

differentis



SHAPE

Cloud Business Architecture & Analysis

Service Description, Features & Benefits

Blueprint your future state for delivery and value realisation

Key deliverable artefacts: target operating model; service blueprints and journey maps; traceable epics/stories with acceptance criteria; prioritised roadmap

Features

1. Target operating model (TOM) design and role clarity
2. Service blueprints and user journey maps
3. Future-state process design and service boundaries
4. Traceable requirements catalogue (needs to epics)
5. Epics/stories with acceptance criteria for delivery
6. Prioritised roadmap and delivery sequencing
7. Data, integration and dependency considerations
8. Governance and decision routes for design approvals
9. Options and trade-offs documented where required
10. Handover pack for procurement and delivery teams

Benefits

1. Clear target state via target operating model and blueprint
2. User-centred design via service blueprints and journey maps
3. Reduced scope creep via traceable epics/stories and acceptance criteria
4. Faster delivery start via prioritised roadmap and sequencing
5. Better governance via documented decision routes
6. Improved alignment through shared requirements catalogue
7. Reduced rework by validating the blueprint before build
8. Improved procurement readiness via handover pack
9. Clear measurement via acceptance criteria and KPIs
10. Improved delivery confidence through explicit design artefacts

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 cloud-enabled change by baselining capabilities and services, mapping user journeys, defining requirements and constraints, and agreeing the target business architecture. Outputs include target-state models, prioritised backlog, benefits/KPIs and a roadmap aligned to governance and delivery.

Setup

Where required, we support delivery by refining epics/stories and acceptance criteria, aligning plans to the roadmap, and coordinating stakeholders so requirements are understood and implementable with clear ownership and decision routes.

Quality Assurance

QA ensures requirements and target-state designs are testable and traceable. We support definition of acceptance criteria, UAT planning and readiness checkpoints, and assurance that delivered outcomes match agreed journeys and service needs.

We review traceability from journeys to backlog; support UAT scenarios; confirm readiness at stage gates; track issues/defects; and support sign-off and knowledge transfer.



Service Training and Social Value



Training

Training covers user-centred methods, business architecture artefacts and backlog management. Includes facilitated sessions and templates so teams can continue analysis and governance after the engagement.

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: The Christie NHS Foundation Trust

Summary

The Christie required a structured approach to modernising cancer services, improving clinical data workflows, and preparing for next-generation cloud analytics.

Problem

Siloed processes and inconsistent data pathways limited operational and research capability.

Approach

We aligned clinical, operational and research needs into a single architectural view, co-designed future-state processes with clinical teams, mapped data standards/integration, and developed a cloud-ready operating model and implementation plan.

Outcomes

- Shared architecture vision accelerating digital investment decisions
- Reduced data collection burden for clinicians
- New cross-trust governance structure for digital transformation
- Improved analytics readiness

Social Value

Strengthened cancer care pathways through more efficient data flows and improved clinical experience.

Relevance to this service

Demonstrates business architecture alignment, future-state process design and a cloud-ready operating model linked to delivery planning.



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

