



Process Definition and Optimisation

G-Cloud 15

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About this service

BMT works with you to design or improve your organisational processes ensuring that they deliver value in the most efficient and effective way. We provide experienced consultants who can apply a range of tools and techniques to analyse, model and document your business processes, implement automated workflows, and help you put in place a regime of continuous improvement that can be carried forward by your organisation.

When to use this service

When you want to improve business efficiency through optimising and automating your business processes in one or more functions that rely upon or are moving to Cloud services.

When you need to improve your ability to exploit your business's operational and management data

When you need to better understand the roles, skills, information, assets, and cloud technologies that will impact and influence the changes you make.

What we deliver

- Model and description of existing processes
- Model and description of new processes
- Process maturity assessment framework
- Tailored approach to continuous process improvement
- Workflow automation
- Recommendations report

These deliverables provide your organisation with a defined and robust understanding of its business processes and ensures these are optimised to deliver value and achieve the required business outcomes.

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 team works with you and your key stakeholders to ensure your requirements are met at both a strategic and tactical level. Our approach ensures we retain and use our knowledge and understanding of your organisation effectively. Performance and quality

of service delivery is monitored, assessed, measured and assured, and by maintaining frequent, regular contact and dialogue with you, we seek feedback and assess your satisfaction with our performance, with the capacity to escalate issues rapidly if required.

Our aim is always to deliver a sustainable solution, and we work with you to ensure we transfer knowledge and skills to your staff, enhancing your in-house capability and maximising the benefit you gain from your engagement with us.

BMT understands that optimising business process requires buy-in from staff and the support of information and technology. We provide both process definition and optimisation (PDO), sometimes referred to as Business Process Modelling (BPM) through our direct support and mentoring service to enable the alignment of cloud services and other technology with your business processes. The modelling, optimisation and documentation define your processes whilst considering the roles, skills, information, assets, and cloud technology that support these processes.

We embed a continuous process improvement mechanism within your organisation to ensure that your process can be optimised as your business needs evolve. Our consultants conduct knowledge transfer to your team to ensure that the processes can be maintained after we have completed our work.

BMT uses several standard Business Analysis approaches / methodologies such as Soft Systems Methodology (SSM), Lean, and Business Process Reengineering (BPR) to understand, analyse and then evaluate your specific environment. We can support a range of notations such as BPMN, ArchiMate, IDEF, UML.

We are tool agnostic and able to tailor best practice to your organisation's situation. We can use a range of bespoke tools such as BizzDesign, Enterprise Architect or help you set up and end to end environment that uses Office 365, SharePoint, Visio, and the Power Platform.

Our initial work determines the notations, methodologies and tools that best suit your particular problem. Thereafter, we facilitate one-to-one meetings and workshops to determine both existing and new processes. Alongside these new processes, we implement continuous improvement and maturity assessment to ensure that the optimised/automated processes are embedded within your organisation.

This service can be used in combination with our Enterprise Architecture, Business Analysis or Cloud Architecture service. We provide direct links between business process, information, technology, assets and people roles and responsibilities. By doing

so, we can determine the exact bottlenecks in your processes, which may be due to lack of buy-in, skills, information or supporting technology.

Experience

We have delivered services to the UK MOD Future Submarine programme, the Canadian DND, Met Police, Staffordshire Police and the Ministry of Justice.



Contact details

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