

G-Cloud 15 Service Description



Data Capture and Transactional Forms

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Data capture and transaction service enables clients to integrate data capture and transactional forms into new and legacy systems, from strategy to implementation. Our technical architects and developers are highly capable across design, implementation, and testing of data capture and transactional forms, ensuring a robust, secure end product.

What is the Service

Our Data Capture and Transactional Forms services enables our clients to integrate data capture and transactional forms into new and legacy systems, from strategy to implementation. Our technical architects and developers are highly capable across all aspects of design, implementation, and testing of data capture and transactional forms, ensuring you receive a robust, secure end product.

What can it do for you

Improve your ability to interact with customers through enhanced data capture and transactional forms. Enable customer self-service, reduce avoidable contact, and channel shift customers to cheaper contact methods. Avoid the perennial re-keying of data from basic web forms into third party systems which wastes time and money and offers a poor customer experience.

Service Features

1. Business analysis of data capture and workflows
2. Multiple forms processing (forms automation and recognition)
3. Defining the appropriate data capture solution
4. Data processing workflow configuration and testing
5. Configuration and testing of data classification and extraction
6. Reporting configuration and testing
7. Integration with third-party enterprise applications
8. Full test suite for the defined solution
9. User acceptance testing

Service Benefits

1. Definition and configuration of data capture solutions
2. Implementation of data capture solutions
3. Full configuration through to live service
4. Consultancy advice through to full solution integration
5. Analysis, implementation and end-to-end testing
6. Maximise Rol of your data capture and transactional forms investment
7. Best practice guidance and implementation
8. Migrate the solution and/or any associated data
9. Fulfils public expectation for Digital Interaction
10. System maintenance

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.

