

G-Cloud 15 Service Description



Digital Product Management

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We provide expert Product Management capabilities to deliver high-quality, user-centred services that transcend the entire product lifecycle. Our approach ensures we are continuously learning and adapting to deliver value and meet user needs. Our product managers are skilled in Agile principles, contributing to faster, more adaptive, and successful outcomes.

What is the Service

Product Management is crucial to the development of digital products and services. The Product Manager is responsible for defining and owning the product vision, strategy and on-going success of one or more digital products and/or services. Product managers are experienced in leading one or more multi-disciplinary Agile delivery teams to solve problems and deliver products and/or services that meet customers’ needs.

What can it do for you

Our Product Managers are responsible for defining and owning the product vision, strategy, roadmap and success measures of products or services. They act as the voice of the user, ensuring that decisions are made based user needs rather than assumptions. They will work closely with stakeholders and utilise data to ensure that decisions are made based on evidence, leading to successful outcomes for the product/service.

Our Product Managers are skilled in owning and managing products across all lifecycle stages, they will understand user needs in order to define and shape requirements, create and maintain the product backlog, set the priorities for the agile delivery team, test and sign off features and most importantly build and maintain relationships with stakeholders from across the organisation to gain buy-in. Our Product Managers adhere to and provide assurance against digital & data standards and frameworks, they are also experienced in service assessments.

Service Features

1. Setting the product or service vision & strategy
2. User needs, pain points and opportunities gathering
3. Strategic and data-driven decision making
4. Building and managing stakeholder relationships
5. Problem solving
6. Backlog creation, refinement and prioritisation
7. Measuring outcomes and benefits realisation
8. Managing products and services through all lifecycle stages
9. Agile and iterative approach
10. Mentoring & Coaching

Service Benefits

1. User centric approach ensuring service meets user needs
2. Ensures value for money and high-quality outcomes within defined timescales
3. Encourages innovation and outcome focused culture
4. Ensures alignment to business goals and strategy
5. Faster evidence-based decision making
6. Clear definition and management of service scope
7. Ensures adherence to government standards and frameworks
8. Provides organisations with enhanced skills & capabilities
9. Embeds an agile culture and product management into organisations

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.

