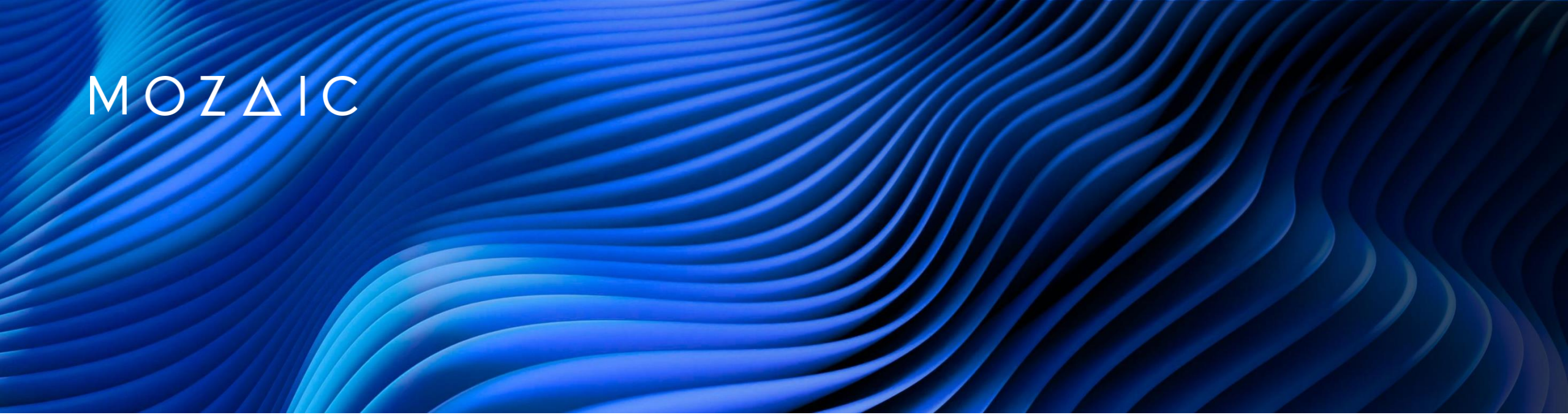


Migration from BMC Service

A Mozaic Cloud Service

2025

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Migration from BMC Service

A Mozaic Cloud Service

Our ITSM migration service seamlessly transitions organisations from BMC to ServiceNow or HaloITSM. We assess current configurations, cleanse data, redesign processes, and execute secure migrations with minimal disruption, enabling improved automation, visibility, and user experience while accelerating time-to-value, reducing risk, and ensuring operational stability through proven delivery methods and governance.

Features

- Current-state BMC assessment and migration readiness analysis
- ServiceNow or HaloITSM platform selection guidance
- ITIL process redesign and optimisation
- Data cleansing, mapping, and secure migration
- Configuration, customisation, and integration setup
- Automated migration tooling and validation
- Minimal-disruption cutover and transition planning
- User acceptance testing and defect resolution
- Knowledge transfer, training, and documentation
- Post-migration support and stabilisation services

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Benefits

- Reduced operational complexity and technical debt
- Improved service visibility and reporting capabilities
- Faster incident, problem, and change resolution
- Enhanced user and agent experience
- Increased automation and workflow efficiency
- Lower ongoing support and maintenance costs
- Improved scalability to support growth
- Stronger alignment with ITIL best practices
- Reduced migration risk through proven approach
- Faster time-to-value from modern ITSM platforms

MOZAIC



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.

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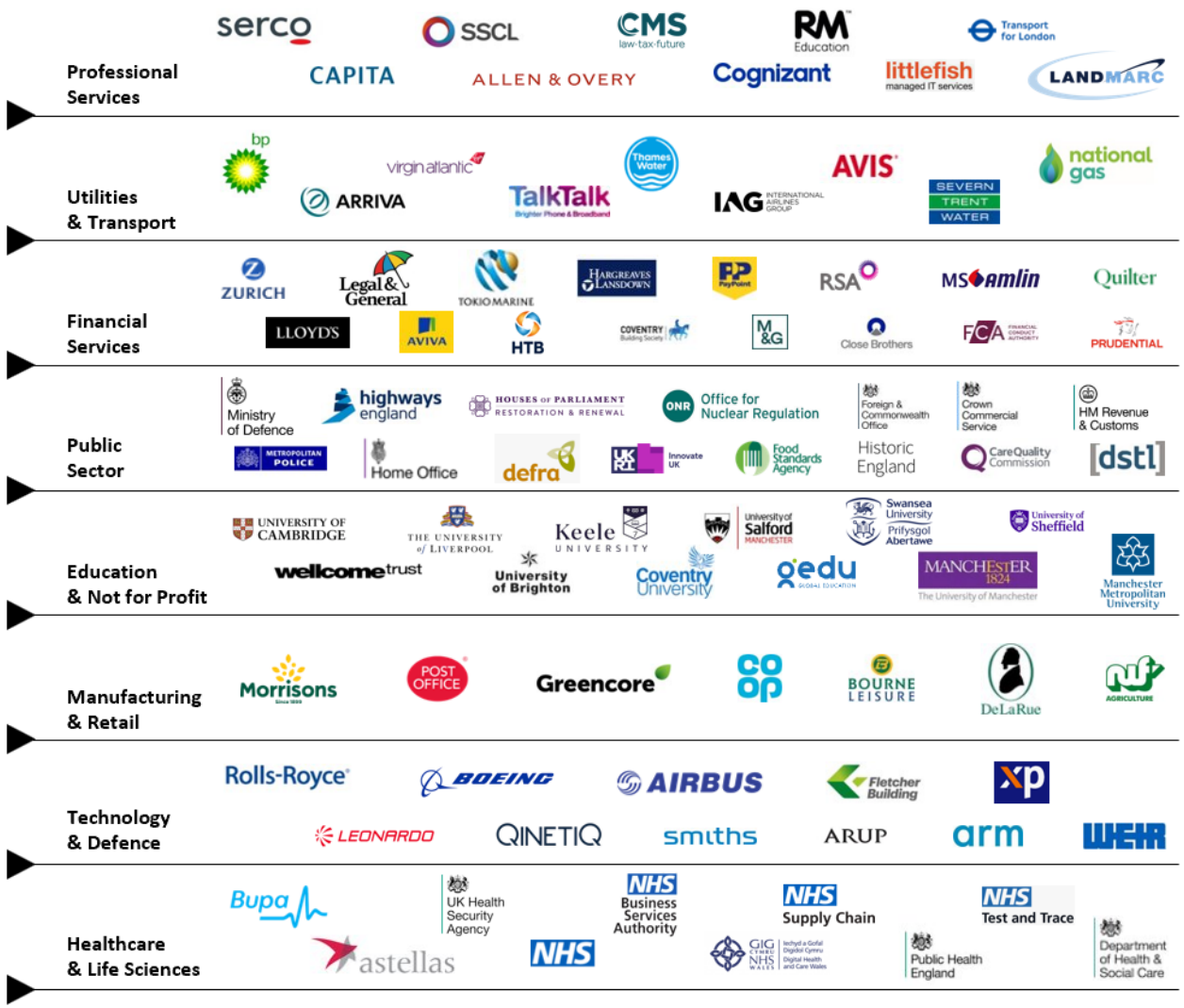
Trusted by the World's Leading Organisations

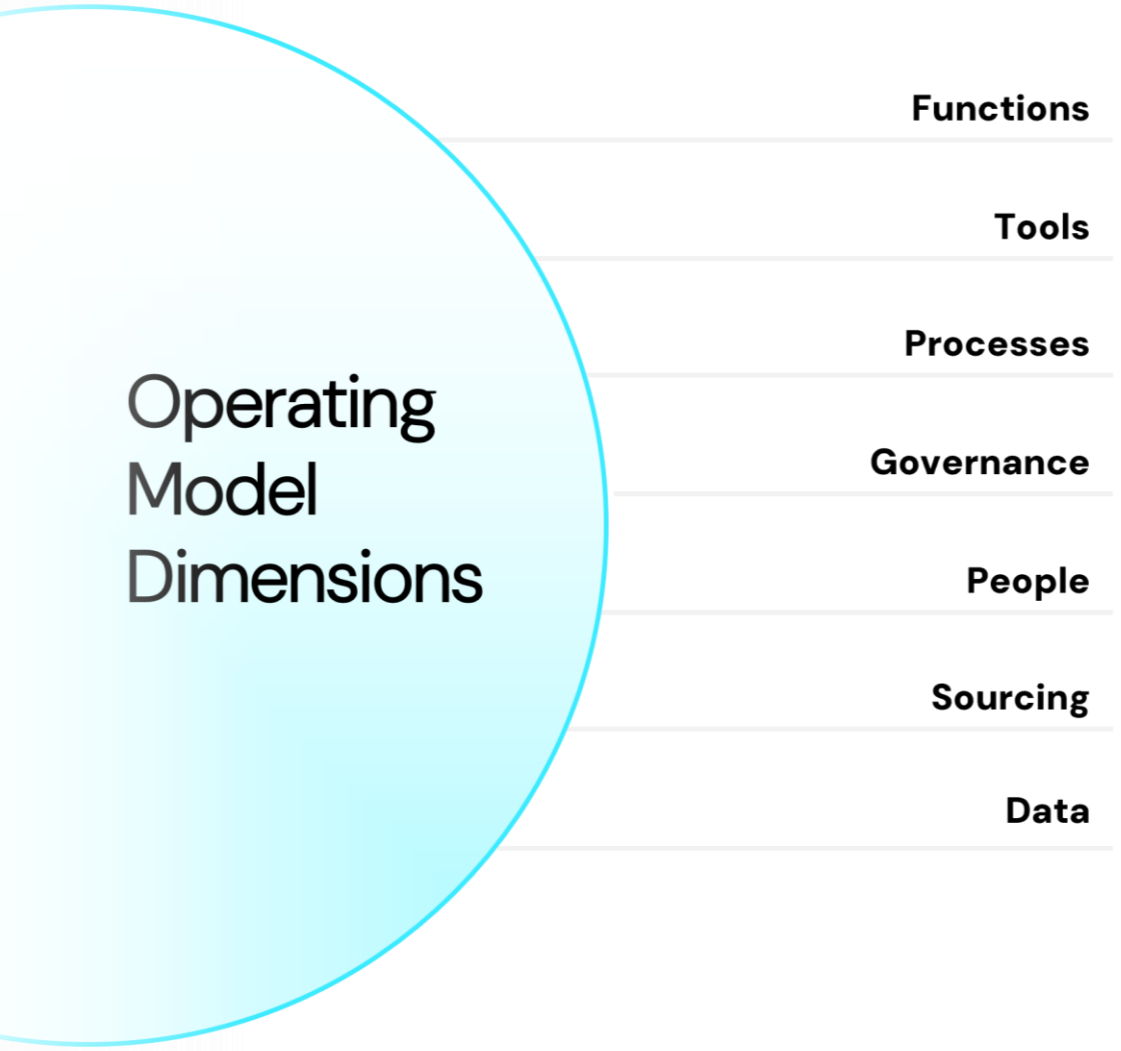
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

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





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.

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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.

COMMITTED ecovadis Sustainability Rating

Carbon Neutral Britain



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Future Ready