

G-Cloud 15 Service Description

Service Integration and Management (SIAM) Services

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Methods is a leading provider of Service Integration and Management (SIAM) services across Government. From design to implementation and operation, we enable organisations to realise the flexibility and innovation of SIAM, including multi-sourced standardised services, maximised end-to-end performance and effective management of multi-supplier, cloud and commodity services.

What is the Service

Methods’ Service Integration and Management (SIAM) services enable clients to operate successfully within a multi-supplier SIAM operating structure, governing the integration of capabilities across the service landscape.

Our SIAM Planning and Implementation service helps you to prepare effectively for the smooth introduction of a SIAM tower model and manage the integration of suppliers. We help you to assess your readiness, design and implement your SIAM function, select SIAM providers, and assist with the evaluation of supplier bids, the management of negotiations and with contractual arrangements.

Through our SIAM Operations service, we operate your SIAM function and manage outsourced SIAM providers, manage the constituent service and supplier service lines and operating governance, thereby ensuring value realisation and delivery against contractual obligations.

What can it do for you

Transforming to a SIAM model allows you to take control of your service delivery and move away from monolithic service contracts. You reap the benefit of the highly innovative supplier market, removing the risk associated with the direct and uncoordinated management of multiple suppliers.

Our SIAM Planning and Implementation service delivers thorough preparation and a smooth transition to the SIAM model, ensuring the complex task of effectively onboarding and managing multiple suppliers is simplified and de-risked.

Through our SIAM Operations service, Methods’ operational experts deliver your SIAM function, managing services and suppliers on your behalf, ensuring effective performance and providing transparency to stakeholders.

Service Features

- 1. Delivery of strategy and vision for multi-supplier support models
- 2. SIAM appropriateness and readiness assessment
- 3. Design, implementation and management of the SIAM
- 4. ITSM Tooling and Service Desk considerations across multi-supplier landscape
- 5. Supplier transition to SIAM governance structures, processes and models
- 6. Manage transition, integration and interfaces in complex environments
- 7. Alignment with common frameworks; ITIL, PRINCE2, COBIT, TOGAF
- 8. Procurement support, commercial clarity, and tracking of service deliverables
- 9. Management and monitoring of vendor agreements; SLAs/ OLAs
- 10. Service Performance management including SLA/ KPI management

Service Benefits

- 1. Proven experience within SIAM, multi-sourced, disaggregated, and transformation environments
- 2. Independent, pragmatic, and proven support approach for SIAM
- 3. Standardised and repeatable processes, procedures, and service level agreements
- 4. Methods management delivers faster, better, more effective services
- 5. Increased Return on Investment (ROI) and reduced risk/ overspend
- 6. Flexible and scalable client-side services
- 7. Independent assessment of risks/ issues, and improved controls
- 8. Independent evaluation/ assurance of services through Methods’ peer review model
- 9. Delivery of best practice ITSM policies, processes and procedures
- 10. Enhances and supports the internal Intelligent Customer function

Contact details

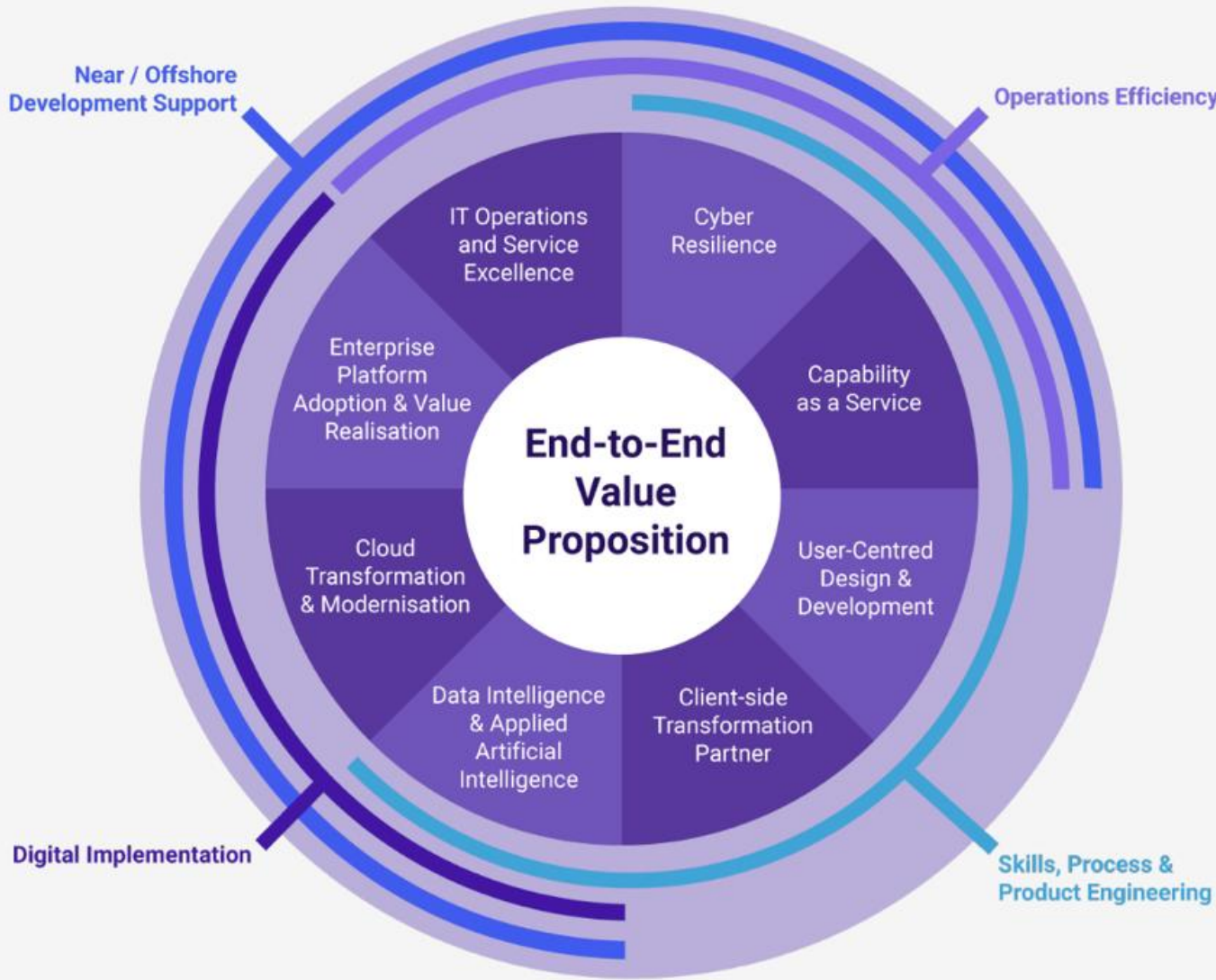
End-to-end transformation and innovation experts

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.

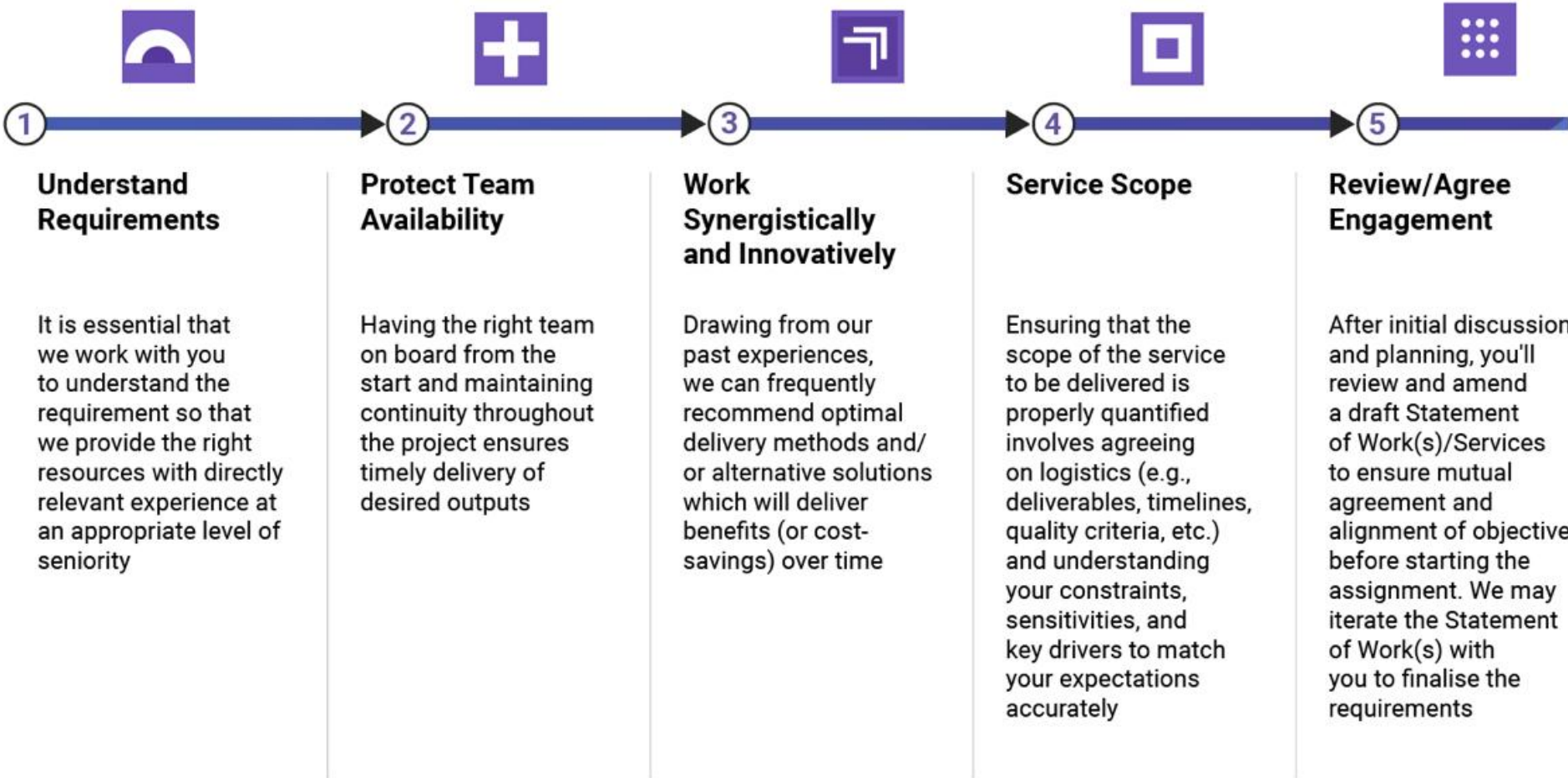
Methods provide collaborative and innovative solutions to help Central Government adapt to the changing landscape and deliver better outcomes for citizens.

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.

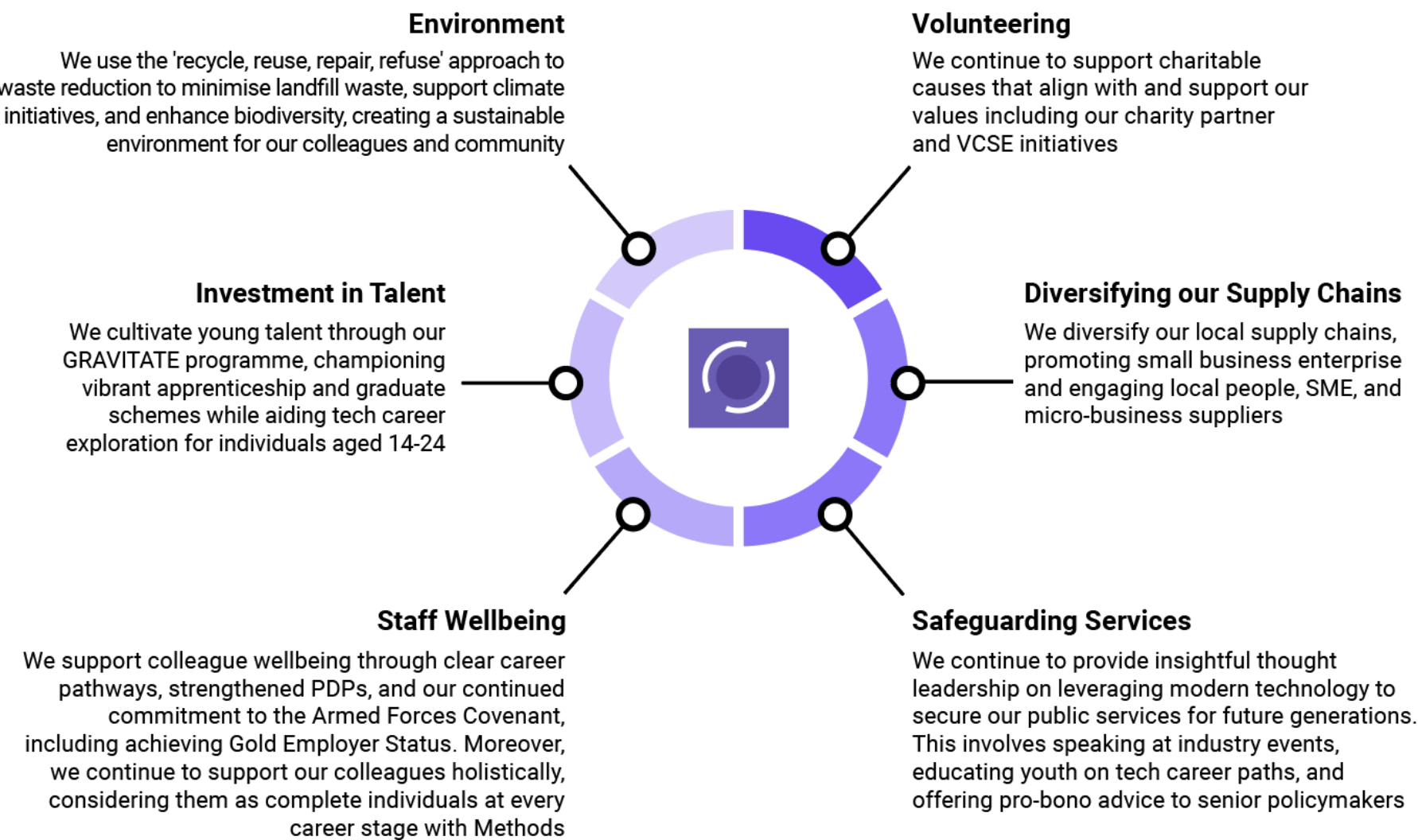


Customer Responsibilities

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.