

G-Cloud 15 Service Description

Salesforce CRM/CMS Service Cloud Platform Support and Implementation

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As the leading Salesforce CRM/CMS implementation partner for the public sector, Methods offer consultancy, architecture, implementation, development, and support to our clients.

Our seasoned team specialises in Service, Sales and Marketing Clouds, delivering efficient and cost-effective solutions tailored to your business needs.

What is the Service

Receive a complete view of your Salesforce CRM/CMS implementation with Methods’ Healthcheck.

Methods is the leading Salesforce CRM/CMS cloud platform (Service Cloud for Case Management) implementation partner for public sector, providing CRM/CMS business process consultancy, architecture, implementation, development and support across Salesforce’s CRM/CMS ecosystem including Service Cloud, Sales Cloud, Experience cloud, and Marketing Cloud.

Our experienced team of Salesforce Service Cloud developers and architects deploy solutions meeting business, operational and security requirements, efficiently and cost effectively.

Key focus for public sector is case management for service centre teams.

Service Cloud expertise encompasses proficiency in various features including Case Management, Omni Channel, Email to Case, CTI, Knowledge Management, Service Console, Live Agents, Bots, Einstein AI, Integrations, diverse APIs, Workflow Automations, Approval Processes, Escalation Processes, SLAs & Milestones, Reports, Dashboards, and productivity tools.

What can it do for you

Designing Salesforce CRM solutions for clients spanning public and private sectors is our forte. Our adept team comprising Sales, Service, Marketing, Not for Profit, Education, and Industry Cloud CRM experts provides comprehensive implementation, development, architecture, and day to day operational support services.

We meticulously tailor solutions to match clients’ business processes, operational standards, and security protocols, all while adhering to predefined timelines and budgetary constraints.

Our primary focus lies in case management for business and service centre teams, ensuring optimal efficiency and performance.

Service Features

- 1. Methods excel in implementing Service, Sales and Marketing Cloud solutions
- 2. BI, and reporting including Salesforce CRM Analytics
- 3. We specialise in Salesforce Case Management implementation across industries
- 4. Salesforce CRM/CMS platform implementation and development
- 5. Chatter collaboration configuration
- 6. Ongoing Salesforce support and managed services post-implementation
- 7. Experience Cloud, Marketing Cloud and Pardot implementation
- 8. Email/Web to Case, CTI, Knowledge Management
- 9. Service Console, Live Agents, and Bots
- 10. Automations, Approval/Escalation Processes, SLAs & Milestones, Reports, Dashboards

Service Benefits

- 1. You have access to highly skilled Salesforce team members
- 2. Technical Architects, Salesforce administrators, BAs, developers, product and Delivery Managers
- 3. Seamlessly migrate/integrate data with your line of business systems
- 4. Enhance business processes through optimised case management strategies
- 5. User adoption and training support
- 6. Post implementation support
- 7. Expert support for Salesforce Lightning adoption and Classic>Lightning transition
- 8. Optimise your business model with Salesforce platforms for enhanced effectiveness
- 9. Value-driven services and support at cost-effective rates
- 10. Methods offers expert integration services, including seamless integration with SharePoint

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.

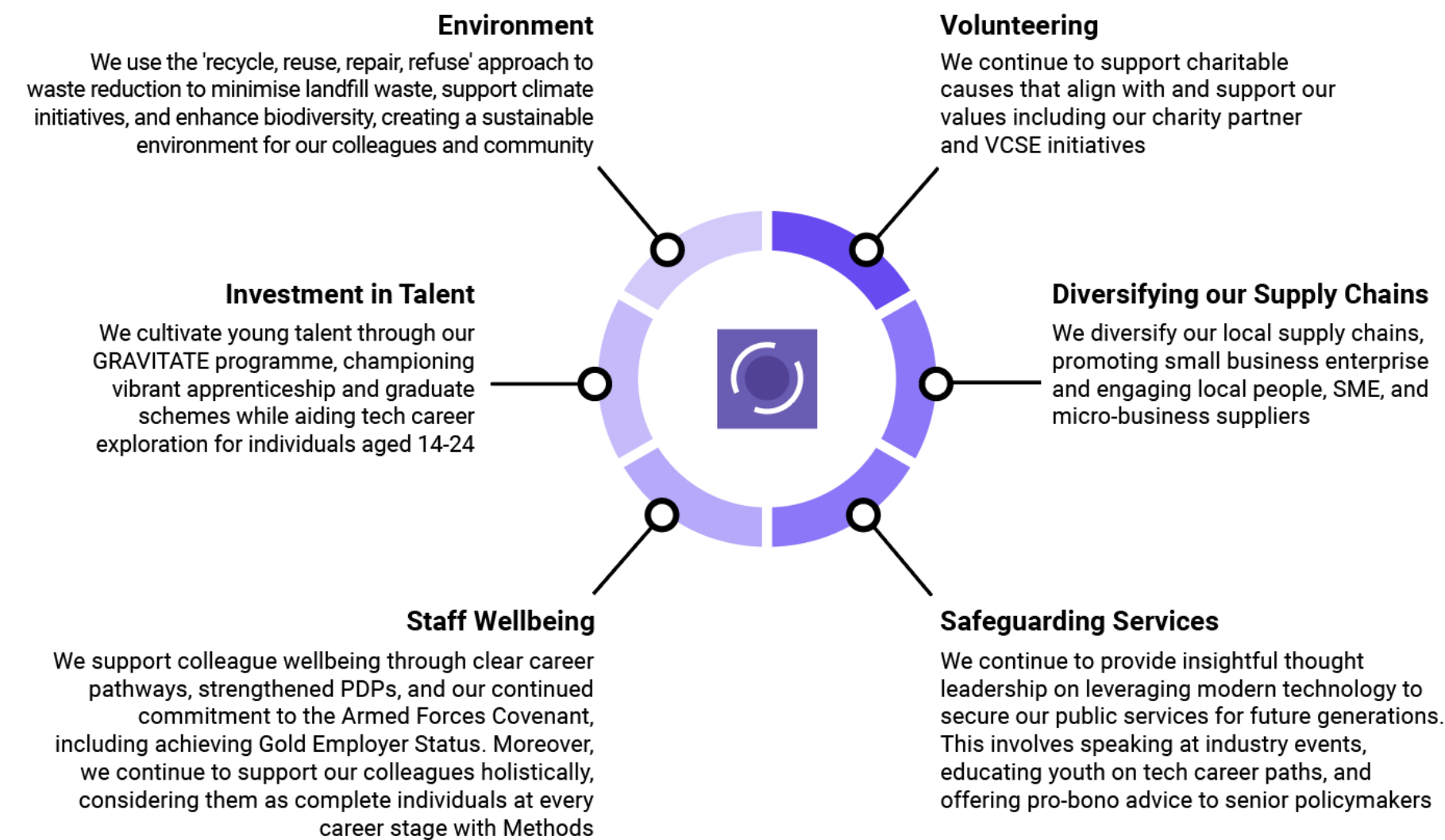


Customer Responsibilities

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.