

G-Cloud 15 Service Description

Digital Identity and Access Management (IdAM) Services

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Our Digital Identity service provides clients with the expertise and delivery capability required to design, implement and run digital identity services. We provide advice on best practice, standards and the state of the market, guiding clients through the full process from discovery through to implementation.

What is the Service

Identity and Access Management (IDAM), otherwise known as Identity Management (IdM) or Identity Access Management (IAM), is the consolidation of policies, technologies and processes to ensure the right users within or outside of your organisation have the appropriate access to technology resources based on an individual’s identity.

What can it do for you

We help clients understand the challenges and benefits associated with adopting digital identity services (Microsoft Entra ID and AWS Identity and Access Management).

We upskill members of staff at all levels of an organisation and have access to market-leading service providers that provide clients with the right solution based on their organisation’s key user needs.

We can help with Greenfield or Modernisation of existing IDAM solutions to bring clients digital identity solution up to the latest security and industry standards. Depending on your business and user needs, we will evaluate and recommend a mix of custom, COTS, or PaaS solutions to deliver required outcomes securely and efficiently.

Service Features

- 1. RBAC (Role-Based Access Control)
- 2. Audit, Reporting & Business Intelligence (BI)
- 3. Access Review covering cloud and on premise applications
- 4. 6,500+ application integration templates
- 5. Advice on best practice, standards and state of the market
- 6. Federated Identity Management (FIdM)
- 7. Review of technology solutions and how they meet user need
- 8. Single Sign-On (SSO), Federation
- 9. SAML, OpenID, oAuth, LDAP
- 10. Enables and supports the implementation of solutions and infrastructure

Service Benefits

- 1. Clarification of Identity Assurance & Access Management needs
- 2. Implement cost-effective and efficient risk management
- 3. Define and implement identity policy in line with Government standards
- 4. Establish policies for privileged accounts
- 5. Single source of truth for all questions concerning user access
- 6. Confidence in customer privacy and data security.
- 7. Create the right identity and access strategy for your organisation
- 8. Empower-educate your people – stop them being the weakest link
- 9. Ensures security of information and data assets
- 10. Maximises efficiency and cost benefits

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.