



MOZΔIC

Cloud Operations Managed Service

A Mozaic Cloud Service

Cloud Operations Managed Service

A Mozaic Cloud Service

An enabler of Digital Service Management (DSM) this is a purpose-built managed support service for clients. Based on our proven Blueprint for Cloud Operations, we implement integrated DSM and on-going support for digital services. Covering acceptance into service, monitoring, alerting, support desk, integrated service management for public and private cloud.

Features

- ▶ Implements our proven Blueprint for Cloud Operations and Support
- ▶ ITIL-compliant Agile Digital Service Management
- ▶ Integrates DevOps oriented delivery with traditional Service Management
- ▶ Operating Model design for Digital Service Management
- ▶ Application Support for Public and Private Cloud
- ▶ Governance framework for responsive digital product development and delivery
- ▶ Alignment of development and operations through a DevOps culture
- ▶ Transformation planning and ongoing delivery management
- ▶ Integrated DevOps Service Transition process and tooling strategy
- ▶ DevOps driven Change Management processes

Benefits

- ▶ Aligns operational service management with DevOps-oriented continuous delivery methods
- ▶ Streamlines the path-to-live and acceptance into service for digital services
- ▶ Integrates with traditional ITSM platforms for managing production IT assets
- ▶ Implements end-to-end service models for all Digital products
- ▶ Consolidates support and operations for multiple Digital products
- ▶ Embedded in client team to optimise the service
- ▶ Embedded DevOps resource within delivery teams optimising the path-to-live
- ▶ Collaborative with regular service management reviews
- ▶ Proactive monitoring and alerting with 24/7 response if required
- ▶ Focus on delivering business value and robust platform/support



The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

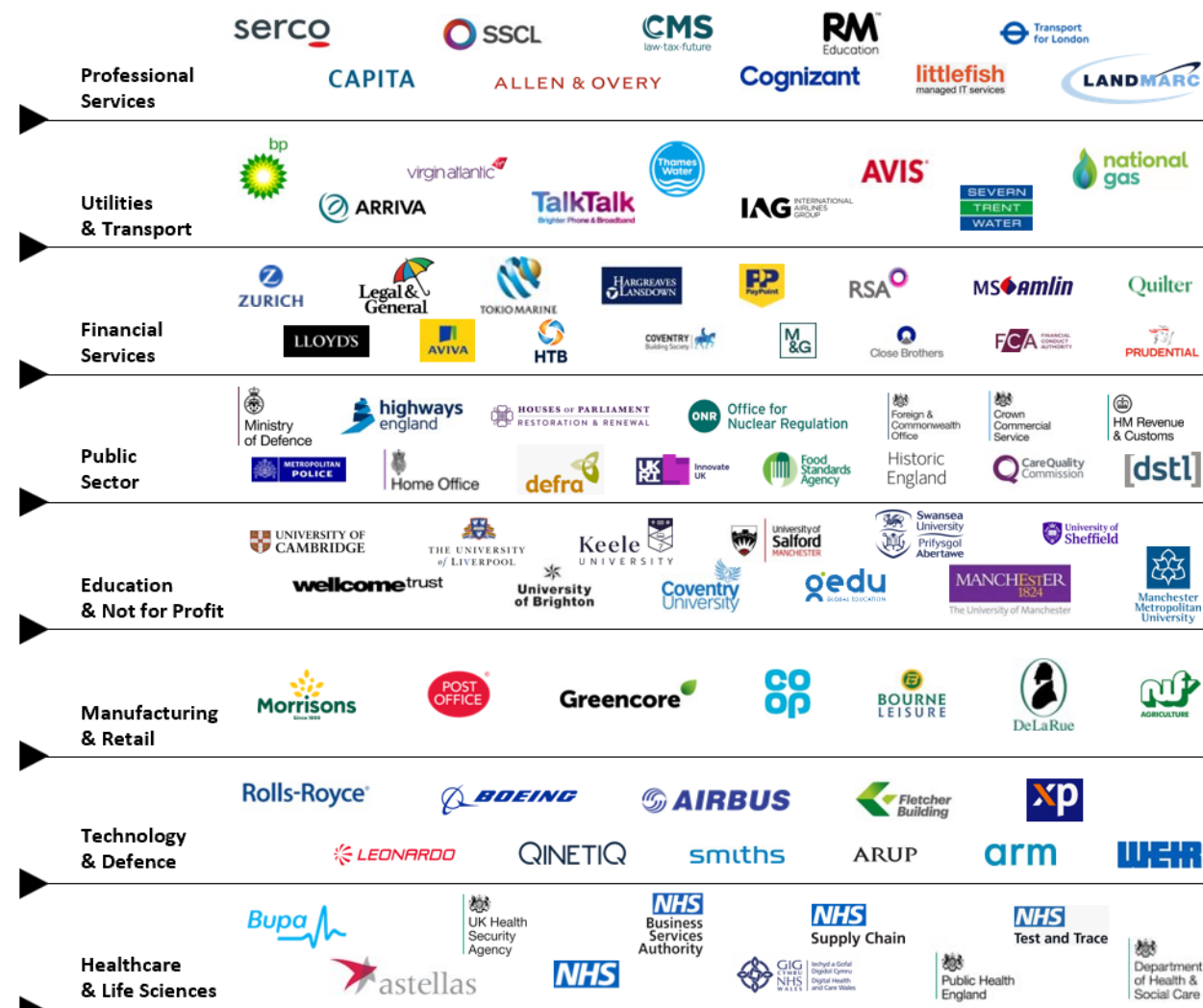
Trusted by the World's Leading Organisations

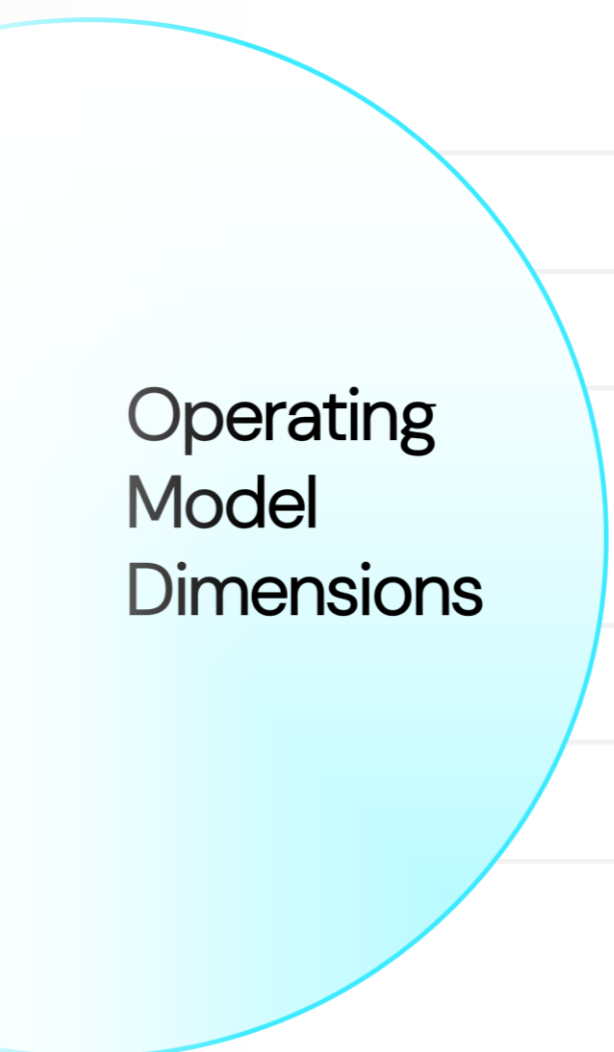
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



MOZΔIC

Confidential

For more information

Mozaic
1 King William Street
London
EC4N 7AF

info@mozaic.net
+44 203 709 1625

[Website](#)

[Social Media](#)

LEGAL DISCLAIMER

Copyright © 2025, Mozaic-Services Limited. All Rights Reserved.

No part of this document may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval devices or systems, without prior written permission from Mozaic-Services Limited.