

G-Cloud 15 Service Description



ICT Services Review

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Methods has a proven track record of reviewing ICT Services to enable clients to understand issues and opportunities and ensure value. We use our technical, commercial and market insight to identify innovative opportunities and cost-effective services that meet requirements and exploit the opportunities of cloud and commodity ICT services.

What is the Service

Our ICT Service review provides a comprehensive assessment of how your existing ICT Services align with business objectives, including a detailed appraisal of whether they provide value for money.

What can it do for you

Methods has a long-established history of providing IT Service Management, throughout the service lifecycle. Through our ICT Services Review, we provide expert analysis of your existing services baselined against standard methodologies, maturity models and frameworks including ITIL v4. This service gives each organisational clarity to the direction of required changes and improvements and provides the basis of a strong case for change.

Service Features

- 1. Access to deep technical expertise through our delivery eco-system
- 2. We apply learning from across public and private sectors
- 3. Deep team capability and mobility spanning broad skills and expertise
- 4. Unrivalled access to leading-edge policy thinking on Cloud/Digital Public Services
- 5. Benefits/value-led approach to all technology reviews
- 6. Increased robustness of technical review
- 7. Expertise in aligning technology with business change
- 8. Flexible resource use from advice, turnkey delivery or assurance
- 9. Flexible commercial arrangements: T&M/Fixed Price

Service Benefits

- 1. Expertise across traditional/Hybrid and Cloud ICT Infrastructure (SaaS, PaaS, IaaS)
- 2. Underpinned by industry methodologies including TOGAF and ITIL
- 3. Comprehensive and pragmatic understanding of Cloud, Digital and platform-based principles
- 4. Ability to rapidly dial-up and dial-down according to changing requirements
- 5. Focus on alignment with business requirements and value for money
- 6. Ability to mobilise quickly and with large technical teams
- 7. Sound understanding of ICT Infrastructure technologies and market
- 8. A scalable delivery eco-system; employees, partner firms and associates
- 9. Access to deep technical and commercial expertise and skills

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.