

The Mosaic logo is displayed in white, uppercase letters. The letter 'A' is replaced by a triangle symbol (Δ). The background of the top half of the slide features a dynamic, wavy pattern of blue lines that create a sense of depth and movement, resembling a stylized topographical map or a liquid surface.

MOZΔIC

Blueprint for Cloud Operations

A Mozaic Cloud Service

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An enabler of Digital Service Management (DSM) this is a design/planning service for a proven Blueprint for Cloud Operations. We design an integrated Digital Service Management capability for the operation and support of cloud-based infrastructure and applications. Covering acceptance into live, monitoring, alerting, operational support, for services deployed to Cloud.

Features

- ▶ Proven Blueprint for a modern Cloud Operations and Support capability
- ▶ ITIL compliant Agile Digital Service Management
- ▶ Operating Model design for Digital Service Management
- ▶ Clear definitions of Roles and Responsibilities
- ▶ Governance framework for responsive digital product development and delivery
- ▶ Alignment of development and operations through a DevOps culture
- ▶ Transformation planning and on-going delivery management
- ▶ Integrated DevOps capability and tooling strategy to support development teams
- ▶ DevOps driven Change Management processes

Benefits

- ▶ Aligns operational service management with responsive DevOps-oriented continuous delivery methods
- ▶ Streamlines the path-to-live and acceptance into service for digital services
- ▶ Consolidation of support model and capability for multiple digital products
- ▶ Application Support without dependency on application development suppliers
- ▶ Defines and end-to-end product oriented operational service model
- ▶ Frictionless delivery into production, maintaining ITIL-compliant governance, audit and control
- ▶ Structured to drive continual improvement of production cloud services
- ▶ Cost optimisation of your cloud-base
- ▶ Robust on-boarding and service transition process for new digital applications
- ▶ Integration of information security and regulatory compliance



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

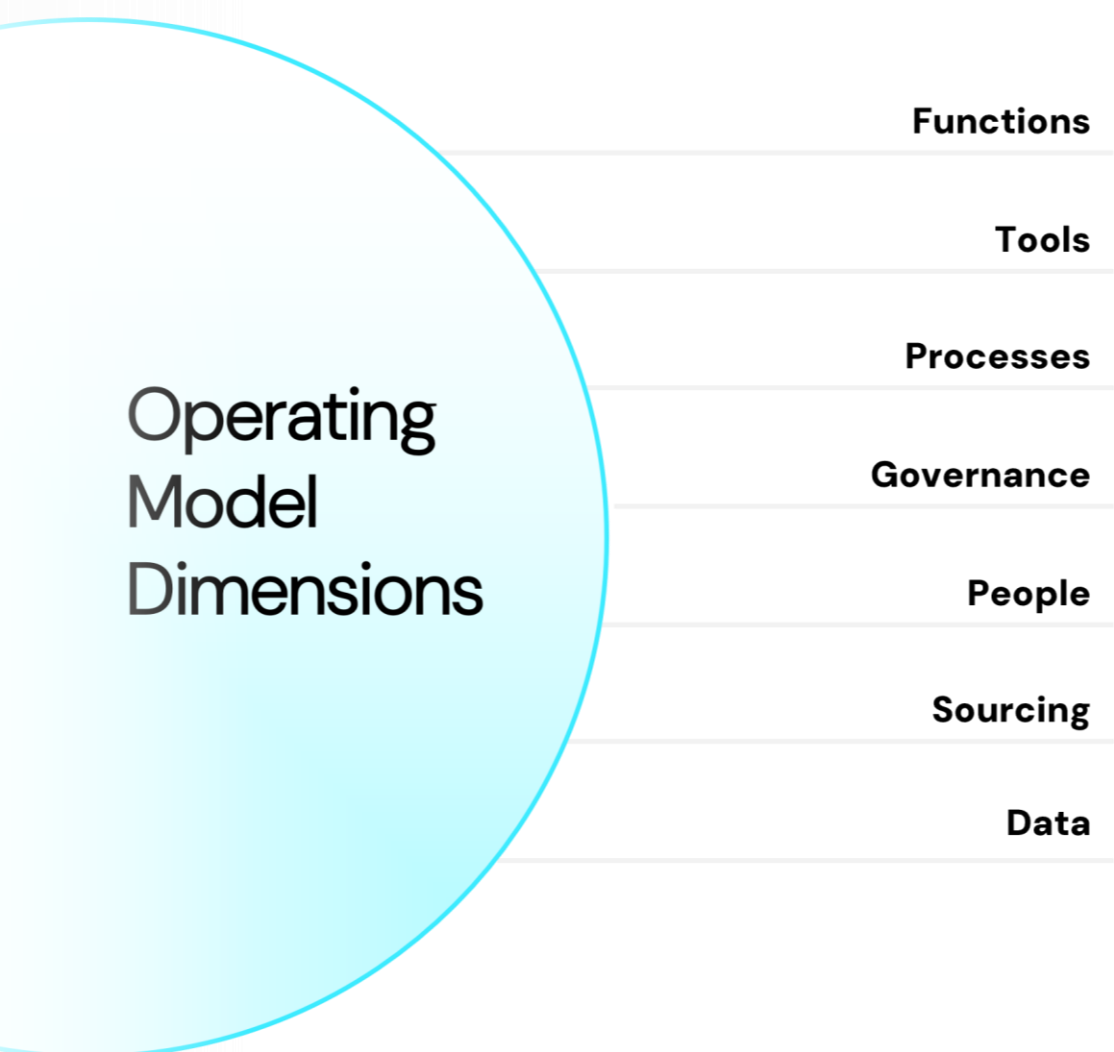
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

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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