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Enterprise Service Management (ESM) Assessment

A Mozaic ESM Service

2025

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Future Ready

Enterprise Service Management (ESM) Assessment

A Mozaic ESM Service

Our Enterprise Service Management (ESM) Assessment is designed to help you articulate your challenges and painpoints across enterprise service delivery in corporate and back-office functions. Our proven framework and methodology will accelerate your ability to identify transformation opportunities and define your ESM vision and objectives.

Features

- Tailored to meet your needs
- Proven frameworks to articulate challenges and painpoints
- Mozaic's '10 Levers' Model to guide your ESM vision
- Service definition including nature, volumes, channels and systems
- Definition of transitional and end state vision
- Robust implementation sequencing
- Clear articulation of ESM transformation value

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Benefits

- Clear baseline in current service delivery
- Concise opportunity and value assessment
- Structured decision-making to shape ESM vision
- Articulated barriers and mitigation plans
- Clear next steps to progress your transformation

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

Professional Services

serco, SSCL, CMS law·tax·future, RM Education, Transport for London, CAPITA, ALLEN & OVERY, Cognizant, littlefish managed IT services, LANDMARC

Utilities & Transport

bp, virgin atlantic, ARRIVA, TalkTalk, Thames Water, IAG International Airlines Group, AVIS, SEVERN TRENT WATER, national gas

Financial Services

ZURICH, Legal & General, TOKIO MARINE, HARGREAVES LANSDOWN, PayPoint, RSA, MS Amlin, Quilter, LLOYD'S, AVIVA, HTB, Coventry Building Society, M&G, Close Brothers, FCA Financial Conduct Authority, PRUDENTIAL

Public Sector

Ministry of Defence, highways england, HOUSES OF PARLIAMENT RESTORATION & RENEWAL, ONR Office for Nuclear Regulation, Foreign & Commonwealth Office, Crown Commercial Service, HM Revenue & Customs, METROPOLITAN POLICE, Home Office, defra, UK Innovate UK, Food Standards Agency, Historic England, Care Quality Commission, [dstl]

Education & Not for Profit

UNIVERSITY OF CAMBRIDGE, THE UNIVERSITY of LIVERPOOL, Keele UNIVERSITY, University of Salford MANCHESTER, Swansea University Prifysgol Abertawe, University of Sheffield, wellcome trust, University of Brighton, Coventry University, gedu, MANCHESTER 1824 The University of Manchester, Manchester Metropolitan University

Manufacturing & Retail

Morrisons, POST OFFICE, Greencore, co op, BOURNE LEISURE, DeLaRue, AGRICULTURE

Technology & Defence

Rolls-Royce, BOEING, AIRBUS, Fletcher Building, xp, LEONARDO, QINETIQ, smiths, ARUP, arm, WEIR

Healthcare & Life Sciences

Bupa, UK Health Security Agency, NHS Business Services Authority, NHS Supply Chain, NHS Test and Trace, astellas, NHS, GIG CYMRU NHS WALES, Public Health England, Department of Health & Social Care

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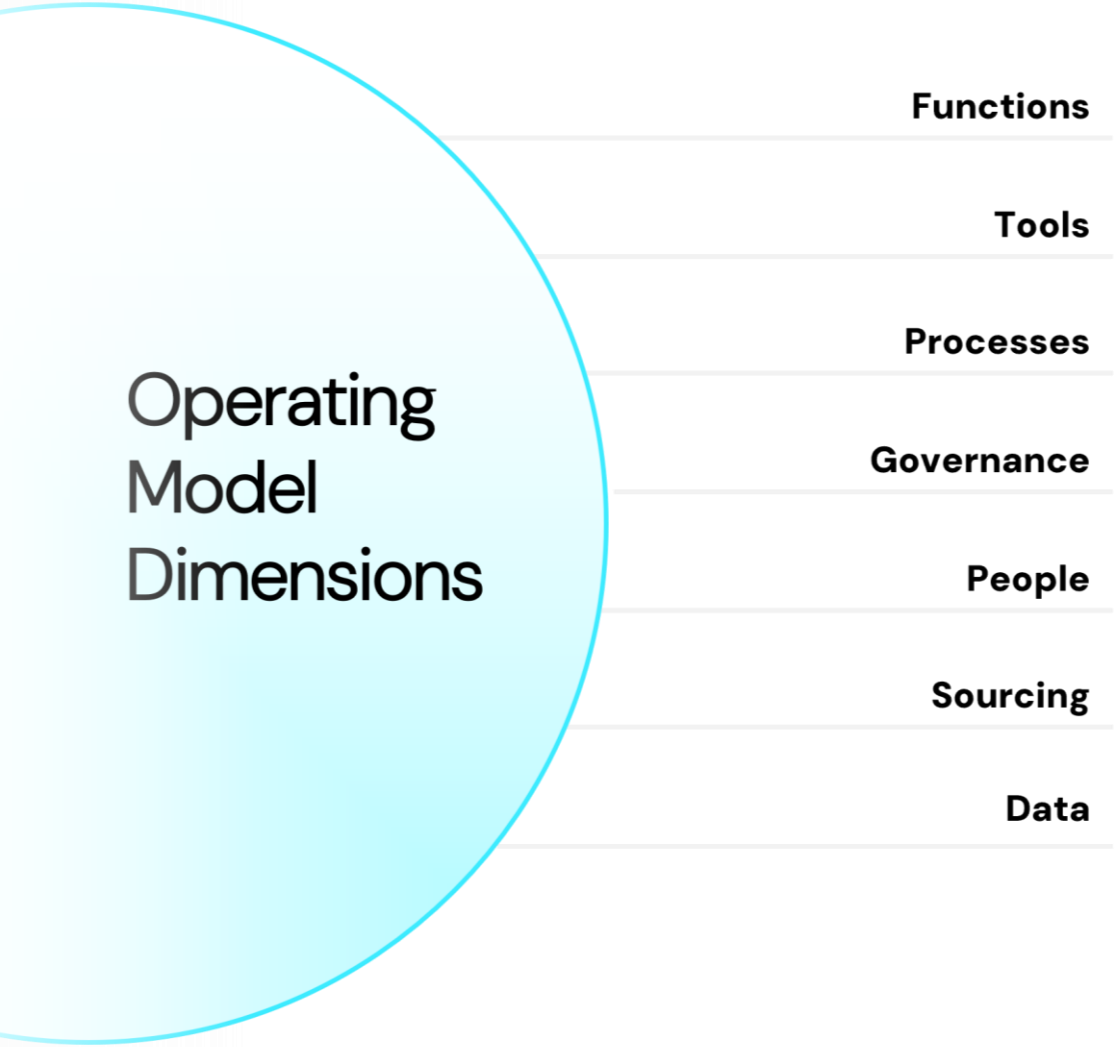

Getting the Foundations Right

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 CO_2 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.

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