

G-Cloud 15 Service Description



Contract Exit and Transition

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Methods’ Contract Exit and Transition Service helps you to exit your legacy service contracts and transition to your desired target state. Our end-to-end benefits-led approach includes contractual and commercial review, technology, planning, operating model and organisational design, business change, and service design and transition, managing delivery whilst ensuring service continuity.

What is the Service

Methods employs a proven Contract Exit and Transition Management approach to help our clients move to their desired target delivery model, be it replacement single-source, multi-vendor, or in-house service delivery. Our service empowers organisations to realise maximum benefit from the exit of their legacy service arrangements, whilst minimising transition risk. Whether your end goal is to operate a disaggregated multi-supplier service, transition services to a new managed service contract, or build organisational capability to deliver services internally, Methods employs a flexible, tried and tested methodology to maximise business benefits and ensure service continuity.

The Contract Exit and Transition Management service includes analysis of services, contracts and exit schedules, analysis of legacy application portfolios, preparation and management of detailed transition and exit plans, and realisation of improved service architectures, tailored to your needs and objectives. We work collaboratively with you to define the gap between the current (as-is) and target (to-be) state architectures, and agree a clear plan and roadmap through transitional modes of operation to target state delivery.

What can it do for you

Methods Contract Exit and Transition Management service provides a foundation for innovative, organisation-wide transformation, facilitating emergence from your legacy arrangements.

We present service provision options that balance business, technology, commercial, procurement and transition risk and opportunity.

We provide procurement assistance to support your procurement or insourcing strategy, definition and execution, assisting in the evaluation of contracts and capability.

Our service management specialists ensure the effective design, implementation, and optimisation of service management alongside wider operating model and organisational design.

Our overarching coordination and governance includes the detailed specification, planning, and management of key exit and transition events to ensure service continuity through interim modes of operation to the target mode of operation.

Service Features

- 1. Strategic and hands-on support for exit of legacy services
- 2. Benefits-led approach placing emphasis on effective contract exit
- 3. Contract evaluation, design of exit strategy and exit plans
- 4. Procurement and commercial support, service specification, planning, and implementation
- 5. Robust supplier management and coordination
- 6. Thorough impact analysis and transition design, reducing exit risk
- 7. Design and implementation of ITIL v3/4 aligned service processes
- 8. Capability analysis, managed knowledge transfer, training and upskilling
- 9. Delivery management and transition designed for continuity of service
- 10. Best practice approaches in line with Government standards

Service Benefits

- 1. De-risk exit and transition through methodology, experience, and expertise
- 2. Facilitates effective procurement and contracting of services
- 3. Proven approach within SIAM, Multi-sourcing, disaggregated, and transformation environments
- 4. Approach, methodology, and toolkit ensures service continuity
- 5. Collaborative approach places you in control of key decisions
- 6. Business change and transformation focus ensures staff engagement
- 7. Managed knowledge transfer and upskilling to enhance in-house capability
- 8. Target state defined using standard processes and service levels
- 9. Focus on ROI, and service, cost, and risk control
- 10. Independent evaluation and assurance via peer review

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.

