



Organisational Analysis and Design

G-Cloud 15

January 2026

Organisational Analysis and Design

About this service

BMT's Organisational Analysis and Design service helps organisations optimise their capabilities, ensuring people, processes, technologies, information and assets are aligned to deliver strategic outcomes and make effective use of cloud and SaaS services. Through capability modelling, organisational modelling, service modelling, user journey mapping, and skills and behaviour profiling, we provide a holistic view of your organisation and define a clear, actionable structure that supports modern, digitally enabled service delivery.

Our approach supports organisations to realign internal capabilities around their value chain, identifying which supporting services can be optimised, externalised or enhanced through cloud and SaaS provision. We focus on helping you create an efficient, adaptable organisation that maximises the benefits of digital and cloud transformation.

When to use this service

Use this service when you need to:

- Understand and optimise organisational capabilities to support cloud-based service delivery.
- Realign people, processes and technology to meet strategic objectives.
- Identify which services or capabilities can be supported by cloud or SaaS providers.
- Improve alignment between organisational structure and value-chain priorities.
- Build a Target Operating Model (TOM) or Blueprint to drive transformation.
- Strengthen organisational design to support Government as a Platform, Defence as a Platform, or DDaT-aligned service delivery.

This service is particularly valuable when adopting cloud services, implementing SaaS solutions, or reviewing service models within complex organisations.

What we deliver

Outputs will typically include all or some of the following:

- Capability model
- Value-chain model
- Organisational Structure
- User journey & process model
- Service model
- Skills and Behaviour model

- Capability maturity assessment
- Blueprint or Target Operating Model (TOM)
- Cloud/SaaS applicability assessment
- Change and adoption recommendations

Our structured modelling approach ensures these outputs connect clearly to business processes, organisational goals and technical enablers, resulting in a coherent and actionable TOM.

How we deliver this service

BMT provides a scalable service with flexible, skilled resources delivered via a Managed Service mechanism. Our outcome-based delivery to cost, time and quality is managed by a Lead Consultant. Your relationship with us is maintained through a dedicated manager who is assigned to you.

Our approach ensures:

- A strong understanding of your organisational context.
- Regular and transparent communication.
- Structured quality assurance using KPIs, governance and peer review.
- Rapid issue escalation and resolution.
- Targeted knowledge transfer to uplift in-house capability.

Our goal is always to deliver a sustainable solution that enhances your organisation's capability long after our engagement concludes

We apply a combination of analytical tools, modelling techniques and consultancy expertise to build a comprehensive understanding of your organisation. Activities typically include:

- Modelling your value chain to determine essential capabilities.
- Identifying supporting services suitable for cloud or SaaS provision.
- Mapping processes, roles and technologies to determine third-party applicability.
- Developing organisational, service and capability models.
- Supporting the definition of requirements and SLAs for potential suppliers (via our Acquisition Support Services).
- Aligning recommendations with digital, cloud and DDaT principles.

This structured approach provides evidence-based insights for organisational redesign and supports cloud-enabled transformation.

Experience

We have successfully provided Organisational Analysis and Design services for:

- Metropolitan Police
- Ministry of Justice
- Digital Policing Portfolio



Contact details

Edyta Redfern

Global Head of Bidding

E: bidding.uk-europe@uk.bmt.org

T: +44 (0) 1225 473 727

www.bmt.org