

G-Cloud 15 Service Description



Change Management

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Change Management as a Service comprehensively navigates organisational change complexities, leveraging proven methodologies, expert guidance, and tailored strategies. It ensures smooth transitions and transformations, maximising benefits realisation, mitigating risks, and minimising disruptions and resistance for successful implementation. Our tailored approach caters to diverse organisational needs, ensuring sustainable change outcomes.

What is the Service

According to a study published by Forbes and McKinsey around 70% of transformation initiatives fail due lack of adequate change planning and management. Several studies cite that the typical delivery focussed approached fails to consider, account for and address the human element of change, and fails to understand the intrinsically linked relationship between effective change management and maximised and successful benefits realisation.

At Methods we are committed to addressing that change deficit. We want to enable organisations to realise their strategic goals and to take their employees and customers on a positive journey of transformation.

We can help you understand your readiness for change, assess the change required and the change capabilities needed to support it (including change roles and resources) and to build an achievable plan to deliver your change. We can then help you to implement your change either through our skilled team directly or through co-delivery and knowledge transfer, before helping you to embed your change, realise the planned benefits of change and ensure you have the capabilities to sustain the change benefits.

We have consultants experienced in running a range of change initiatives both for and with the public sector. We are practical and pragmatic making sure change feels real, understandable and achievable, integrating it as part of your change delivery, blending project/programme, benefits management and change management methodologies. We take theory, but apply pragmatism, experience, neuroscience, and human-centred design.

We provide practical Change Management skills, approaches, tools and knowledge transfer, throughout your entire change lifecycle, enabling the realisation of your benefits, and maximising your return on investment. Collaborating with your teams to assess, plan, communicate, implement and embed change through people-focused change integrated with your change delivery, we help you build sustainable change capabilities.

What can it do for you

Public services are under more pressure and scrutiny than ever to provide better services more efficiently, whilst making significant savings. Managing and embedding change to fully realise your intended benefits and bringing your staff on the change journey is crucial to these challenges. Methods can support you through your entire change lifecycle, building a sustainable capability through knowledge transfer and accessible toolkits. We help you maximise the benefits of your planned changes, reducing delays, developing the behaviours and culture required to embed and sustain your change and increasing uptake of change by working with you to effectively identify, understand, plan, deliver and embed the changes required by your initiatives.

Service Features

1. Reduce resistance; use practical tools, best practice approaches
2. Maximise change benefits; involve people throughout the journey
3. Understand required changes; assess organisation's readiness for them
4. Define achievable, people-centred change; plan accordingly
5. Analyse stakeholders; tailor engagement plans to their interests
6. Manage stakeholder engagement; communicate change effectively
7. Embed required behaviours, culture for sustained change effectiveness
8. Integrate change management with project/programme management seamlessly
9. Develop sustainable change capabilities through knowledge, skills transfer
10. Provide skilled change resources to supplement delivery teams effectively

Service Benefits

1. Reduce delays, disbenefits; effective change management avoids costly mistakes
2. Manage, communicate, embed change more effectively for seamless transition
3. Maximise change benefits, minimise delays, disbenefits for smoother implementation
4. Minimise employee dissatisfaction, resistance; enhance talent retention
5. Mitigate change-related service degradation; prioritize customer satisfaction
6. Address barriers to change proactively before implementation for smoother transition
7. Sustain change benefits; develop required culture, behaviours effectively
8. Develop internal change capability; reduce reliance on external support
9. Accelerate change delivery using skilled, experienced resources for efficiency
10. Increase likelihood of change adoption with clear communication, support

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.