

848

Ongoing Efficiency Enablement Services

Service Definition

Efficient Business

Version 0.6 | September 2026

1. Service Overview

Efficiency can drift after a system goes live. Staff develop workarounds, small changes accumulate and new releases alter familiar tasks. Ongoing Efficiency Enablement helps customer teams keep existing capabilities useful through focused review, practical reinforcement and selected small improvements.

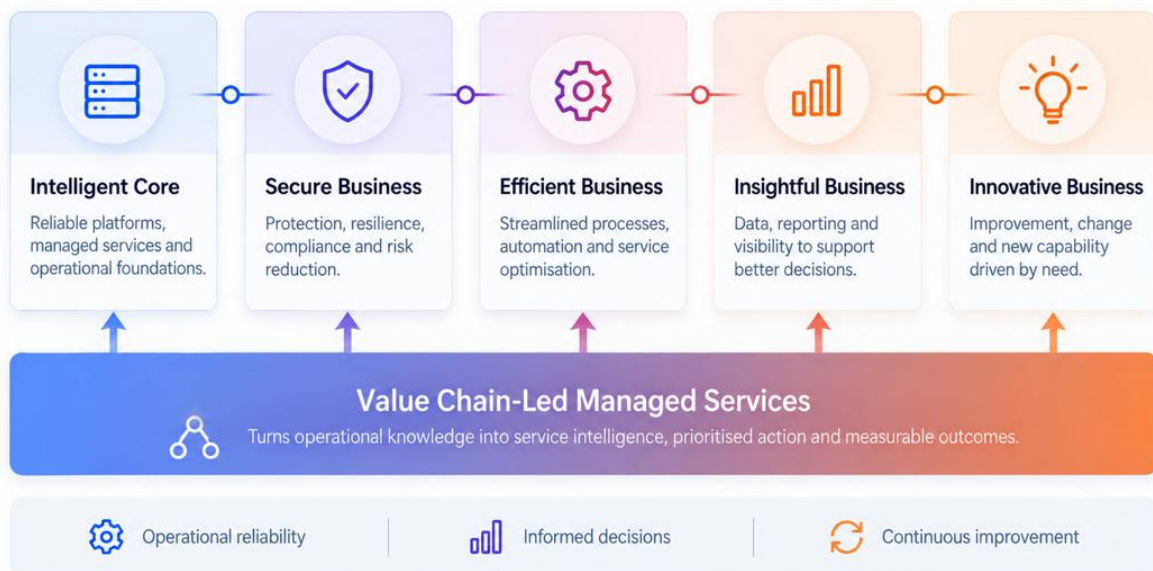
Ongoing Efficiency Enablement Services sits within The Efficient Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

The service uses evidence from everyday work to decide what needs attention. Some issues call for clearer guidance; others can be addressed through a limited configuration change. The selected cycle keeps improvement close to the people using the system and makes the next action manageable.

The wider Efficient Business services establish applications and workflows. This service sustains their use and identifies incremental improvements after implementation. Larger changes can return to the relevant delivery service, while operational support remains with the appointed support provider.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Adoption framework	Review of working practices identifies adoption gaps and provides targeted reinforcement. Full change programmes, formal multi-day training and system implementation are separate.
Capability maturity uplift	Evidence reviews identify practical gaps and support incremental actions within the existing capability. New systems and end-to-end process redesign are separate.
Improvement sprint packs	Selected low-risk configuration changes address daily friction in existing workflows. Custom development, major enhancements and managed incident handling are separate.
Evergreen change readiness	Upcoming Microsoft changes are considered for their effect on existing work, with selected small adjustments and guidance. Formal regression testing and enterprise release management are separate.

Dependencies and exclusions

The service improves use of existing capability within the selected cycle. It is not a substitute for application support or a major change programme. New modules, complex workflow redesign and custom development require other scope. Any recurring cadence and limits on improvement activity are agreed for the engagement.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Review working practices

848 examines how the selected capability is used and where workarounds have emerged. User feedback and available operational information establish the current position. The customer validates which issues have the greatest practical effect.

Prioritise manageable improvements

848 recommends actions appropriate to the existing environment and the selected service limits. The customer agrees priorities and intended outcomes. Changes that require larger delivery work are identified for separate consideration.

Deliver selected refinement

Where commissioned, 848 makes the agreed small configuration changes or provides targeted guidance. Relevant users review whether the change addresses the identified friction. Technical and operational responsibilities remain clear within the improvement cycle.

Reinforce and prepare the next review

848 explains the revised practice and captures feedback on use. Findings and actions inform the next selected review. The customer retains ownership of daily operation and commissions further work according to the priorities identified.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Adoption or maturity findings	Shows where use of existing capability can be strengthened.
Selected improvements and guidance	Records the limited changes or reinforcement delivered in the agreed cycle.
Next improvement priorities	Helps the customer plan further incremental action or larger separately scoped work.

4.2. Working with 848

Operational owners select priorities and approve limited changes. Users explain friction and review revised practices. Customer application specialists coordinate dependencies and retained support activity.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Review relates the delivered change or guidance to the agreed issue and intended outcome. The customer confirms completion of the selected cycle. Findings identify where further action exceeds the service boundary.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	The existing capability must be operational. Customer teams provide available usage information and access to relevant users, with suitable permissions where selected configuration work is included.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Successive cycles can address emerging friction and adoption gaps. Priorities are reconsidered using the available evidence. The service supports incremental progress within its contracted scope, with incident support separately assigned.

4.6. Handover and Exit

848 explains the completed actions and revised working guidance to the relevant owners. The customer retains the next priorities and confirms whether another improvement cycle has been commissioned.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.