

Cloud operations managed service

A Mozaic cloud service

An enabler of Digital Service Management (DSM), this is a purpose-built managed support service for clients developing digital services. Based on our proven Blueprint for Cloud Operations, we implement integrated Digital Service Management and on-going support for digital services. Covering acceptance into service, monitoring, alerting, support desk, integrated service management for digital services deployed to public and private cloud.

FEATURES

- ▶ Implements our proven Blueprint for Cloud Operations and Support
- ▶ ITIL-compliant Agile Digital Service Management
- ▶ Integrates DevOps oriented delivery with traditional Service Management
- ▶ Operating Model design for Digital Service Management
- ▶ Level 2 and 3 Platform and Application Support for Public and Private Cloud
- ▶ Governance framework for responsive digital product development and delivery
- ▶ Alignment of development and operations through a DevOps culture
- ▶ Transformation planning and ongoing delivery management
- ▶ Integrated DevOps Service Transition process and tooling strategy
- ▶ DevOps driven Change Management processes

BENEFITS

- ▶ Aligns operational service management with DevOps-oriented continuous delivery methods
- ▶ Streamlines the path-to-live and acceptance into service for digital services
- ▶ Integrates with traditional ITSM platforms for managing production IT assets
- ▶ Implements end-to-end service models for all Digital products
- ▶ Consolidates support and operations for multiple Digital products
- ▶ Cloud architecture resource embedded in client team to optimise the service
- ▶ Embedded DevOps resource within delivery teams optimising the path-to-live
- ▶ Integration of IMS compliance policies into the end-to-end test/deployment process
- ▶ Collaborative with regular service management reviews
- ▶ Proactive monitoring and alerting with 24/7 response if required
- ▶ Focus on delivering business value with confidence and robust platform/support

Mozaic

Mozaic is an independent consultancy which specialises in helping organisations review and improve their digital strategy, delivery and operations.

We work collaboratively alongside our clients to design and implement radical improvements in performance and agility, using automation, tooling and by delivering new ways of working.

Our experienced team and proven capabilities make us the partner of choice for transformational Operating Model design and implementation, and the design, delivery and management of digital services.

We have successfully delivered transformational projects to over 100 organisations across the Public and Private Sectors, including Home Office, BP, DSTL, DHSC, Rolls-Royce, Weir, IAG, NHS Digital, Phoenix Group, Zurich, QBE, BUPA, Defra and many others.

WHY MOZAIC?

- ▶ **Our approach:** We combine deep expertise with detailed knowledge of IT models across all aspects of digital and IT operations, including strategy, service design, governance, supplier management and tooling.
- ▶ **Our people:** We have a healthy balance of operational knowledge and consulting experience. We work collaboratively to deliver the right recommendations and gain buy-in and acceptance with client teams.
- ▶ **Our references:** We have shown that we are able to work effectively and deliver value in the most complex organisations, including many within the public sector.
- ▶ **Independence:** Our recommendations are based on our experience across many industries, are independent from suppliers and focused only on delivering real value to our clients.



Driving value throughout IT

We enable our clients to achieve excellence in digital delivery

CONSULTING SERVICES CONSISTING OF...



IN-DEPTH ASSESSMENT

Rapid in-depth assessments of your IT operations against proprietary standard models to quickly develop and agree a case for change and delivery roadmap.



DESIGN

We design the digital operating model, defining culture, sourcing models, tooling, use of data and new, more agile ways of working across the organisation.



TRANSFORMATION

We build the necessary processes, implement tools and grow skills in house, promoting agility and collaboration.



TOOLING

We provides modular operational service components covering the whole Service Management, Service Integration and delivery scope.

OFFERING SIGNIFICANT BENEFITS AND ACHIEVING ...



IMPROVED user FOCUS

We optimise processes and technology to drive improved quality and performance, relentlessly focusing on user value.



INCREASED VELOCITY

We empower teams to optimise processes and reduce the time it takes for IT to deliver services and innovation needed by product teams



WORKFLOW AUTOMATION

We utilise the latest tooling to automate workflows, significantly reducing cycle times (by circa 80%) and accelerating time to market.



COST REDUCTION

We enable alignment of capacity, consumption and costs, illuminating waste, generating typical savings of 25% – 40%

FOR MORE INFORMATION

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