

Microsoft Service Offerings



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Content



Accelerating sustainable transformation with Microsoft technologies



Service Offerings

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Accelerating sustainable transformation with Microsoft technologies





Accelerating sustainable transformation with Microsoft technologies



Methods help organisations expose the value of Microsoft technologies through practical, outcome-led transformation across cloud, security, data, integration, modern work, and managed services. Our services support the full lifecycle, from defining the right approach and securing foundations, through to enabling modern ways of working, delivering cloud platforms and continuously optimising value. We focus on helping organisations prioritise the right initiatives, reduce risk and create scalable Microsoft-enabled services that are secure, connected and built to deliver lasting value.

Challenge

Organisations need to modernise services, improve productivity, strengthen security and reduce operational complexity, while making the most of their existing Microsoft investments. However, fragmented systems, legacy infrastructure, inconsistent adoption and unclear roadmaps can make it difficult to prioritise the right initiatives and realise value from Microsoft technologies.

Microsoft Overview

With integrated cloud, security, data and AI capabilities, Microsoft provides a robust platform for delivering secure, connected and optimised digital transformation.

It enables organisations to modernise services, strengthen security, and realise the value of their data, bringing technology together into a unified and scalable ecosystem that supports improved operational efficiency and more informed decision-making.

Microsoft Service Offerings

- **Cloud Readiness Assessment:** Provides a clear view of cloud readiness, priorities, and opportunities, helping organisations make informed decisions on Azure adoption and migration planning.
- **Azure Cloud Migration Services:** Supports the planning and delivery of low-risk migrations to Microsoft Azure, aligning workloads, infrastructure, and operating models to business objectives.
- **Azure Integration Services (AIS):** Connects applications, services, and data across the organisation, improving interoperability, automation, and the flow of information between systems.
- **Microsoft Fabric Proof of Concept (PoC) Development:** Validates priority data, analytics, and AI use cases through a focused PoC, helping organisations test feasibility, demonstrate value quickly, and define a clear route for broader Microsoft Fabric adoption.
- **Microsoft Fabric Implementation:** Delivers a trusted, scalable Microsoft Fabric platform that brings data, analytics, and AI capabilities across the organisation and enables more consistent reporting, analytics, and insight.
- **Microsoft Enterprise Mobility and Security Services:** Strengthens identity, device, application, and data protection across M365 and Azure, improving resilience and enabling secure ways of working.
- **M365 Environment Security for Copilot Adoption:** Ensures M365 environments are governed, secured, and prepared for M365 Copilot adoption, reducing data risk and establishing a trusted foundation for scalable AI adoption and value realisation.
- **Microsoft Modern Workplace Services:** Creates connected, secure, and productive digital workplaces using M365, collaboration, and modern workplace capabilities.
- **Microsoft SharePoint On-line Configuration and Development:** Supports the design and improvement of SharePoint environments that make content easier to manage, govern, and access, strengthening collaboration and knowledge sharing.
- **Microsoft Hybrid Cloud and End-user Managed Services:** Provides ongoing management and support across Azure, M365, endpoints, and end-user services, ensuring environments remain secure, stable, and optimised while supporting continuous improvement.
- **SCOUT Healthcheck:** Provides structured visibility across Microsoft Azure & M365 environments, identifying risks, optimisation opportunities, and prioritised actions to improve cost, governance, and operational performance.

Cloud Readiness Assessment





Cloud Readiness Assessment

Service Definition

Enables organisations to understand Azure suitability, define a migration pathway and build a clear, evidence-based business case. This service establishes a structured baseline for cloud adoption by assessing the current environment, aligning technical considerations with business objectives, and creating a clear foundation for informed planning and decision-making.

Service Description

Before investing in cloud migration, organisations need to understand what is viable, what is valuable, and what needs to change.

Methods' Cloud Readiness Assessment combines technical evaluation with commercial insight to assess how applications, infrastructure, and supporting technologies perform today and how they would operate in a cloud environment.

The service builds a detailed view of the current estate, identifying dependencies, performance considerations, and recovery requirements, while highlighting opportunities to modernise or replace components where appropriate. This analysis is aligned to organisational objectives and cloud adoption drivers to define realistic transition scenarios, supported by indicative cost modelling and a high-level Azure blueprint.

A key focus is enabling alignment between technical and business stakeholders, ensuring decisions are based on a shared, evidence-based understanding of the current environment and future options.

What differentiates this service is the way insight is applied. Methods combines commercial, operational, and technical expertise to ensure findings are not just reported, but translated into practical, decision-ready recommendations.

This enables organisations to move beyond assessment and establish a practical, evidence-based roadmap for cloud adoption, ensuring decisions are grounded in both organisational priorities and technical realities.

Customer Outcomes

Organisations gain clear visibility of application and infrastructure readiness for Azure, enabling more informed decisions on what to migrate, modernise, retain or replace.

They develop an early understanding of costs, risks and dependencies, allowing them to plan with greater confidence and reduce uncertainty throughout the cloud journey.

A defined migration pathway aligned to business priorities provides a clear structure for transformation, while creating a strong foundation for building a robust and evidence-based cloud business case.



Cloud Readiness Assessment

Features

- Evaluates application and infrastructure suitability for Azure
- Assesses dependencies, performance, resilience, and recovery requirements
- Aligns cloud adoption options to business objectives and priorities
- Compares migration, modernisation, retention and replacement pathways
- Provides indicative cost modelling and transition scenarios
- Defines a high-level Azure target architecture and migration approach
- Identifies opportunities to modernise and optimise existing environments
- Supports stakeholder alignment through evidence-based decision making
- Highlights business, technical and operational risks impacting cloud adoption
- Establishes a structured foundation for cloud planning and prioritisation

Benefits

- Make informed decisions on what to migrate, modernise, retain or replace
- Reduce uncertainty through evidence-based cloud planning
- Gain visibility of costs, risks and dependencies before migration begins
- Improve alignment between business and technical stakeholders
- Identify opportunities to improve efficiency and reduce technical debt
- Build a stronger and more robust cloud business case
- Reduce the likelihood of costly migration delays and rework
- Prioritise investments based on business value and readiness
- Accelerate cloud adoption with a clear and achievable migration pathway
- Establish a solid foundation for successful Azure transformation

Azure Cloud Migration Services





Azure Cloud Migration Services

Service Definition

Supports the transition of applications, data, and infrastructure from legacy and on-premises environments to a secure, scalable Azure platform, aligned to organisational priorities. Delivered through a controlled, low-risk approach, this service establishes a strong foundation for cloud adoption by aligning migration activity to business objectives and ensuring a structured pathway to modern, cloud-based environments.

Service Description

Move to Azure with confidence. Methods' Azure Cloud Migration service combines strategic insight with hands-on delivery to ensure migrations are aligned to organisational objectives and deliver measurable outcomes.

The approach begins with a clear understanding of the current estate, dependencies and requirements, enabling the definition of a tailored migration strategy and the design of secure, resilient architectures.

Applications, data, and infrastructure are migrated in a structured and controlled way, ensuring continuity of operations while modernising underlying platforms and improving performance and resilience.

Following migration, the environment is optimised to improve performance, strengthen security, and increase cost efficiency, ensuring long-term value from the cloud platform.

The service is supported by end-to-end expertise across strategy, design, engineering, and operations, enabling a full lifecycle approach from initial planning through to ongoing optimisation.

What differentiates this service is its transformation-led approach. Migration is not treated as a standalone activity, but as a foundation for building secure, scalable platforms that support long-term innovation and operational efficiency.

Methods combines expertise across cloud architecture, engineering, security, and operations, working alongside customer teams throughout delivery. Our focus is not only on successful migration, but on building the understanding, capability, and confidence needed to own, manage, and evolve cloud services long after migration is complete. This ensures organisations are not dependent on a delivery partner post-migration and can continue to realise value from their Azure environment over time.

Customer Outcomes

Organisations accelerate Azure adoption through a structured, low-risk migration approach, enabling a smoother transition from legacy environments to cloud platforms. They improve security, compliance, and resilience across their environments, while reducing legacy complexity and associated operational overhead.

Performance, scalability, and cost efficiency are enhanced, creating a more flexible and sustainable platform for future growth and change.

The result is a modern, production-ready Azure environment with a clear pathway for ongoing optimisation, innovation, and data-driven transformation.



Azure Cloud Migration Services



Features

- Microsoft Solutions Partner with Azure specialisations and proven delivery capability
- Microsoft CAF Azure Platform, Landing Zone build/migration services
- PaaS-based modernisation, including Azure App Service and AKS
- M365 Implementation, Deployment and Migration Services
- Microsoft SharePoint On-line Configuration, Migration and Development
- Structured knowledge transfer and capability enablement for customer teams
- AVS platform build and migration services
- Migration planning aligned to business objectives, operating models, and cloud strategy
- Services aligned to Microsoft CAF and WAF
- DevOps / CI/CD pipeline management automation and IAC

Benefits

- Optimise and modernise to minimise Azure consumption costs
- Prevent service disruption and maintain availability of key systems
- Leverage proven Azure migration expertise across complex and regulated environments
- Access specialist Azure architecture, engineering, and security expertise
- Build internal capability through structured knowledge transfer and enablement
- Transparent and predictable commercial delivery model
- Establish internal capability to manage and evolve Azure environments
- Faster and more reliable delivery of cloud platform changes and enhancements
- Reduce migration risk through structured planning, governance, and delivery controls
- Flexible engagement model aligned to organisational requirements

Azure Integration Services (AIS)





Azure Integration Services (AIS)

Service Definition

Focused on connecting applications, data and processes across cloud and on-premises environments, this service enables seamless integration across enterprise systems within a Microsoft Azure estate. By combining Azure-native and hybrid integration approaches, it establishes a scalable integration capability that supports interoperability between legacy platforms and modern cloud-based services, aligned to evolving business requirements.

Service Description

Connecting systems is what turns cloud adoption into real business value. Methods' Azure Integration Services offering supports a wide range of integration scenarios, including database-led integrations, messaging, file exchange, event-driven architectures, APIs, and orchestration. This enables organisations to connect legacy systems with modern cloud-native applications.

The service combines Azure platform services such as Data Factory, Service Bus, Event Grid, API Management, Logic Apps, and Functions to orchestrate workflows, enable real-time interactions, and integrate data across distributed environments.

Delivery follows a full lifecycle approach, from discovery and design through to build, deployment, and optimisation, using agile methodologies and Azure DevOps-based CI/CD pipelines to support consistent, automated delivery.

A collaborative, insight-driven planning approach ensures integration architectures are aligned to business processes and technical requirements, while structured transition approaches support the move from legacy to cloud-based integration models.

What differentiates this service is the way integration is approached. Methods brings together expertise across architecture, engineering, data, and business process design to ensure integration solutions are aligned to how organisations operate, not just how systems connect.

This enables organisations to move beyond point-to-point integrations and establish scalable, enterprise-wide integration capabilities that support long-term transformation.

Customer Outcomes

Organisations are able to connect applications and data across cloud and on-premises environments, enabling seamless information flow and more effective operations.

They establish real-time and event-driven business processes, improving responsiveness and supporting more efficient service delivery.

Integration architectures become simpler and more scalable through the use of platform-based services, reducing reliance on custom infrastructure and legacy integration approaches.

This results in improved scalability, flexibility, and operational efficiency, with systems and data remaining connected as organisations migrate and modernise their environments.



Azure Integration Services (AIS)

Features

- Connect applications, services and data across cloud and on-premises environments
- Deliver API, messaging, event-driven and workflow-based integration solutions
- Deliver integrations using automated CI/CD pipelines and DevOps practices
- Enable real-time information exchange between enterprise systems
- Support Azure-native integration using platform services and automation
- Align integration architectures to business processes and operational requirements
- Reduce reliance on custom integration infrastructure
- Support structured migration from legacy integration models
- Implement scalable and reusable integration patterns
- Establish a foundation for long-term interoperability and digital transformation

Benefits

- Improve information flow across systems, services and business functions
- Reduce manual effort through automation and orchestration
- Increase operational efficiency through connected processes and data
- Improve responsiveness through real-time integration capabilities
- Simplify integration architectures using Azure platform services
- Reduce complexity and technical debt associated with legacy integrations
- Support future scalability and organisational growth
- Improve visibility and consistency across connected systems
- Accelerate delivery of integration initiatives through proven approaches
- Establish an enterprise integration capability that supports long-term transformation

Microsoft Fabric Proof of Concept Development





Microsoft Fabric Proof of Concept Development

Service Definition

Provides a structured approach to designing, implementing and evaluating a tailored Microsoft Fabric environment within an existing Azure estate, enabling organisations to validate use cases and assess platform suitability before full-scale adoption. It establishes a controlled environment for testing integration, analytics and AI capabilities, supporting informed decision-making on scaling to a production-ready data platform.

Service Description

The Methods Microsoft Fabric Proof of Concept (PoC) Development service enables organisations to evaluate Microsoft Fabric within their existing Azure environment, validating priority use cases and assessing platform suitability.

A tailored Fabric environment is configured to reflect organisational requirements, integrating with existing systems and data sources to support real-world scenarios across data integration, analytics and AI.

The service provides a controlled environment for assessing performance, usability, and integration with existing processes, ensuring insights are grounded in practical application rather than theoretical design.

User input is incorporated to ensure the environment reflects operational needs and highlights both opportunities and potential constraints.

Insight is consolidated to provide a clear view of platform effectiveness, integration considerations, and potential return on investment, supporting informed decisions on wider adoption.

What differentiates this service is the way the proof of concept is delivered. Methods brings together expertise across data engineering, analytics, data science, architecture, and consulting to ensure outcomes reflect real organisational priorities, not just technical requirements.

This enables organisations to validate both the technical feasibility and business value of Microsoft Fabric, providing a practical foundation for scaling data, analytics, and AI capabilities with confidence.

Customer Outcomes

Organisations gain a clear understanding of how Microsoft Fabric performs in their environment, including its ability to integrate with existing systems and support priority data and analytics use cases.

They are able to evaluate platform effectiveness, identify potential risks and challenges, and assess the feasibility of scaling to a production environment with greater confidence.

This enables evidence-based decision-making on investment, supported by insight into expected costs, performance and return on investment.

The result is a validated, low-risk pathway to adopting a scalable data platform, providing a strong foundation for ongoing analytics, AI and data-driven transformation.



Microsoft Fabric Proof of Concept Development



Features

- Rapid setup and deployment at low cost
- Integration with existing systems for seamless functionality
- Activation of key Microsoft Fabric features
- Comprehensive testing to assess performance and impact
- Customised to meet specific organisational objectives
- Direct user feedback collection and analysis
- Minimal disruption to ongoing operations
- Expert project management and technical support
- Detailed documentation and outcome reporting
- Cost estimation for business case and full-scale implementation

Benefits

- Validate business value before committing to full-scale implementation
- Make informed investment decisions based on practical evidence
- Reduce risk associated with new platform adoption
- Gain confidence in the suitability of Microsoft Fabric for organisational needs
- Understand integration considerations before wider deployment
- Identify challenges and constraints early in the adoption journey
- Align future investment plans to proven business outcomes
- Accelerate time to value through focused proof-of-concept delivery
- Build stakeholder confidence using real-world results and insights
- Establish a clear pathway to production deployment and long-term adoption

Microsoft Fabric Implementation





Microsoft Fabric Implementation

Service Definition

Delivers a unified Microsoft Fabric platform that brings together data integration, management, analytics and AI within a single, scalable environment aligned to organisational priorities.

It establishes a secure and governed data foundation designed to support enterprise-wide analytics, reporting and AI capabilities across a modern data architecture.

Service Description

Our Microsoft Fabric Implementation service enables organisations to establish a unified analytics platform that simplifies data integration, management, and reporting within a single, scalable environment.

The service defines and delivers a target data platform aligned to business priorities, integrating existing systems and data sources while embedding security, governance, and compliance controls.

Microsoft Fabric capabilities are configured to support data engineering, analytics, reporting, and AI use cases, ensuring the platform reflects both technical requirements and organisational needs.

Scalable workspace structures, monitoring, and capacity models are established to support performance, operational efficiency, and effective platform management.

Reusable templates and structured data pipelines are implemented to support consistent use cases from data ingestion through to reporting and insight generation.

Adoption is supported through onboarding, training, and ongoing guidance, ensuring users are able to effectively utilise the platform and embed data-driven ways of working.

What differentiates this service is the way it is delivered. Methods brings together expertise across data engineering, analytics, data science, architecture, and consulting to ensure the platform is aligned to both business priorities and technical requirements, enabling more than implementation and supporting end-to-end data and AI transformation.

Customer Outcomes

Organisations establish a unified data platform that supports data engineering, analytics, data science, and AI within a simplified and scalable architecture.

They are able to centralise and secure data, integrate systems and automate processes, enabling more consistent reporting and more effective decision-making.

This improves efficiency, reduces complexity, and accelerates time to value, while creating a strong foundation for ongoing data and AI innovation.

The result is a scalable, governed platform that supports long-term transformation and enables organisations to realise sustained value from their data and analytics investments.



Microsoft Fabric Implementation

Features

- Conducts Discovery workshops to design implementation and adoption strategy
- Assesses and optimises tenant configurations for Microsoft Fabric
- Configures admin settings for optimal management and operation
- Evaluates and selects cost-effective capacity SKUs for workloads
- Implements usage monitoring for performance optimisation
- Structures workspaces to support effective release and operation models
- Aligns domain structures with business functions for better data management
- Integrates Microsoft Purview for enhanced security and compliance
- Roll-out Microsoft Fabric with a focus on effective user onboarding
- Develops end-to-end templates for use cases, from ingestion to reporting

Benefits

- Unify data, analytics, and AI capabilities within a single platform
- Enable teams across the organisation to access, manage, and use data more effectively
- Simplify architecture across data engineering, analytics, and AI workloads
- Reduce the cost and complexity of managing data platforms
- Accelerate time to value through self-service analytics and reporting
- Create a foundation for advanced analytics, AI, and future innovation
- Strengthen governance, security, and compliance across organisational data
- Support organisational growth through scalable platform architecture
- Accelerate adoption through structured onboarding and enablement
- Improve operational efficiency through modern, integrated data management practices

Microsoft Enterprise Mobility and Security Services





Microsoft Enterprise Mobility and Security Services



Service Definition

Establishes secure, identity-driven access across users, devices, and data, providing the foundation for safe and scalable cloud and modern workplace adoption. It delivers a unified security model across Microsoft 365 and Azure environments, bringing together identity, device, and data protection to enable controlled and resilient access across the organisation.

Service Description

Security shouldn't slow your organisation down; it should enable it.

Methods' Enterprise Mobility and Security service provides a structured approach to securing access across users, devices, and data within Microsoft environments.

At the core of the service is identity-led security, using capabilities such as single sign-on, multi-factor authentication, and conditional access to ensure that only authorised users, on trusted devices, can access critical systems.

This is extended through endpoint management, where devices are configured, secured, and governed using tools such as Intune, enabling compliance enforcement, application deployment, and secure remote access.

Data protection is applied across collaboration and communication platforms, including email, Teams, SharePoint, and OneDrive, using classification, encryption and data loss prevention to ensure consistent governance and control.

What differentiates this service is how these capabilities are brought together. Rather than deploying isolated tools, identity, device, and data protection are designed as a unified security model, providing improved visibility, control, and confidence across the Microsoft estate.

This approach is supported by recognised Microsoft specialisations and NCSC Assured Consultancy status, ensuring security is embedded as a core design principle rather than applied as an afterthought. This creates a trusted foundation for cloud, modern workplace, data, and AI transformation, ensuring governance and protection are considered from the outset.

Customer Outcomes

Organisations gain control over access to systems through identity-led security, ensuring that only authorised users can interact with critical applications and data.

They are able to secure and manage devices and applications across a distributed workforce, supporting flexible working without compromising control or compliance.

Sensitive data is consistently protected across collaboration platforms, reducing the risk of unauthorised access or accidental exposure.

Governance is strengthened across Microsoft 365 and Azure environments, helping reduce risk and create a more resilient operating model.

The result is a secure, scalable foundation that enables organisations to adopt cloud, modern workplace, and integration capabilities with confidence.



Microsoft Enterprise Mobility and Security Services



Features

- Identity and access management using Azure Active Directory (Entra ID) and conditional access
- Multi-factor authentication and single sign-on for secure user access across applications
- Endpoint management and device compliance using Microsoft Intune
- Data protection across Microsoft 365 services using classification, encryption and DLP
- Zero Trust-aligned security model across users, devices and data
- Centralised management of devices, identities and applications across the Microsoft estate
- Secure remote access to applications and services across distributed environments
- Unified security model across identities, devices and organisational data
- Monitoring and reporting of security posture, access and compliance
- Alignment to Microsoft security best practices and regulatory requirements

Benefits

- Enable secure and controlled access to systems and data across the organisation
- Support flexible and remote working without compromising security or compliance
- Reduce risk of unauthorised access and data exposure through identity-led controls
- Strengthen governance across Microsoft 365 and Azure environments
- Improve visibility of users, devices and access activity across the estate
- Simplify security management through centralised control of identities and endpoints
- Improve secure access to applications and services without compromising productivity
- Align security posture to regulatory and compliance requirements
- Increase organisational resilience through a unified approach to identity, device and data protection
- Establish a scalable foundation for secure modern workplace and cloud adoption

M365 Environment Security for Copilot Adoption





M365 Environment Security for Copilot Adoption

Service Definition

Focused on establishing a secure and governed Microsoft 365 (M365) environment for Copilot adoption, this service provides a structured approach to deploying AI capabilities in a controlled, insight-led way. It creates a secure foundation for M365 Copilot by aligning data protection, governance, and usage controls with organisational priorities, enabling scalable and compliant AI adoption.

Service Description

Secure and scale Microsoft 365 Copilot with confidence.

Methods' M365 Environment Security for Copilot Adoption service enables organisations to adopt M365 Copilot in a secure, controlled, and insight-led way, aligning technical readiness with business priorities.

The service establishes a secure foundation for AI adoption by embedding data governance, protection, and compliance controls across the M365 environment. Capabilities such as Microsoft Purview and Data Loss Prevention (DLP) ensure information is governed and accessible in line with organisational policies.

Copilot is introduced within a controlled environment, enabling organisations to explore its application across key roles and use cases while maintaining visibility and oversight of how data is accessed and used.

Insight into usage, adoption, and effectiveness is provided through SCOUT Copilot Compass, enabling organisations to understand where value is being realised and where further optimisation may be required. The service ensures Copilot operates within a secure and governed M365 ecosystem, aligned to broader security, compliance, and modern workplace strategies.

What differentiates this service is the way it is delivered. Methods brings together expertise across security, data governance, workplace, and advisory services to ensure Copilot is aligned to both technical requirements and real-world use cases. As a Microsoft Solutions Partner and NCSC Assured Consultancy, we help organisations establish a trusted foundation for AI adoption, ensuring security, governance, and responsible use are embedded from the outset rather than considered retrospectively. This enables more than a secure deployment. By combining governance, adoption, and usage insight, we help organisations establish a controlled and scalable foundation for AI adoption, ensuring Microsoft 365 Copilot delivers measurable value while supporting long-term organisational change.

Customer Outcomes

Organisations gain confidence and control in deploying M365 Copilot, with secure, governed environments that reduce data risk and ensure safe AI adoption. They are able to clearly understand where Copilot delivers business value, using insights into usage, adoption, and effectiveness to inform decision-making.

Early productivity gains are achieved through targeted rollout, helping build internal capability and accelerate wider adoption across the organisation. The result is a scalable, insight-led adoption model that enables organisations to expand confidently, optimise continuously, and realise measurable return on investment from M365 Copilot.



M365 Environment Security for Copilot Adoption

Features

- Structured framework for secure and governed Microsoft 365 Copilot adoption
- Preparation of Microsoft 365 environments using Purview and Data Loss Prevention (DLP)
- Governance and data protection controls aligned to organisational policies
- Controlled introduction of Copilot across defined user groups and use cases
- Role-based enablement aligned to high-impact business scenarios
- Insight into usage, adoption and effectiveness through SCOUT Copilot Compass
- Continuous visibility of Copilot performance and value realisation
- Data-driven scaling aligned to business priorities and usage patterns
- Integration of Copilot within wider Microsoft 365 security and compliance controls
- Alignment of AI adoption with existing cloud, security and workplace strategies

Benefits

- Deploy Copilot in a secure, governed environment with reduced data risk
- Build confidence in AI adoption through secure, governed and structured rollout
- Clearly understand where Copilot delivers measurable business value
- Accelerate adoption through targeted use cases and role-based enablement
- Enable data-driven decision making for scaling AI capabilities
- Reduce risk associated with unmanaged or uncontrolled AI deployment
- Improve governance and control over how data is accessed and used
- Align AI adoption with organisational security, compliance and business priorities
- Establish a scalable foundation for long-term AI and workplace transformation
- Maximise return on Microsoft 365 investments through insight-led optimisation

Microsoft Modern Workplace Services





Microsoft Modern Workplace Services



Service Definition

Delivers a Microsoft 365-based modern workplace that brings together collaboration, communication and productivity into a single, secure and scalable digital working environment. It establishes the foundations for flexible and connected ways of working by aligning collaboration tools, identity, security and governance within a unified Microsoft platform.

Service Description

A modern workplace isn't defined by location, it's defined by how effectively people can connect, collaborate and get work done. Methods' Modern Workplace service enables organisations to create a connected digital environment across Microsoft 365, bringing together people, information, and tools to support more effective ways of working.

At the centre of this is a cohesive collaboration experience, where Microsoft Teams, SharePoint, OneDrive, and Exchange are integrated into a single workspace that aligns communication, content, and workflows. Secure and flexible working is supported through Microsoft 365, Enterprise Mobility and Security capabilities and Azure Active Directory (Entra ID), ensuring consistent and controlled access to applications, data and services across devices and locations. Automation and insight are embedded through tools such as Power Automate and Power BI, while capabilities such as Microsoft Copilot can be incorporated to enhance productivity and user experience.

Legacy systems are consolidated into a unified Microsoft 365 platform, reducing fragmentation and simplifying how work is delivered, with governance controls ensuring collaboration remains secure and structured as environments scale. A strong focus is placed on adoption, with role-based enablement, training, and change support ensuring users can confidently embed new ways of working and realise tangible productivity benefits.

What differentiates this service is the way it is delivered. Methods combines expertise across workplace transformation, governance, security, and adoption to design environments that reflect how people actually work, not just how technology is deployed. By bringing these capabilities together, we help organisations embed sustainable ways of working that improve employee experience, accelerate adoption, and enable long-term value from Microsoft 365 investments.

Customer Outcomes

Organisations establish a connected digital workplace that supports collaboration, communication and knowledge sharing across teams and locations. Flexible and secure working is enabled through consistent access to applications, services and information across devices and environments. Legacy platforms are consolidated into a unified Microsoft 365 environment, reducing complexity and improving operational efficiency.

Governance and control are strengthened, ensuring collaboration remains secure, structured and aligned to organisational and compliance requirements. Users are able to adopt new ways of working with confidence, supported by role-based enablement, training and change support that drive sustained productivity improvements. The result is a modern workplace that enhances employee experience, improves productivity and maximises the value of Microsoft 365 as a secure and scalable platform for ongoing transformation.

Features

- Microsoft 365 platform including Office applications and collaboration services
- Enterprise Mobility and Security (EMS) for identity, device and data protection
- Azure Active Directory (Entra ID) for secure identity and access management
- Microsoft Teams for collaboration, communication and voice integration
- OneDrive for cloud-based file storage and sharing
- Exchange Online for email and calendaring services
- Microsoft Copilot to enhance productivity through AI-driven capabilities
- Power Platform tools including Power Automate and Power BI for workflow automation and insight
- SharePoint Online for content management, intranet and knowledge sharing
- Azure Virtual Desktop (Windows Virtual Desktop) for secure remote access to environments

Benefits

- Enable flexible and hybrid working through secure, cloud-based access to systems and data
- Improve accessibility and availability of information across devices and locations
- Enhance information organisation and findability through structured content and collaboration
- Provide seamless, consistent access to business-critical information and services
- Reduce reliance on on-premise infrastructure through cloud-based platforms
- Strengthen security through centralised identity, device and access management
- Improve collaboration, user experience and overall productivity across teams
- Enhance governance, control and security across the Microsoft 365 environment
- Automate processes and approvals to increase efficiency and reduce manual effort
- Improve employee experience through connected, secure and productive digital tools.

Microsoft SharePoint On-line Configuration and Development





Microsoft SharePoint On-line Configuration and Development

Service Definition

Establishes structured SharePoint Online environments that enable secure collaboration, content management and knowledge sharing across Microsoft 365.

It provides a governed platform for organising and managing organisational information, aligning collaboration, compliance, and information architecture within a single digital workspace.

Service Description

Effective collaboration depends on how information is structured, shared, and governed. Methods' SharePoint Online Configuration and Development service enables organisations to design and implement structured collaboration environments that bring together people, content, and processes within Microsoft 365. SharePoint is established as a secure and centralised platform for managing organisational content, supporting collaboration across teams and partner organisations while enabling compliant document and records management.

The service focuses on defining clear information structures, including metadata, classification, access controls, and retention policies, ensuring content remains secure, discoverable, and aligned to organisational and regulatory requirements. These capabilities are aligned to wider Microsoft 365 security and compliance controls, improving consistency in how information is created, managed, and shared across the organisation.

Intranet and collaboration environments are designed to support communication, knowledge sharing, and service delivery, while enabling structured access to information across departments and functions. Flexible access to content and collaboration tools is supported across devices and locations, ensuring users can work effectively within a controlled and governed environment.

What differentiates this service is the focus on aligning SharePoint to real business use. Methods combines expertise across information architecture, governance, and collaboration to design environments that reflect how organisations manage information in practice, not just how content is stored and shared. This ensures SharePoint supports effective information management, collaboration, and governance over the long term, enabling organisations to realise lasting value from their Microsoft 365 investment.

Customer Outcomes

Organisations improve collaboration and knowledge sharing across teams, departments, and partner organisations. Information is structured and managed more effectively, improving findability and reducing duplication.

Governance is strengthened through clear controls across access, classification, and retention, ensuring information is managed securely and in line with regulatory requirements. Collaboration environments are simplified and consolidated, reducing complexity and improving how information is accessed and used.

Modern intranet and content platforms support communication, service delivery and organisational alignment.

The result is a structured, scalable SharePoint platform that enables secure collaboration and supports effective management of organisational information.



Microsoft SharePoint On-line Configuration and Development



Features

- SharePoint Online platform for collaboration, content management and intranet delivery
- Information architecture design including metadata, taxonomy and classification models
- Access control and permissions model design aligned to organisational policies
- Records management and retention configuration to support compliance requirements
- Design, configuration and development of SharePoint environments and intranet solutions
- Migration and consolidation of legacy content and collaboration platforms into Microsoft 365
- Integration with Microsoft 365 security, compliance and governance capabilities
- Support for structured collaboration across departments and partner organisations
- Implementation of scalable, governed content and document management environments
- Agile delivery and implementation aligned to organisational priorities and operating models

Benefits

- Enable secure and structured collaboration across teams, departments and external partners
- Improve document and records management in line with organisational and regulatory requirements
- Enhance findability and reduce duplication through structured information architecture and metadata
- Strengthen governance and control through clear access, classification and retention policies
- Consolidate fragmented systems into a unified, manageable Microsoft 365 platform
- Improve how information is accessed, shared and used across the organisation
- Support modern intranet and collaboration environments that improve communication and service delivery
- Enable flexible and secure access to content across devices and locations
- Reduce operational complexity through standardised and scalable collaboration environments
- Establish a robust foundation for ongoing digital workplace and information management transformation

Microsoft Hybrid Cloud and End-user Managed Services





Microsoft Hybrid Cloud and End-user Managed Services



Service Definition

Provides ongoing management and support for Azure and Microsoft 365 environments, ensuring cloud platforms and end-user services remain secure, stable, and high-performing. It establishes a flexible managed service model that aligns platform operations, service management and end-user support within a single, scalable service capability.

Service Description

Cloud environments don't stop at deployment, they require continuous management, support and optimisation.

Methods' Microsoft Hybrid Cloud and End-user Managed Service provides a coordinated approach to managing Azure and Microsoft 365 platforms alongside end-user support, ensuring continuity, resilience, and ongoing service improvement.

The service delivers a flexible support model that integrates with existing operating structures, supporting both full and partial managed service arrangements to align with organisational needs and priorities.

Platform, endpoint, and service management capabilities include monitoring, incident management, remediation, device lifecycle management and operational optimisation, supported by modern tooling and ITIL-aligned processes to ensure consistent service delivery.

Support spans cloud platforms, endpoint management, and end-user services, bringing together Azure, Microsoft 365, and Microsoft Intune capabilities to maintain security, performance, and user experience across the Microsoft estate.

What differentiates this service is the way it is delivered. Methods combines expertise across cloud operations, endpoint management, engineering, and service management to align the service to your operating model, extending internal capability rather than replacing it.

By bringing these capabilities together, we provide a joined-up support model that spans cloud platforms, endpoints, and end-user services. This enables organisations to strengthen internal capability, drive continuous improvement, and evolve services in line with changing business priorities.

Customer Outcomes

Organisations maintain secure and high-performing Azure and Microsoft 365 environments, supported by consistent and reliable service management.

End-user experience is improved through responsive, structured support that resolves issues efficiently and supports productivity.

Operational overhead and service delivery risk are reduced through proactive monitoring, optimisation and managed support capability.

Access to specialist Microsoft expertise and ITIL-aligned service delivery strengthens operational capability and governance.

Support models remain flexible and adaptable, ensuring alignment with evolving cloud environments, user needs and organisational priorities.

The result is a scalable, responsive managed service that supports ongoing platform stability, continuous improvement and long-term value from cloud investments.



Microsoft Hybrid Cloud and End-user Managed Services



Features

- Hybrid cloud platform management across Azure and Microsoft 365
- End-to-end 1st, 2nd and 3rd line support across platform and end-user services
- 24/7 incident management and ITIL-aligned service delivery capability
- Monitoring, reporting, and remediation to maintain platform performance and stability
- Identity and access management support aligned to Zero Trust principles
- Azure platform and landing zone support, management and optimisation
- Azure DevOps and CI/CD pipeline support for platform operations and automation
- Endpoint and device lifecycle management using Microsoft Intune
- Integration with existing IT service management tools or provision of managed ITSM services
- Policy-driven device configuration, compliance enforcement, and security baseline management

Benefits

- Maintain secure, stable and high-performing cloud environments across Azure and Microsoft 365
- Improve end-user experience through responsive support, proactive device management, and reliable digital workplace services
- Reduce operational overhead through proactive monitoring and managed support capability
- Lower service delivery risk through consistent processes and governance-led service management
- Increase efficiency through automation, optimisation and reduced service demand
- Access specialist expertise across cloud, service management and engineering disciplines
- Align support models to evolving business needs through flexible and scalable service delivery
- Extend and enhance internal capability through knowledge transfer and collaborative service delivery
- Improve cost control and predictability through flexible commercial and service models
- Support continuous improvement and long-term value realisation across cloud environments

SCOUT Healthcheck





SCOUT Healthcheck



Service Definition

Provides an AI-driven health check of Microsoft 365 and Azure environments, enabling organisations to assess usage, cost, performance, and risk across their Microsoft estate.

It establishes a clear, evidence-based baseline for optimisation by bringing together operational, financial, and governance insights within a single view.

Service Description

SCOUT is a targeted cloud optimisation and health check service for Microsoft 365 and Azure, designed to give organisations clear visibility of how their environment is performing across cost, usage, adoption, and governance.

The service analyses Microsoft environments using secure, read-only access, consolidating data that is typically spread across multiple systems into a single, structured view. This includes insight into licence utilisation, service adoption, Azure cost patterns, and areas where automation or optimisation can improve efficiency.

In addition to cost and usage, the service evaluates security and governance considerations, including identity and access risks, configuration issues and gaps in governance controls. This provides a more complete understanding of both value and risk across the Microsoft estate.

Outputs from the service include a baseline assessment of the environment, prioritised optimisation opportunities, and actionable insight to support decision-making across IT, finance, and operational teams.

What differentiates this service is the combination of platform insight and expert interpretation. Methods combines SCOUT data with expertise across cloud, security, governance, and operations to ensure findings are understood in a business context and translated into practical, prioritised actions.

This enables organisations to move beyond reporting and focus on the improvements that deliver the greatest operational, financial, and strategic value, creating a clear foundation for continuous optimisation and informed decision-making.

Customer Outcomes

Organisations gain clear, evidence-based visibility of Microsoft 365 and Azure usage, cost, and performance, enabling more informed decision-making.

They identify opportunities to reduce waste, improve efficiency, and optimise the use of existing Microsoft investments.

Security and governance risks are better understood, enabling organisations to strengthen controls and reduce exposure across their environment.

Cost management is improved through greater transparency of consumption, supporting better budgeting, forecasting, and FinOps maturity.

The result is a more proactive and informed approach to managing Microsoft cloud environments, enabling continuous optimisation, stronger governance, and increased long-term value.



SCOUT Healthcheck

Features

- AI-driven health check across Microsoft 365 and Azure environments.
- Secure, read-only analysis of cost, usage, adoption and operational data.
- Baseline assessment of the Microsoft 365 and Azure estate.
- Consolidated view of data spread across multiple admin centres, dashboards and sources.
- Identification of licence inefficiencies, underused services and redundant capability.
- Analysis of Azure cost growth patterns and opportunities for optimisation.
- Review of identity and access-related risks, including joiner, mover and leaver issues.
- Identification of excessive or misconfigured administrative privileges and gaps in identity governance.
- Prioritised view of optimisation opportunities across cost, usage, governance and operations.
- Actionable findings to support IT, finance and operational decision-making.

Benefits

- Improve visibility of Microsoft 365 and Azure usage, cost and operational performance.
- Identify opportunities to reduce unnecessary spend and improve value from existing Microsoft investments.
- Support better budgeting, forecasting and cost attribution across Microsoft environments.
- Reduce waste by identifying over-licensing, underused capability and avoidable Azure cost.
- Strengthen governance by improving understanding of identity, access and administrative risk.
- Support progress towards a stronger Zero Trust posture through improved visibility of access-related risks.
- Enable more confident decision-making across IT, finance and operational teams.
- Move from reactive management to proactive optimisation of Microsoft environments.
- Establish a practical foundation for longer-term optimisation and FinOps maturity.
- Translate platform insight into prioritised actions that improve cost, security, governance and value realisation.



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