

G-Cloud 15 Service Description

ServiceNow Design and Implementation

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Methods is an ServiceNow partner, delivering flexible, scalable solutions across the ServiceNow platform. Services include consultancy, lifecycle design, deployment, and end-to-end business change and training.

We enable digital transformation, transitioning our customers from legacy systems and processes to ServiceNow, with a streamlined approach aligned to business outcomes.

What is the Service

Being both a fully accredited ServiceNow Reseller, and Consulting and Implementation partner, the Methods ServiceNow Design and Implementation Service provides clients with tailored services across the full suite of ServiceNow products, whether you are planning sole use of an instance or sharing a platform with other organisations, such as multiple NHS Trusts migrating from multiple systems to one shared ServiceNow instance.

This service, combined with our other ServiceNow service offerings, enables Methods to be your partner of choice for all your ServiceNow requirements, including licencing, short-term consultancy, full implementations, testing, platform health assessments, remediation and reimplementation, support, and roadmap development.

Our team of certified ServiceNow professionals have the skills to digitise your IT, Employee, and Customer Workflows, implementing and integrating ServiceNow products with your other tooling, quickly and effectively.

What can it do for you

Through streamlining current processes, automating common repetitive tasks, and delivering a single system of record, Methods ServiceNow Design and Implementation Service rapidly delivers organisational efficiency that saves on cost and transforms Service Delivery within your organisation. Our ServiceNow capability, coupled with our expertise in service management, UX engagement, programme delivery, and business change/ solution adoption, enables us to work closely with you, aligning people, processes, and tools to provide business focused solutions.

We know our clients have complex IT and supplier landscapes, which ultimately means the platform needs to flex appropriately to deal with various suppliers, teams and departments using the same processes with differing parameters. Our solutions take a data driven approach, achieved by dynamic and intelligent workflows that flex based on the parameters of the service, to ensure that users work within the parameters appropriate to their function or contract. This avoids continually inefficient and expensive redevelopment of the core platform processes.

With an emphasis on configuration over customisation, Methods brings thought-leadership to your platform design, helping you to plan the most efficient and cost-effective migration approach, accelerating your implementation with our best practice coding standards.

Our delivery methodology is aligned to ServiceNow’s agile Now Create methodology. We understand that not all stakeholders are familiar with an agile approach, so we ensure that this is fully explained during project mobilisation.

Service Features

- 1. ServiceNow partner with onshore, SC-cleared certified consultants
- 2. Fully customisable and scalable delivery, tailored to your requirements
- 3. Tried and tested delivery models that effectively mitigate risks
- 4. Platform advice and implementation across all ServiceNow products
- 5. Full ITIL Service Management v4 process alignment for ITSM
- 6. Process alignment to out of the box adoption
- 7. Approach that supports effective migration and exit from legacy tools
- 8. Blended project teams enabling successful knowledge transfer to client resources
- 9. Agile, iterative delivery to maximise benefits realisation
- 10. Solution adoption planning, delivery and review

Service Benefits

- 1. Efficient delivery of ServiceNow solution with integration across IT services
- 2. Experience in leading complex tooling deployment and implementation projects
- 3. Proven methodologies with templated materials and repeatable processes
- 4. Integration with the wider business services portfolio, increasing ROI
- 5. Transformation toolkits and accelerators based on experience and lessons learned
- 6. Cost-effective ServiceNow Licencing recommendations
- 7. Automated testing framework and approach
- 8. Managed risks across process and technology replacement
- 9. Rapid deployment capability, reducing internal and external costs
- 10. Access to experienced resources to backfill in-house capabilities

Contact details

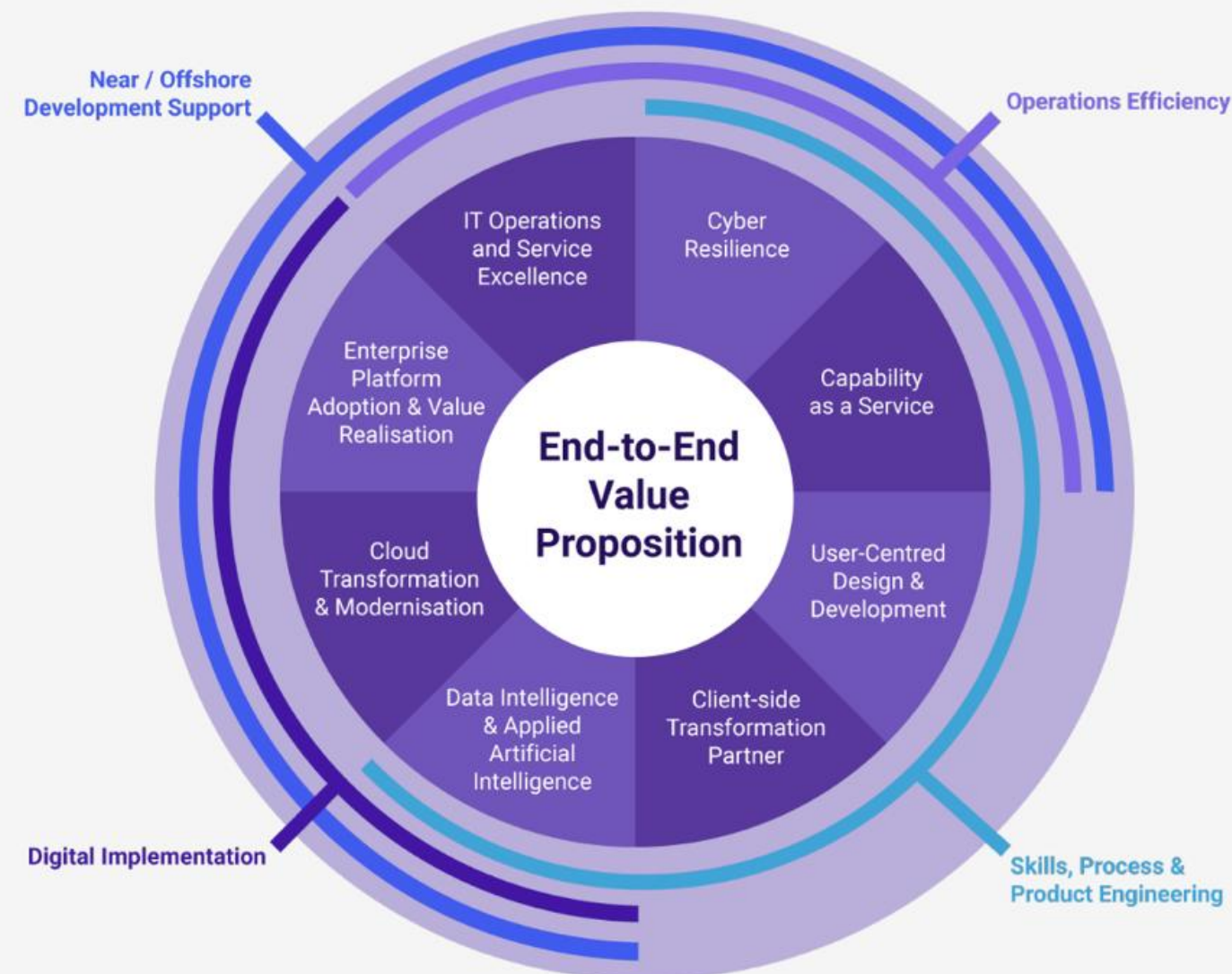
End-to-end transformation and innovation experts

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.

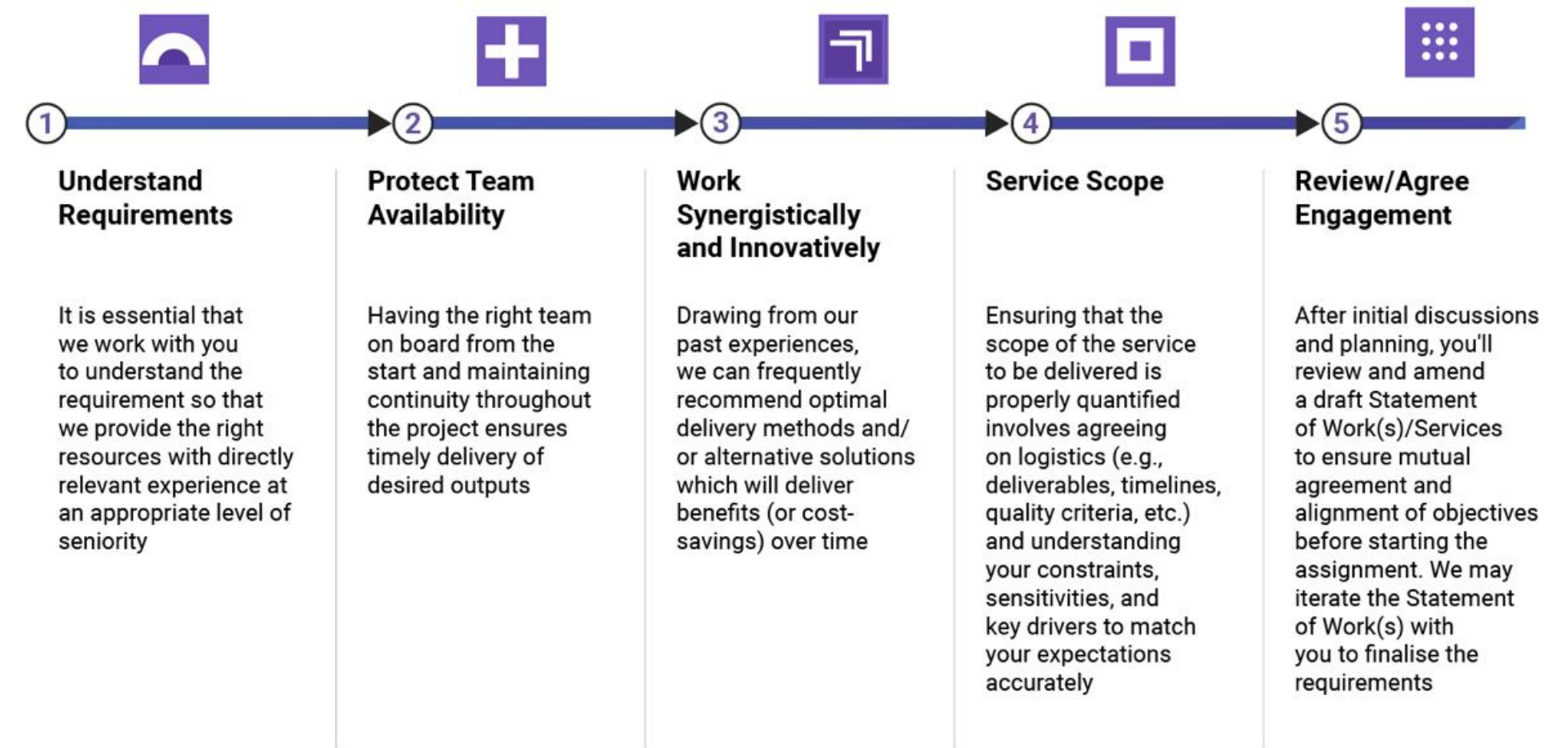
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

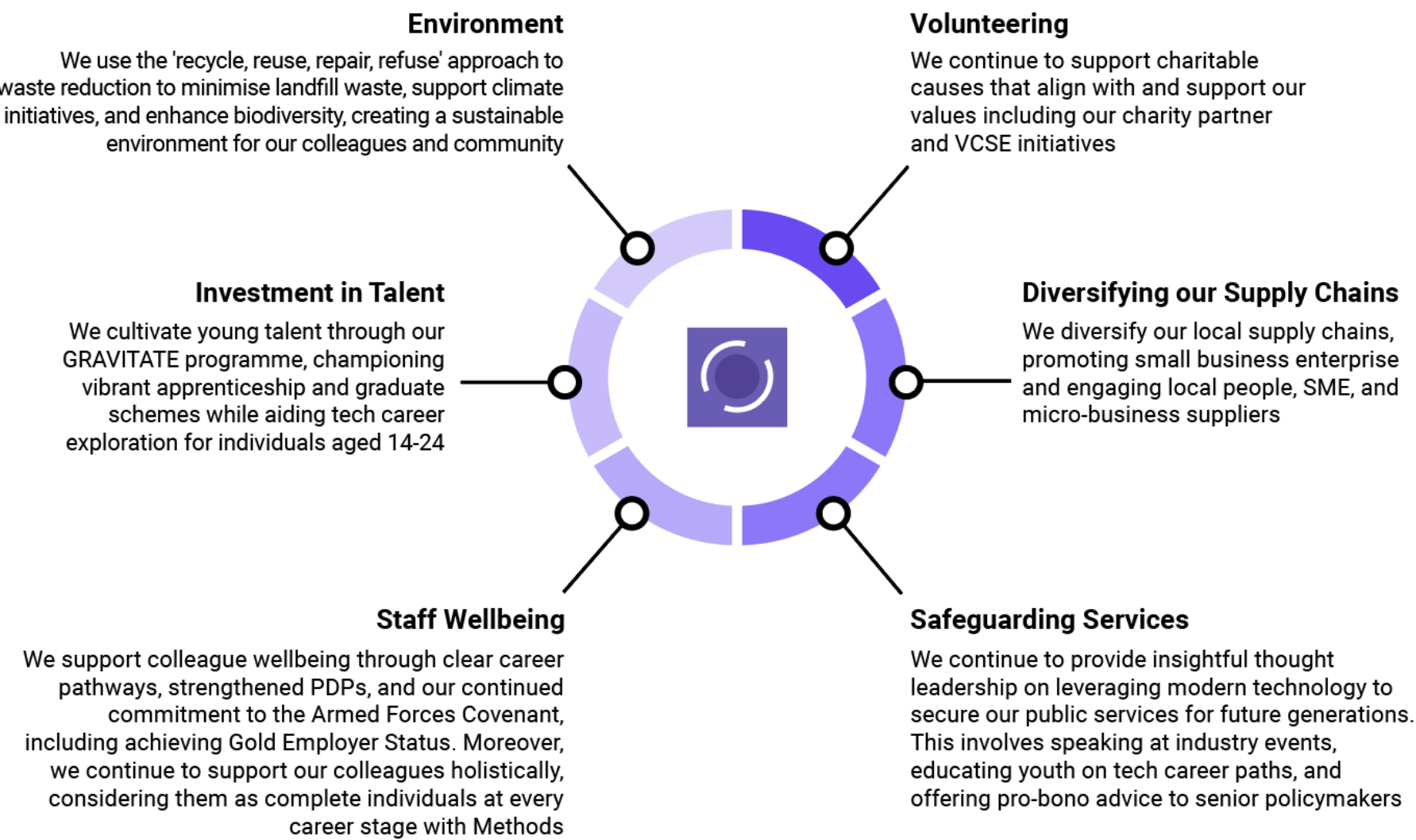


Customer Responsibilities

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.