
Business Process Optimisation & Automation Services



Service Description, Features & Benefits

Rapid process mapping and automation discovery

Key deliverable artefacts: end-to-end process maps; pain-point heatmap; KPI baseline; RACI/controls; prioritised automation backlog and business case.

Features

1. End-to-end process maps captured as a single source of truth
2. Pain-point heatmap and waste analysis (OFIs)
3. KPI baseline (cycle time, volumes, handoffs)
4. RACI ownership and control points documented
5. Automation candidate shortlist (workflow/RPA) with rationale
6. Prioritised automation backlog (epics and quick wins)
7. Business case with ROI assumptions and dependencies
8. Risk and compliance considerations embedded in process design
9. Future-state options to validate feasibility before delivery
10. Handover pack for delivery teams and governance

Benefits

1. Single source of truth via end-to-end process maps
2. Clear prioritisation using pain-point heatmap evidence
3. Baseline measurement via KPI baseline to track improvement
4. Clear accountability through RACI/controls documentation
5. Actionable delivery through a prioritised automation backlog
6. Defensible investment decisions using the business case
7. Reduced manual work by targeting automation candidates
8. Improved compliance through explicit control points
9. Faster handover to delivery teams using the handover pack
10. Better outcomes measurement by linking changes to KPIs



Service Constraints & Support



Constraints

Consultancy engagement delivered to an agreed scope and timetable. Delivery requires timely access to relevant stakeholders and information. Ongoing managed support is not included unless separately contracted.

Support

During the engagement, users contact the named delivery lead via agreed channels (meetings and email). Queries and actions are recorded in the action log/RAID (as appropriate) and reviewed at the agreed governance cadence, with escalations managed by the delivery lead. Email/online ticketing, phone and web chat are not provided as standard. Post-engagement support can be agreed separately.

Support Availability

Support is provided during agreed working hours by the named delivery lead. Queries and actions are managed through the agreed governance cadence (meetings, action log/RAID as appropriate). Email/online ticketing, phone and web chat support are not provided as standard. Post-engagement support can be agreed separately.



Service Planning, Setup & QA



Planning

We plan optimisation by running rapid process discovery and mapping, confirming ownership (RACI), identifying automation candidates and controls, and creating a prioritised improvement backlog. Outputs include future-state designs, a quantified business case and an implementation plan.

Setup

Where required, we support implementation by mobilising delivery governance, sequencing automation items, coordinating tool/supplier inputs, and supporting pilot/PoC activity to validate automation designs before scaling and handover.

Quality Assurance

QA validates redesigned processes and automations. We support test planning, UAT coordination, integration checks where needed, and defect/risk management so improvements can be deployed with confidence.

We agree acceptance criteria; define test scenarios; support UAT with process owners; verify controls/handoffs; manage defects; and confirm sign-off and handover with updated documentation.



Service Training and Social Value



Training

We train teams on mapping standards, workshop methods and maintaining process documentation and improvement backlogs. Training includes practical exercises so teams can sustain continuous improvement.

Social Value

We align delivery to PPN 06/20 Social Value themes. We minimise travel through remote-first delivery where appropriate, transfer skills through joint working and reusable templates, design inclusive training and communications, and support wellbeing through clear ways of working and manageable delivery cadences.



Case Study: London Borough Waltham Forest

Summary

The council required rapid process optimisation and automation discovery to improve resident services and reduce operational costs.

Problem

Manual processes and legacy systems created delays, rework and limited visibility of end-to-end service performance.

Approach

We ran rapid workshops to map high-volume services, clarified ownership (RACI), identified automation opportunities and built a prioritised improvement pipeline with business cases and future-state designs.

Outcomes

- 25–40% reduction in manual processing
- Clear automation pipeline with ROI visibility
- Improved resident journey visibility and service ownership
- Stronger governance for continuous improvement

Social Value

Indicative: reduced waste and paper handling; improved accessibility of resident services through clearer digital journeys; reduced travel through remote workshops where appropriate.

Relevance to this service

Demonstrates rapid process mapping, RACI ownership, automation opportunity identification and an ROI-backed improvement pipeline.

The Complex Challenges We Solve



Strategic Questions

- How could technology transform or disrupt our business?
- What digital strategy will deliver competitive advantage?
- How do we unlock value from data and AI initiatives?
- What capabilities will we need for the future?

Execution Challenges

- How do we rescue failing programmes worth millions?
- How can we deliver results faster without sacrificing quality?
- How do we ensure change sticks and benefits are realised?
- How do we integrate technology, people, and process seamlessly?

We tackle the problems that don't fit neatly in boxes, the ones that span people, process, data and technology. From strategy through execution to real outcomes.

Some of Our Clients



25+ Years of Evolution & Impact

2000: Founded

Bridging strategy and delivery from day one. Early showcase: flawless IT separation for global engineering firm—2,500 users, 165 sites, zero downtime.

2024: Differentis 2.0

Unified three firms into single brand.
ISO certified in AI Management.
Positioned as leading Intelligent Transformation consultancy for the next decade.



2010s: Expansion

Built Data & AI practice ahead of the curve. Developed proprietary Differentis Way methodology. Expanded from IT consultancy to full transformation partner.

Today: AI-Augmented

Human consultants paired with AI co-pilots. Delivering faster insights, smarter decisions, and measurable outcomes across healthcare, finance, higher education.



AI + Consultants = Amplified Results

We embrace AI as a co-worker, not a gimmick. Our consultants are paired with AI "personas" that handle data-heavy lifting and routine tasks—freeing our humans to focus on strategy, creativity, and innovation.



Pathfinder

Strategic options analyser evaluating multiple scenarios in minutes: comparative outcomes with assumptions and risks for informed decision-making.



Synth

Insight synthesis scours hundreds of documents, summarising findings with cited references: weeks of research compressed into an afternoon.



Operator

Process automation executing cross-system workflows via APIs: eliminating hours of manual work and providing real-time performance data.



Sentinel

Risk watchdog monitoring project metrics for potential issues: flagging scope creep and compliance gaps before they become problems.

The result? **Faster insights, smarter decisions, and solutions delivered at speed**, with AI and experts working in tandem under rigorous human oversight



Our Secret? Intelligent Transformation



Breaking down silos

One integrated team. No hand-offs where knowledge or intent is lost. Strategy translates to execution seamlessly.



Human + AI Integration

Real Intelligence from combined human expertise and machine efficiency. AI enhances every stage; with human judgment guiding ethical application.



Outcome-Focused Delivery

Not just plans or systems, but measurable business results. We own accountability end-to-end, adapting as needed to ensure promised outcomes are achieved.

Intelligent Transformation isn't a buzzword. It's the natural evolution of 25 years solving complex problems. It's how we ensure transformations don't just succeed, but keep yielding value into the future

