures
- 7. Opportunities and service improvement identification and benefits analysis
- 8. Agile development management with prototyping and iterative releases
- 9. Testing, training, release and deployment management, implementation support
- 10. Collaborative delivery, coproduction, coaching and knowledge and skills transfer

Service Benefits

- 1. Apply learning from public and private sector
- 2. Extensive experience of building online services on cloud-based digital platforms
- 3. Extensive experience of designing digital services for public sector
- 4. Design end-to-end across multiple touchpoints consistent service experience
- 5. Access to shared libraries of digital assets to speed delivery
- 6. Collaborative approach engages stakeholders generates ownership and buy-in
- 7. Holistic approach to digital service design and implementation
- 8. Coproduction and knowledge transfer to internal staff
- 9. Ability to mobilise quickly and with specialist teams
- 10. Scalable and customisable: access to only the skills you need

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.