

The Mozaic 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 series of flowing waves.

MOZΔIC

Digital Service Management Operational Services

A Mozaic DSM Service

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A Digital Service Management (DSM) service to manage your digital, cloud and heritage estate and deliver operational excellence. Our suite of ITIL-aligned, modularised service components enable you to manage all your services in full alignment with any existing Service Management capabilities.

Features

- ▶ Service Operations, Service Transition, Service Design and Service Strategy
- ▶ Services based on Mozaic's best-practice, proven process model
- ▶ Deep understanding of each process and its interdependencies
- ▶ Offered either as a complete service or as discrete modules
- ▶ Assistance to help mature internal capabilities
- ▶ Delivered on an interim or long-term basis
- ▶ Provision of Service Desk if required
- ▶ Provision of a toolset and dashboards to support you

Benefits

- ▶ Accelerates the delivery of strong operational management
- ▶ Operational surety
- ▶ Sustains a multi-sourced IT delivery model and using cloud services
- ▶ Delivers effective and efficient IT to your business
- ▶ Builds effective collaboration across all parties
- ▶ Delivers financial, service, agility and user satisfaction benefits
- ▶ Provides coaching/training to permanent staff





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

For more information

Mozaic
1 King William Street
London
EC4N 7AF

info@mozaic.net
+44 203 709 1625

[Website](#)

[Social Media](#)

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