

Make *transformation* deliver

2026 | Services

Agile Delivery

Business Analysis Service Definition



ABOUT BUSINESS ANALYSIS CASE STUDIES METHODOLOGY SOCIAL VALUES LET'S CONNECT

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ABOUT AGILE DELIVERY

We are a transformation partner
built to **protect investment** and
make change deliver.

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WHAT WE DO

Agile Delivery is a UK consultancy that helps leaders **gain confidence that transformation is **under control**.**

We work at the point where strategy meets delivery, bringing clarity to priorities, tightening governance, and stopping value leakage. The result is calmer, more focused programmes that deliver outcomes you can stand behind.





Business Analysis

Business Analysis services help organisations understand problems, define requirements, and design effective solutions. We provide structured analysis, process modelling, requirements elicitation, and gap analysis to improve services and processes. Our approach delivers clarity, stakeholder alignment, and actionable insights that reduce risk and support successful change.

Features

1. Analyse business context to understand challenges and priorities.
2. Elicit and document clear functional and non-functional requirements.
3. Facilitate stakeholder workshops to align perspectives and objectives.
4. Map current-state processes, systems, and pain points.
5. Identify gaps, risks, dependencies, and improvement opportunities.
6. Design future-state processes and solution options.
7. Apply structured modelling techniques including BPMN, UML, and SIPOC.
8. Assess impacts across people, process, and technology.
9. Define actionable recommendations aligned to strategic objectives.
10. Maintain traceability from requirements through to delivery outcomes.

Benefits

1. Deliver clear, actionable requirements that reduce ambiguity and rework.
2. Enable shared understanding across stakeholders, teams, and functions.
3. Support faster, evidence-based decision-making through structured analysis.
4. Identify gaps, risks, and root causes early.
5. Align business needs with effective, fit-for-purpose solutions.
6. Improve delivery confidence through strong scope definition and traceability.
7. Optimise processes to increase efficiency, quality, and productivity.
8. Reduce operational risk through improved process control and clarity.
9. Enhance visibility using clear models, metrics, and documentation.
10. Create a strong foundation for successful change and delivery.

Requirements Elicitation & Documentation

Requirements Elicitation & Documentation services from Agile Project Delivery help organisations define clear, actionable requirements to support successful change delivery. We use structured workshops, interviews, and modelling techniques to capture, refine, and document business and system needs. Our approach ensures stakeholder alignment and traceable, high-quality requirements. The result is reduced rework, faster delivery, and better-fit solutions.

Features

1. Conduct stakeholder interviews and discovery workshops
2. Capture functional and non-functional business requirements
3. Define business rules, constraints, and success criteria
4. Apply modelling techniques (UML, BPMN, SIPOC)
5. Validate requirements through structured walkthroughs
6. Document use cases, user stories, and acceptance criteria
7. Support traceability across the delivery lifecycle
8. Facilitate alignment between business and technical teams
9. Identify gaps, dependencies, and potential risks
10. Maintain change control for evolving requirements

Benefits

1. Define clear, actionable requirements for delivery teams
2. Enable shared understanding across stakeholders and functions
3. Reduce rework through validated, high-quality documentation
4. Improve traceability throughout the delivery lifecycle
5. Support faster decision-making with structured requirements
6. Align business needs with technical solution design
7. Deliver consistent documentation using industry-standard formats
8. Identify and address gaps early in the process
9. Enhance solution quality through well-defined scope
10. Increase delivery confidence with strong requirement foundations

Business Process Improvement

Business Process Improvement services from Agile Project Delivery help organisations optimise operations to improve efficiency, quality, and customer experience. We map current processes, identify pain points, and redesign workflows using proven modelling techniques and stakeholder input. Our approach is data-driven, collaborative, and outcomes-focused. The result is simplified, cost-effective processes that deliver measurable business value and lasting change.

Features

1. Map and analyse current-state business processes
2. Identify inefficiencies, bottlenecks, and pain points
3. Redesign workflows to improve speed and accuracy
4. Apply BPMN and SIPOC for process modelling
5. Engage stakeholders through collaborative redesign workshops
6. Define metrics to measure process performance
7. Align process improvements with business objectives
8. Integrate process changes into operating models
9. Assess impact and readiness for implementation
10. Support continuous improvement through feedback loops

Benefits

1. Deliver faster, leaner processes across business functions
2. Enable cost savings through operational efficiencies
3. Improve service quality and customer satisfaction
4. Define clear workflows to reduce complexity
5. Increase productivity through streamlined task execution
6. Support scalability with standardised process models
7. Align operations with strategic business objectives
8. Reduce risk through better process control
9. Enhance visibility with measurable performance indicators
10. Drive continuous improvement through structured feedback loops

Business Situation Investigation

Business Situation Investigation services from Agile Project Delivery help organisations understand complex challenges and uncover root causes. We use structured analysis, stakeholder engagement, and visual modelling techniques to assess the current state and identify improvement opportunities. Our approach is evidence-led, collaborative, and context-aware. The result is a shared understanding of the problem space and a clear path toward effective, value-driven solutions.

Features

1. Analyse strategic and operational business context
2. Investigate current challenges using structured techniques
3. Engage stakeholders to uncover root causes
4. Facilitate workshops to capture multiple perspectives
5. Map current-state processes, systems, and pain points
6. Identify gaps, inefficiencies, and risks
7. Apply frameworks such as PESTLE and CATWOE
8. Use visual models to communicate findings clearly
9. Align investigation outcomes with strategic objectives
10. Provide evidence-based recommendations for next steps

Benefits

1. Deliver shared understanding of complex business challenges
2. Enable evidence-based decisions through structured analysis
3. Identify root causes of operational inefficiencies
4. Clarify stakeholder needs, conflicts, and constraints
5. Define current-state processes and key pain points
6. Support alignment between strategy and operations
7. Improve clarity through visual modelling techniques
8. Reduce ambiguity in problem definition and scope
9. Uncover improvement opportunities across business areas
10. Inform solution design with validated business insight

Business Analysis

Solution Definition & Gap Analysis Reports

Solution Definition & Gap Analysis services from Agile Project Delivery help organisations evaluate solution options and identify what's needed to bridge the gap between current and future states. We define solution components, assess capability gaps, and document actionable recommendations using structured analysis and modelling techniques. Our approach ensures clarity, traceability, and stakeholder alignment. The result is a cost-effective, fit-for-purpose solution design that supports confident decision-making.

Features

1. Define solution options aligned to business needs
2. Assess gaps between current and target states
3. Identify required capabilities, resources, and constraints
4. Evaluate solution feasibility and implementation impact
5. Document functional and non-functional requirements
6. Apply gap analysis techniques across people, process, and tech
7. Use visual models to communicate solution scope
8. Align solution design with strategic objectives
9. Recommend actionable steps to close identified gaps
10. Support decision-making with evidence-based analysis

Benefits

1. Define fit-for-purpose solutions with clear scope
2. Deliver actionable insights to inform strategic decisions
3. Identify capability gaps across people, process, and tech
4. Enable alignment between business needs and solutions
5. Support investment decisions with structured recommendations
6. Improve delivery planning through clarified requirements
7. Reduce implementation risk via early-stage analysis
8. Strengthen stakeholder alignment on future-state design
9. Accelerate progress with clearly defined next steps
10. Ensure traceability between needs, gaps, and solutions

Business Analysis

Business Process Mapping & Modelling

Business Process Mapping & Modelling services from Agile Project Delivery help organisations visualise, analyse, and improve how work gets done. We document current-state and future-state processes using industry-standard techniques such as BPMN, UML, and SIPOC. Our approach is collaborative, structured, and outcomes-focused. The result is improved clarity, reduced inefficiencies, and a strong foundation for transformation and automation.

Features

1. Map current-state processes across business functions
2. Design future-state workflows to improve efficiency
3. Apply BPMN, UML, and SIPOC techniques
4. Identify bottlenecks, redundancies, and process gaps
5. Engage stakeholders to validate process accuracy
6. Align workflows with business and customer outcomes
7. Support transformation planning with visual documentation
8. Highlight improvement opportunities and automation potential
9. Ensure traceability between processes and business goals
10. Enable knowledge transfer through clear, reusable models

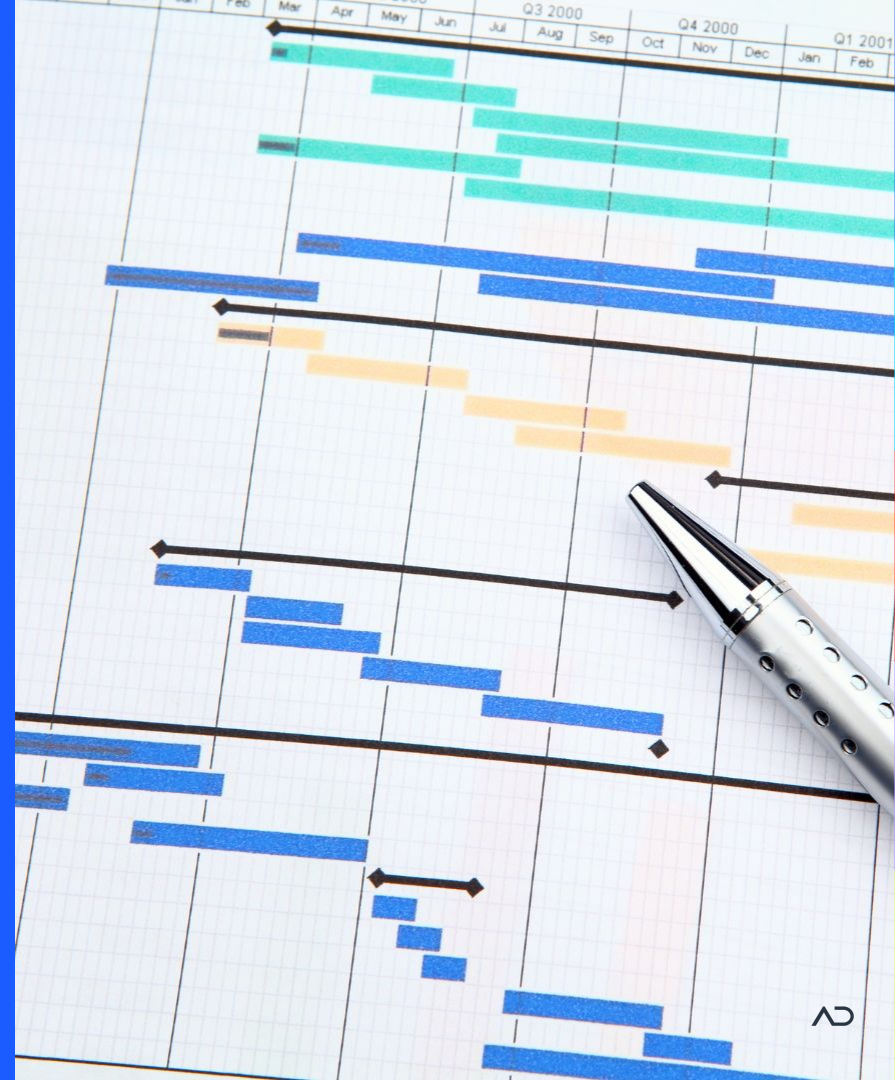
Benefits

1. Deliver visual clarity of business operations and workflows
2. Define current and future-state process architecture
3. Enable faster onboarding through standardised process models
4. Identify inefficiencies, risks, and improvement opportunities
5. Improve alignment between teams and operating procedures
6. Support automation planning with well-documented processes
7. Enhance decision-making with data-driven process insights
8. Reduce duplication through streamlined process design
9. Strengthen governance with consistent modelling standards
10. Drive continuous improvement through clear process visibility

Accelerate Your Transformation

Case Studies

Agile Delivery



Simplifying Success: Streamlining the Technology Landscape to Pay Dividends in FinTech Growth



FinTech engagement across 3 workstreams: Salesforce CPQ re-implementation business case, licensing rationalisation, and a governed BI reporting blueprint

Problem

Fragmented customer data from a mis-implemented CPQ broke the single customer view. A sprawling, overlapping application landscape inflated costs. BI and reporting were inconsistent and poorly governed, obscuring core commercial metrics and KPIs.

Approach

I mobilised a blended team across three workstreams: assessed and redesigned the single customer view; audited the application estate to retire and right-size licences; and defined a governed data and reporting model with trusted KPIs, metric definitions, and a delivery approach.

Impact

Produced a business case to re-implement CPQ to restore a true single customer view; delivered a reporting blueprint and initial dashboards for accurate commercial metrics; and executed licence rationalisation recommendations, enabling immediate savings and ongoing cost control.

£1.3m

Cost Savings

3

Workstreams

1

Single View of Customer

From Gridlock to Green Lights: Designing Delivery for a Fare Payments Scale-Up



Creating a lean operating model so a 200-person B2B SaaS could scale strategic programmes without relying on heroics.

Problem

Chaos in priorities, unpredictable delivery and unclear governance meant a 200-person B2B SaaS scale-up ran on heroics, not a designed Target Operating Model. Strategic programmes slipped, key engineers bottlenecked everything and change rarely landed cleanly.

Approach

I designed a lean operating model, co-created with teams: scaled agile and quarterly planning, a gated idea-to-adoption lifecycle, governance and role clarity, plus a PMO handbook, tooling and trackers to standardise ways of working.

Impact

Quarterly planning now confidently schedules hundreds of features with visible dependencies. Launches bring fewer last-minute surprises, stakeholders trust dates, and teams experience calmer, less political delivery that relies on the operating model rather than heroics.

200

B2B scale-up

100+

Features scheduled each quarter

1

Delivery TOM designed & implemented

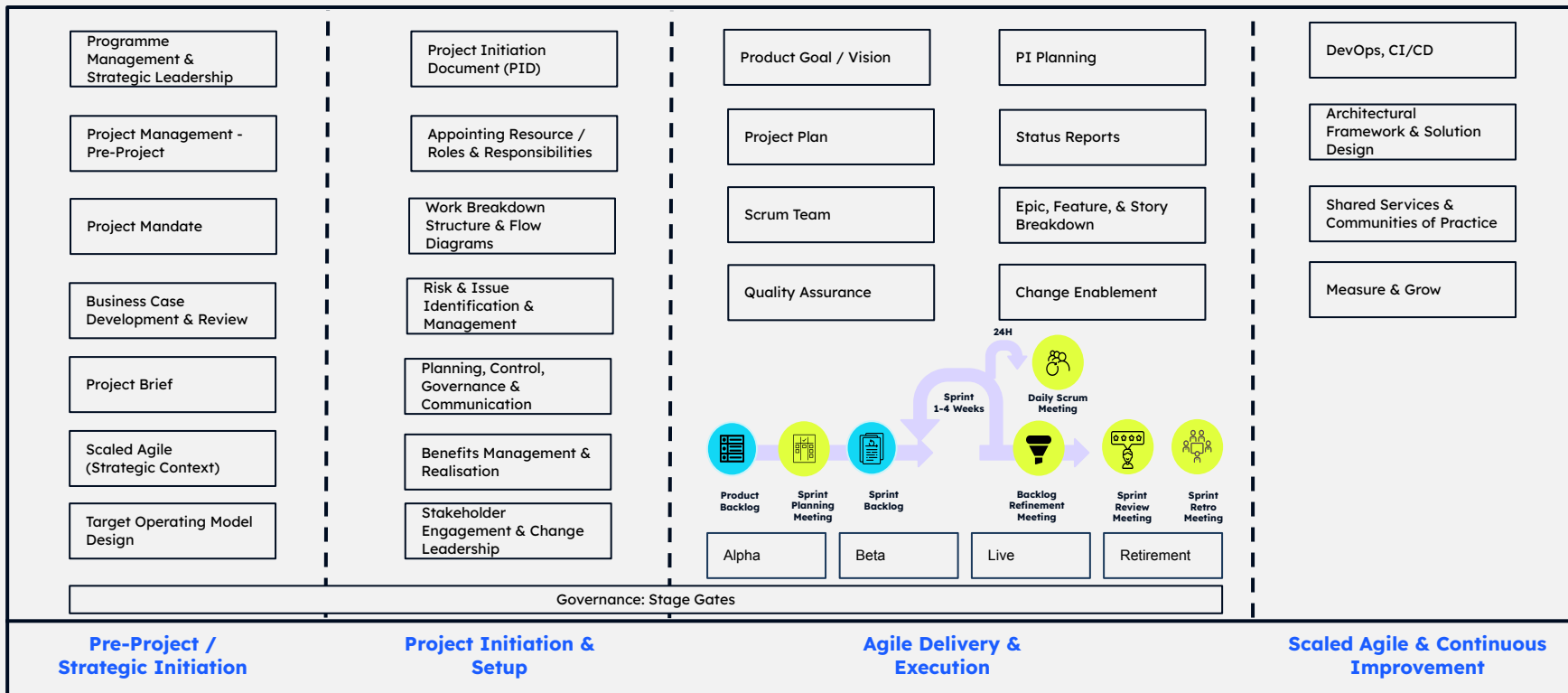
Accelerate Your Transformation

Agile Project Delivery's Methodology

Agile Delivery



DELIVERY METHODOLOGY



High-level vision, objectives, and feasibility.

Transforms strategic intent into a structured project.

Execution using the appropriate delivery methods when the groundwork has been laid.

To ensure alignment for larger initiatives with multiple teams.

Make *transformation* **deliver**

Social Values

Agile Delivery



We Build Community

Because meaningful engagement, shared knowledge, and accessible education shapes everything we do.

We Believe in the Power of Dialogue

Over the past five years, we've **hosted 16 Socratic Dialogues**—full-day explorations of essential human questions like **freedom, happiness, leadership, and responsibility**. Through these thoughtful conversations, we **enhance awareness**, cultivate **active listening** and **confident speaking**, and **inspire greater social engagement**.

We Champion Knowledge Sharing

In 2025 alone, we've **delivered three interactive sessions**: an overview of Agile and Scrum, a practical walkthrough of Jira, and foundational best practices for psychological safety in workshops. Together, these sessions have **empowered over 120 people**—making knowledge accessible, practical, and impactful.

We're Making Accessible Upskilling Accessible

In the past year, we've developed **five online courses**—covering PRINCE2, Agile and Scrum, Scaled Agile, mastering Jira, and successful facilitation skills. Designed to open doors into project and delivery roles, these courses have already **helped 45 people** build their careers in 2025 alone.

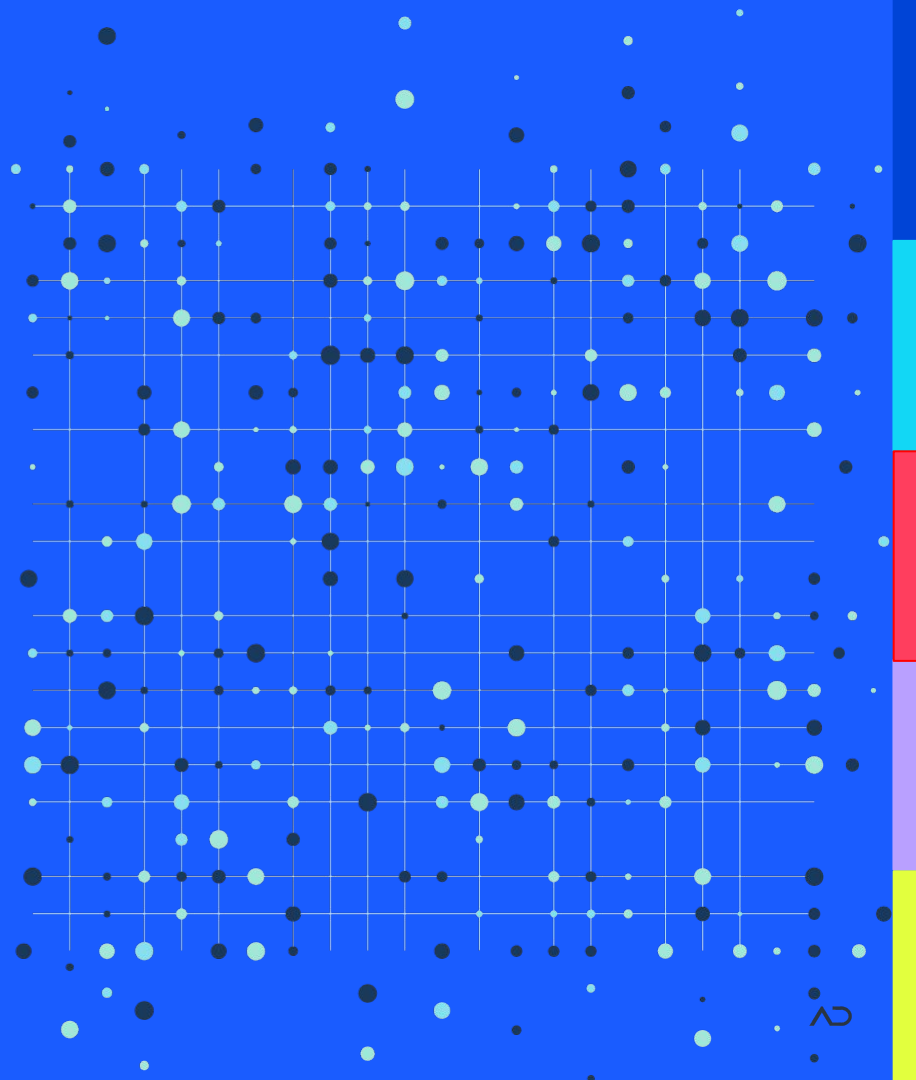
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Let's Connect

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Service Definition

Thank you for reading!

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