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Digital.ai Service Management Automation and Integration

A Mozaic DSM Service

2025

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Future Ready

Digital.ai Service Management Automation and Integration

A Mozaic DSM Service

A Digital Service Management (DSM) enabler, this service uses market-leading VSM tools to integrate process across the enterprise, providing visibility and control, and significantly increasing change velocity. Using VSM, DevOps tools are integrated into orchestrated, automated workflows, reducing change cycles by 80% and delivery team effort by 20%.

Features

- Integrates Product Management, DevOps and ITSM Tooling
- Provides seamless and frictionless integration of processes and workflow
- Maintains ITIL principles whilst codifying delivery to reduce effort
- Provides DevOps teams with choice of their technology and tools
- Provides standard measurement and management dashboards
- Changes flow from the product teams: CABs, manual entry, delays
- Clear, real-time insight into performance and compliance
- Incremental roll-out, with zero negative disruption to working processes

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Benefits

- Significantly faster delivery cycles
- Reduced effort and cost in release
- Maintains Enterprise level control across the estate
- Standardise ways of working, enabling leveragability of skills and resources
- Reduces risk and ensures repeatability and improves product quality
- Provides Management Insight
- Measures performance of each Product team and Enterprise delivery
- Accelerates stand-up of new Product Teams
- Improves user Satisfaction



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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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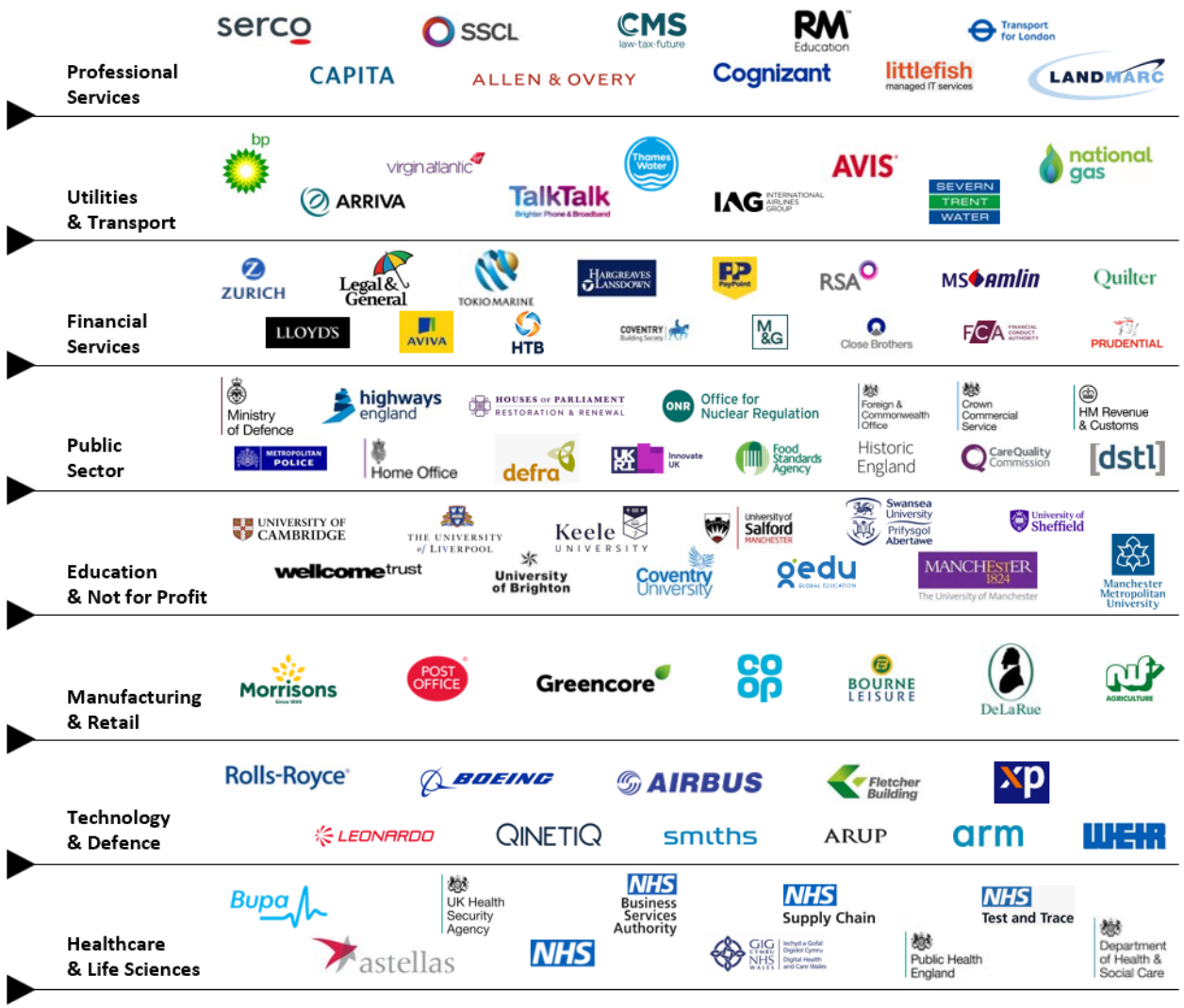
Trusted by the World's Leading Organisations

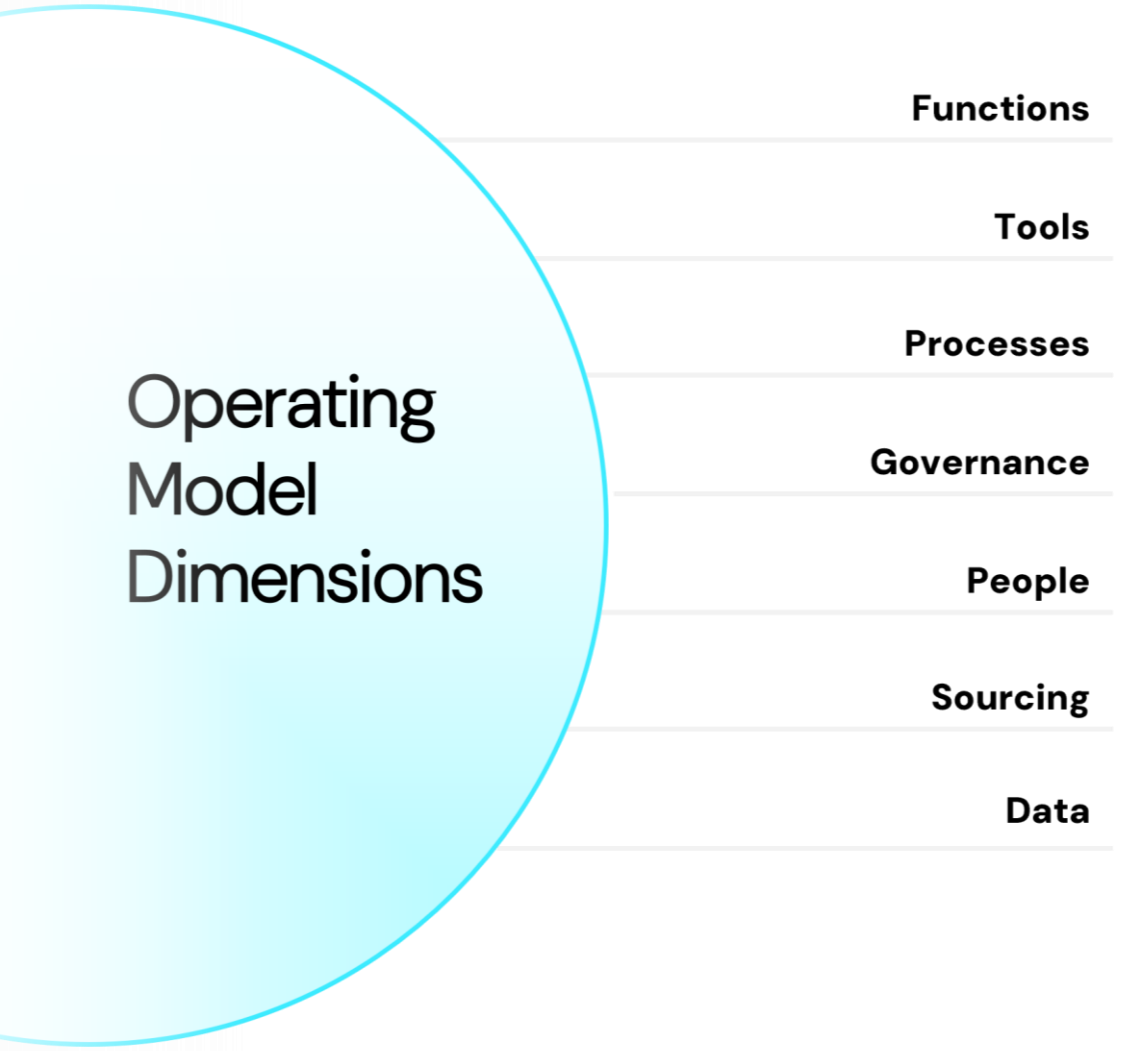
With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

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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