

G-Cloud 15 Service Description

Salesforce Lightning CRM/CMS Implementation and
Support Service

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As the leading Salesforce Lightning CRM/CMS implementation partner for UK public sector, Methods specialise in Lightning CRM/CMS Service and Sales cloud consultancy.

Our experienced developers, admins, consultants, BA and architects deploy Sales, Service and Marketing Cloud solutions that precisely align with clients' business/operational requirements, ensuring operational efficiency and seamless functionality.

What is the Service

Methods is the leading Salesforce CRM/CMS cloud platform implementation partner for public sector, providing CRM/CMS business process consultancy, architecture, implementation, development and support across Salesforce’s CRM/CMS ecosystem including Service Cloud, Sales Cloud, Experience cloud, and Marketing Cloud. Our experienced team of developers and architects deploy solutions meeting business, operational and security requirements, efficiently and cost effectively using Salesforce Flows.

Service Cloud expertise encompasses proficiency in various features including Case Management, Omni Channel, Email to Case, CTI, Knowledge Management, Service Console, Live Agents and Bots.

Sales Cloud expertise covers features like Lead Management, Opportunity Management, Account Management, Contact Management, Sales Automation, Forecasting, Sales Analytics, Sales Performance Management, Integrations, diverse APIs, Workflow Automations, Approval Processes, Escalation Processes, Reports, Dashboards, and productivity tools.

Experience Cloud proficiency includes Community Management, Customer Portals, Partner Portals, Employee Portals, Personalisation, Customisation, Branding, Content Management, Integrations, diverse APIs.

Einstein AI, Integrations, diverse APIs, Workflow Automations, Approval Processes, Escalation Processes, SLAs & Milestones, Reports, Dashboards, and productivity tools.

What can it do for you

Designing comprehensive Salesforce Lightning CRM solutions tailored to the diverse needs of clients across public and private sectors is our forte. Our adept team, specialising in Sales Cloud, Service Cloud, Experience Cloud, Marketing Cloud, Integrations and Lightning CRM, offers a full spectrum of implementation, development, and architecture services.

We meticulously design solutions to seamlessly integrate with clients’ business processes, operational standards, and security protocols, all while adhering to predefined timelines and budgetary constraints.

Furthermore, we offer expertise in integrating various third-party applications and systems, providing clients with a unified and efficient ecosystem.

Leveraging advanced analytics capabilities, we empower clients to derive valuable insights from their data, driving informed decision-making and strategic growth initiatives.

Service Features

- 1. Methods excel in implementing Service, Sales, and Marketing Cloud solutions
- 2. BI, and reporting including Salesforce CRM Analytics
- 3. Methods specialise in Salesforce Lightning Sales, Service & Experience cloud
- 4. Salesforce CRM/CMS platform implementation and development
- 5. Chatter, Service Console, Live Agents, and Bots
- 6. Ongoing Salesforce support and managed services post-implementation
- 7. Marketing Cloud and Pardot implementation
- 8. Salesforce Experience Cloud implementation
- 9. Automations, Approval/Escalation Processes, SLAs & Milestones, Reports, Dashboards
- 10. Email/Web to Case, Web2Lead, CTI, Knowledge Management

Service Benefits

- 1. Access to highly skilled Salesforce team members
- 2. Technical Architects, Salesforce administrators, BAs, developers, product and Delivery Managers
- 3. Seamlessly migrate/integrate data with your line of business systems
- 4. Enhance business processes through optimised case management strategies
- 5. User adoption and training support
- 6. Post implementation support
- 7. Expert support for Salesforce Lightning adoption and Classic>Lightning transition
- 8. Optimise your business model with Salesforce platforms for enhanced effectiveness
- 9. Value-driven services and support at cost-effective rates
- 10. Methods offer expert integration services, including seamless integration with SharePoint

Contact details

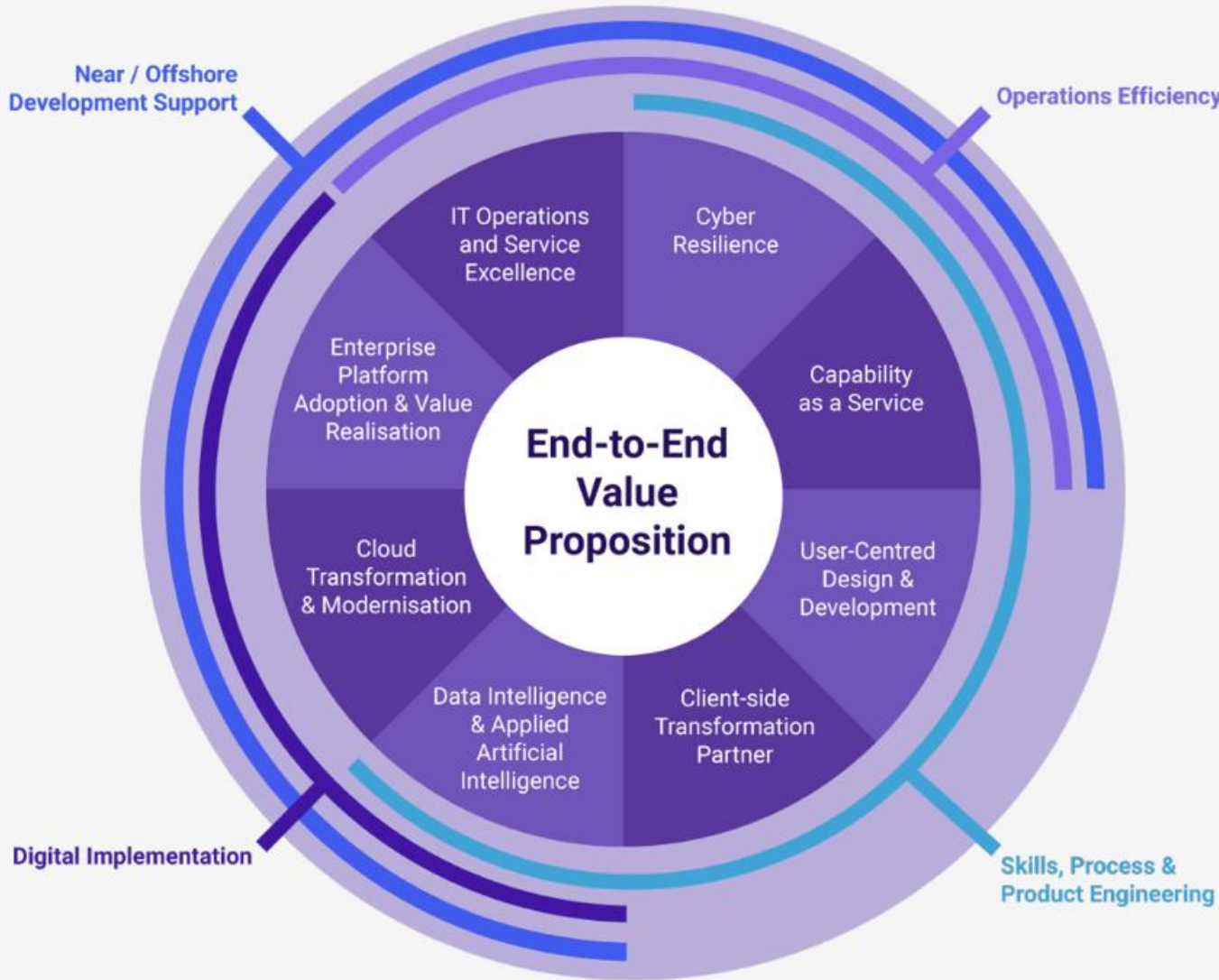
End-to-end transformation and innovation experts

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.

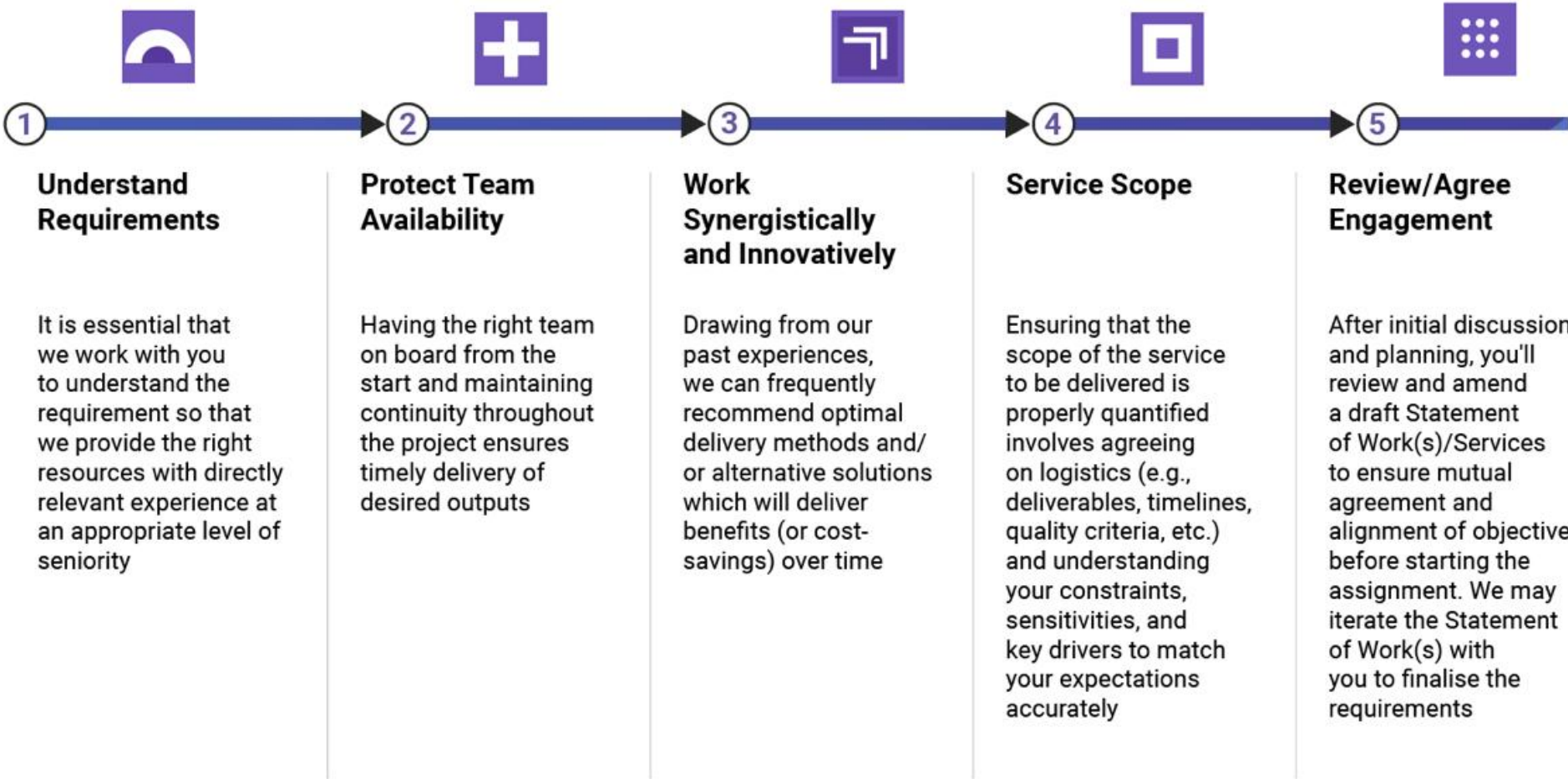
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

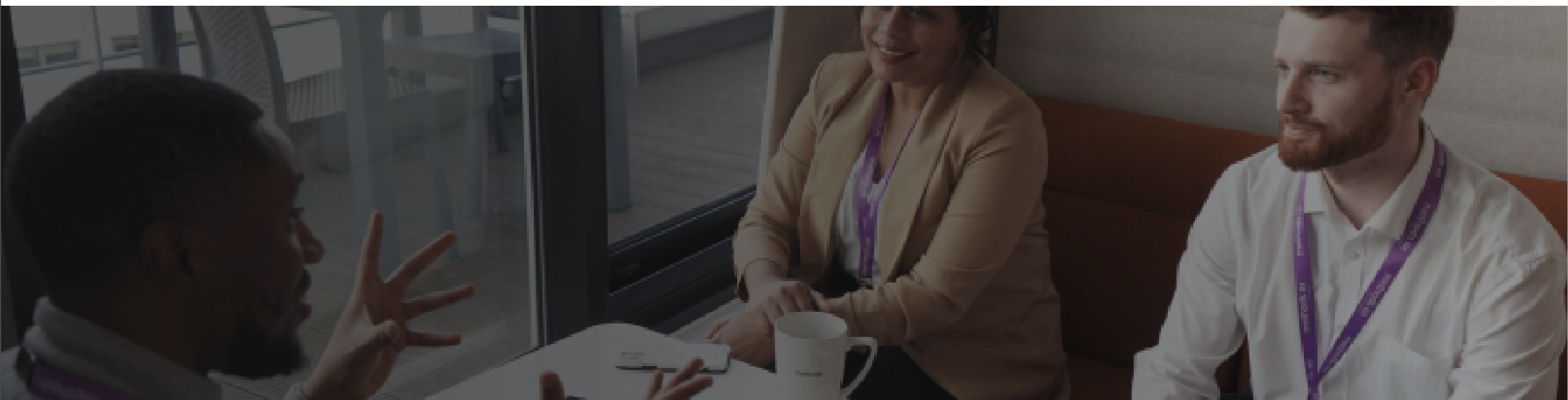
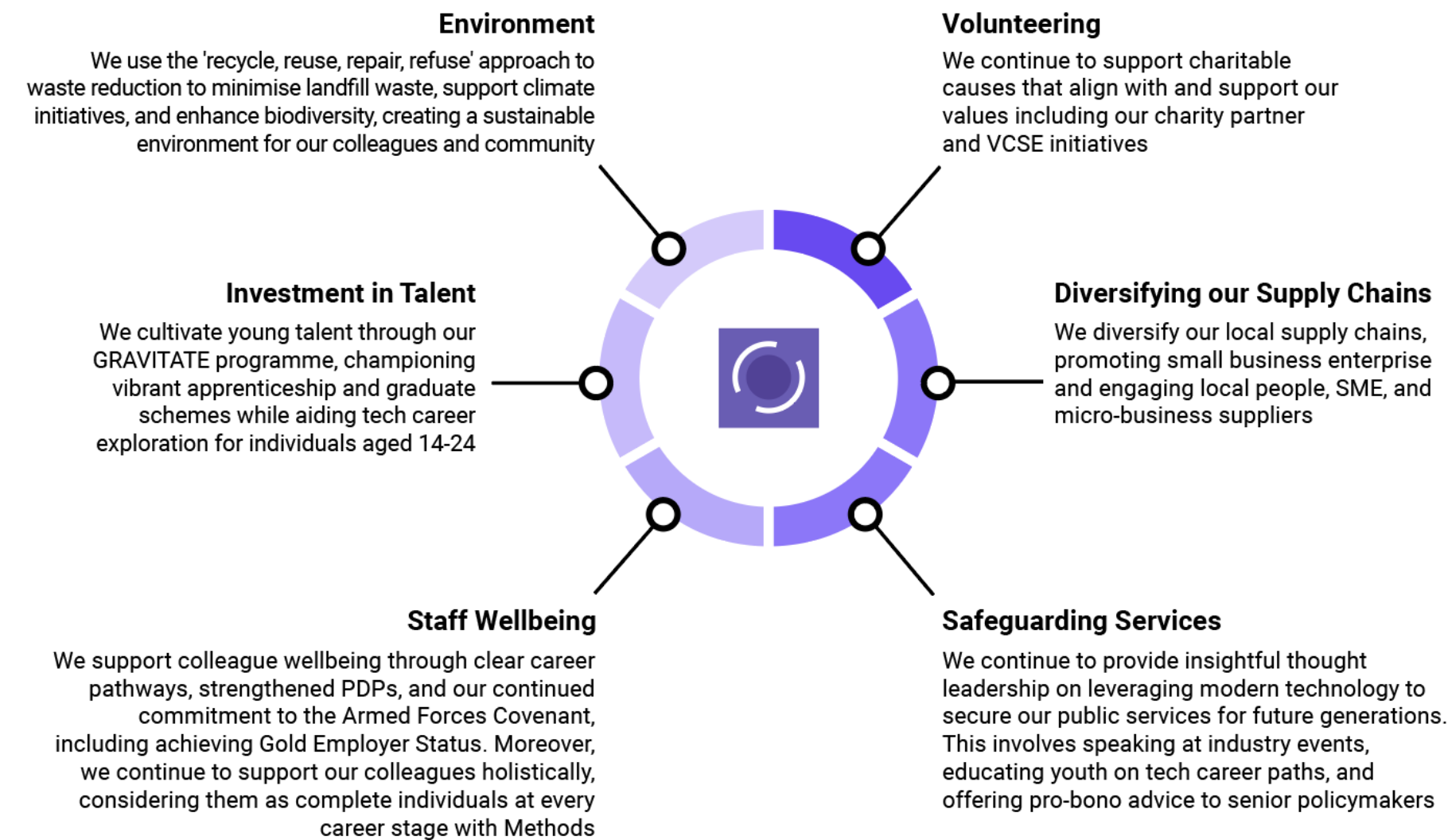


Customer Responsibilities

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.