



Process Automation Assessment Analysis and Planning

A Mozaic DSM Service

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A Digital Service Management (DSM) enabler, this service ensures your automation or AI project delivers to business needs. A fact-finding and analysis service, to identify and assess the right projects to take forward. Delivered by experts using our proven methodology, helping you to target the best opportunities with significant returns.

Features

- ▶ Performed by operational and process improvement experts
- ▶ Significant process mapping and timing knowledge
- ▶ Based on an in-depth understanding of automation capabilities and opportunities
- ▶ Build your business case for returns on an improvement project
- ▶ Process methodology for detailed process reporting
- ▶ Considers your people, data, process management, and automation
- ▶ Recognition of planned changes and broader change initiatives
- ▶ Compares options and makes clear recommendations
- ▶ Ensures the progression of tangible projects
- ▶ Peer review, recommend and enhance existing automation

Benefits

- ▶ Identify and progress the best process improvement projects
- ▶ Understand the bottlenecks and opportunities within your processes
- ▶ Accurately document your processes with maps and timings
- ▶ Discover the value of implementing an automation solution
- ▶ Validate your roadmap for operational improvement
- ▶ Maximise your return with automation and operational change
- ▶ Optimise and create a robust plan with automation
- ▶ Create a roadmap for impactful change





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

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