Service Offering

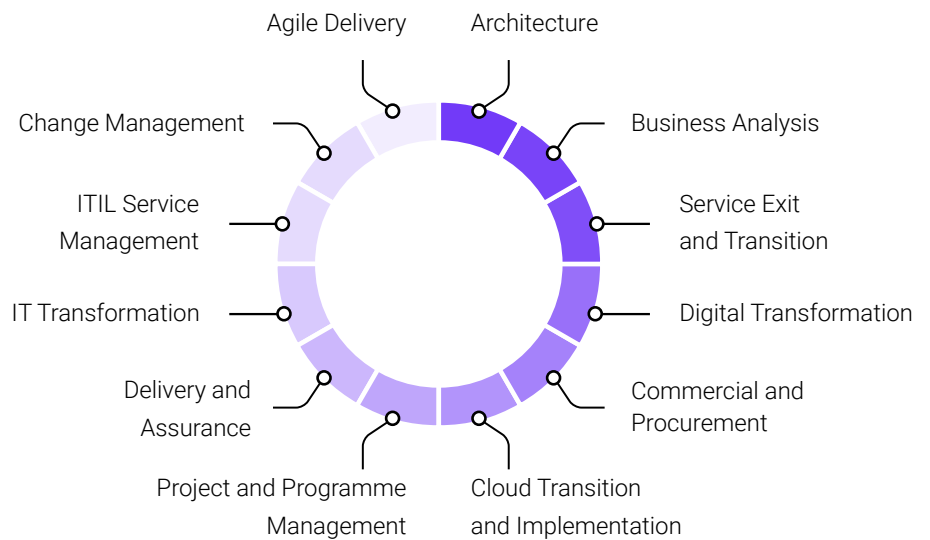# Delivering excellence in specialist resourcing and solutions

Background

As an established provider of specialist technology and commercial resources to both public and private sector customers, Methods has a reputation for being 'the people who deliver high-quality resources at speed'.

Over the past 30 years, we've used our delivery capability and specialist expertise to support our customers through some of the most challenging business change and technology programmes. This experience, combined with our deep knowledge of the procurement and commercial landscape, means we can add intrinsic value to any resourcing need.

We can provide resources across a range of skills including but not limited to:

- Agile Delivery
- Architecture
- Change Management
- Business Analysis
- ITIL Service Management
- Service Exit and Transition
- IT Transformation
- Digital Transformation
- Delivery and Assurance
- Commercial and Procurement
- Project and Programme Management
- Cloud Transition and Implementation

Our work in the private sector

As one of the UK's oldest banks, this financial institution continues to steward a unique and evolving culture built on personal trust and exceptional customer service.

Underpinned by family values of honesty, empathy, excellence, and social responsibility, personal relationships are the heart of their business. They enjoy working with individuals and families who share their values and are pleased to work with their businesses too. They take time to understand exactly what is important to them and how best they can help them prosper.

Working as a consultancy supplier to the bank since early 2022, Methods Professional Services (MPS) has provided a wide range of consultants to deliver pieces of work across different portfolios within the bank, including but not limited to:

- Azure Cloud Implementation
- Business Analysis
- Data Architecture

- Development
- Desktop Rollout
- Platform Engineering

- Knowledge Transfer
- Project Management
- Data Analysis

What you can expect

In light of its heritage, the bank must adapt to current trends to safeguard the efficiency and security of its exclusive clients' investments and data in today's high-tech landscape. Both parties demand excellence. Consequently, we've embarked on several projects with them, outlined below.

Cloud Strategy

We supported the bank's new Cloud Strategy by building Cloud Landing Zones, an Azure Data platform, to become the central Data Hub for all MI, Analytics, and Downstream data needs, helping to shape and deliver new solutions on this common platform using an Agile project methodology.

- The provision of operational support of services on the Azure Cloud platform.
- Leading ongoing platform improvements by enhancing the bank's Azure capabilities, promoting operational efficiencies, and decreasing time to market while increasing environment consistency and resilience.
- Contributing to the strategic operational roadmap of the bank's Azure Cloud platform.
- Developing the bank's operational model for supporting Azure technologies.

- Promotion of the Infrastructure platform team to the wider bank and D&T departments.
- Supporting the adoption of cloud technology and automated code-driven deployments by working as part of the Infrastructure Platforms team.
- Raising awareness of cloud-related operational risks by regularly evaluating and escalating them via the bank's risk framework.

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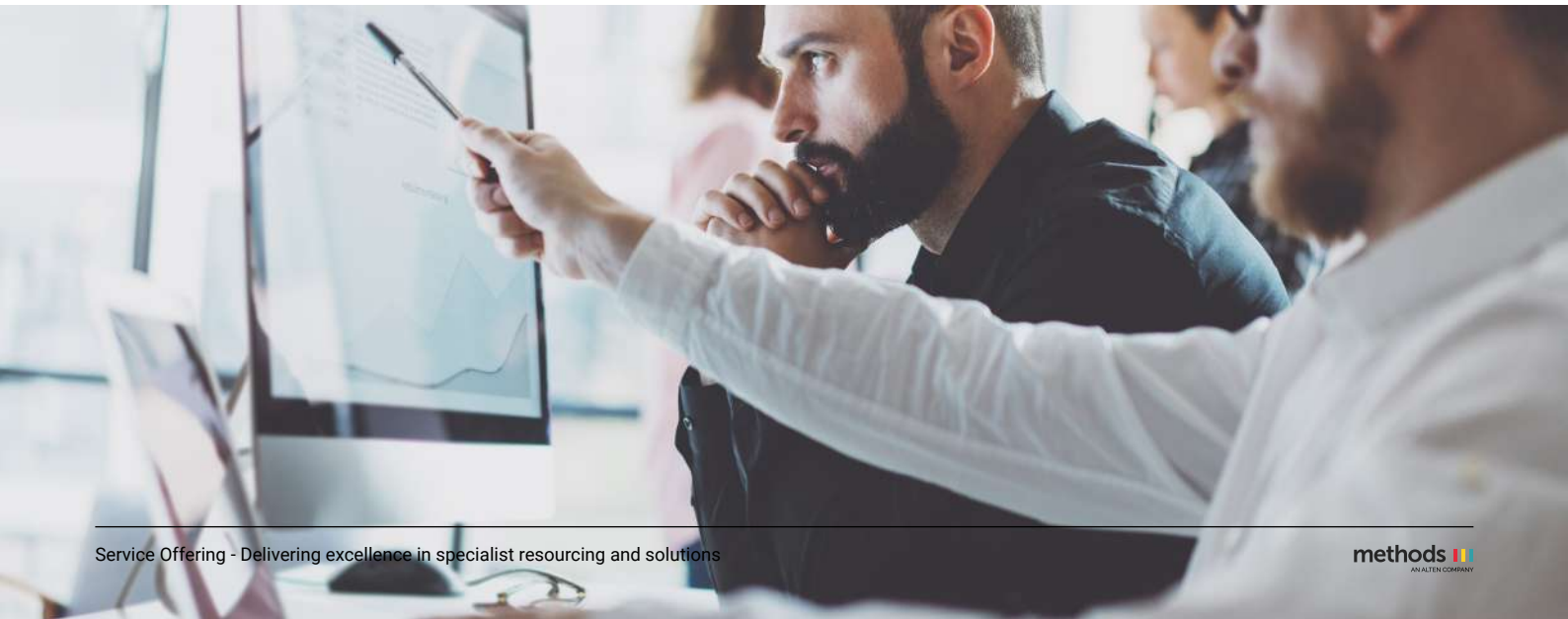
Hybrid Workplace Project

Methods spearheaded the Hybrid Workplace Project within the bank's Architecture Practice, specifically focusing on end-user compute architecture. Our role included driving innovation and continuous development in content and cloud endpoint management, as well as overseeing the security team's responsibilities.

- Delivery of discovery and architectural design workshops for Implementing Modern Workplace Environments using Microsoft Modern Device Management services and Microsoft Azure Service.
- Designed a Modern Desktop deployment and management service using Microsoft Endpoint Manager with Windows Autopilot Support.
- Delivered user-driven Windows autopilot process with pre-provisioning enabled for Dev, Test, and Live Environments.
- Designed a scalable Azure Virtual Desktop instance that was integrated with Microsoft Endpoint Manager.
- Delivered multi-session desktop support to all users.
- Provided persistent desktop support to the development teams.
- Ensured RemoteApp instance was available to accommodate any applications that would not function on Windows 11.

- Member and approver of the Technical Design Authority (TDA) around the End-User Compute Project.
- Member and approver of the Operational Security Working Group responsible for the End User Compute Devices.
- Designed Microsoft Intune to manage iOS/iPadOS and Android devices (mobile phones or tablets) and if required, integrated into Apple Business Manager for iOS Devices or Samsung Knox Enrolment for Android devices.
- Designed and implemented Microsoft Intune Application Protection with Conditional Access Policies.
- Designed and implemented Microsoft Windows 365 for Business (Standalone) or Enterprise (Integration with Microsoft Intune) POC.
- Designed and implemented Microsoft Information Protection for Azure Managed Devices POC.
- Designed Microsoft Multi-Factor Authentication for Azure Managed Devices.

Workplace Platforms Engineering

Methods delivered Workplace Platforms Engineering, playing a vital role in the bank's daily operations and ongoing improvement of workplace technology. Our technical leadership extended to end-user computing, unified communications, and meeting space technology, ensuring the bank's staff could work productively from any location and deliver exceptional service to customers.

- Owned the technical processes, methods, and tools for Workplace Platforms, ensuring the approach was as efficient as possible and delivered maximum flexibility to the business.
- Proactively identified, designed, and developed new capabilities/processes within workplace platforms, reducing manual effort, increasing resilience, and delivering the best possible colleague experience.
- Worked collaboratively with other technology suppliers and vendors to productively deliver agreed outcomes.
- Followed structured approach to technology implementation, Supplier Risk Assessments (SRA), Privacy Impact Assessments (PIA), High (HLSD) and Low Level Solution designs (LLSD), raised changes, authored colleague communications, transitioned to operational support.
- Owned the security of the technology and workplace platforms as a whole, ensuring best practice security principles were adopted by default and security vulnerabilities were proactively identified and addressed.

- Supported workplace platforms operationally, resolving incidents, fulfilling requests, and carrying out maintenance, ensuring that stakeholders were kept well informed throughout.
- Proactively identified and raised operational risks and ensured these were formally recorded.
- Represented the Workplace Platforms team to colleagues, stakeholders, and the business at large.
- Coached and mentored the more junior Engineers and Service Desk Analysts to support and encourage their development.
- Provided on-call support in line with the agreed 'on-call' rota.
- Produced high-quality management information as required.
- Ensured all defined standards were adhered to in accordance with Information Security requirements and other Bank policies.
- Executed Continual Service Improvement (CSI) items.

Data Quality Analysis

We undertook Data Quality analysis to help the bank understand data quality issues. Working with business owners and stewards, our remit was to understand processes and identify patterns and correlations among data sources to drive improvements. The technology used was Python for data profiling and PowerBI to produce data quality reports for high-priority data attributes and deliver kdata visualisation.

- Defined customer data perimeters (e.g. active customers, personal customers, etc).
- Worked with the business to capture business logic behind metrics.
- Turned business logic into code that produced metrics across agreed dimensions.
- Created data quality dashboards to visualise output metrics.
- Assisted with root cause analysis for issues with data quality.
- Conducted additional ad-hoc investigations into data quality issues and reports.

EUC Windows 11/Desktop Transformation

We successfully completed the EUC Windows 11/Desktop Transformation Project, a comprehensive modernisation initiative involving a desktop refresh, including laptops/AVD, encompassing around 600 devices. Our delivery approach ensured minimal disruption to internal delivery teams and third-party vendors. Additionally, we implemented AVD Technology across all meeting rooms and break-out areas, seamlessly integrating the new modernisation transition and operation model into business-as-usual processes.

- Ran daily stand-ups with the project team and third-party resources.
- Managed tasks for Windows 11 build using Autopilot and Intune technology.
- Management of tasks for Azure Virtual Desktop build.
- Wi-Fi refresh.
- Reported and fed into updates for the Steering Committee decks.
- Reviewed third-party project reports.
- Managed engineering and testing of desktop applications.
- Managed the testing and deployment strategy.
- Managed the Service Transition and Operations Service Documentation.
- Oversaw and maintained project budget.
- Managed the new AV Technology implementation into all meeting rooms and break-out areas.
- Maintained the project plan and called out appropriate risks.

If you are interested in any of the services we've provided at the bank, would like to hear about more examples of our work, or want to explore our full range of services, please do get in touch.