Business Operating Model & Change Implementation

A Mozaic Service

2025

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Future Ready

Business Operating Model & Change Implementation

A Mozaic Service

A Mozaic Transformation Management Service, scoping, managing and implementing the business change requirements that are necessary to achieve the full benefits of transformation initiatives. Our approach looks at the required changes to processes, systems, tools, job roles, behaviors, culture, organisational design and seamlessly integrates with transformation initiatives and delivery partners.

Features

- Comprehensive methodologies to navigate change smoothly and minimise disruption
- Definition and articulation of clear success measures and outcomes
- Detailed stakeholder engagement and communication strategy
- Supports the design and implementation of appropriate change management governance
- Enables change management across the entire operating model
- Aligns resources within the business to support the change
- Manages the cost of change, ensuring best ROI
- People centric by design, including needs assessments and user engagement
- Implementation of KPIs and reporting to measure effectiveness and impact
- Coaching and capability uplift to support transition

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Benefits

- Maximises the value of transformation initiatives by effectively managing change
- Increases enterprise level change readiness, agility and resilience
- Promotes engagement and collaboration among stakeholders and users
- Improved employee engagement and satisfaction.
- Reduced resistance to change.
- Improves collaboration and cooperation amongst stakeholders
- Reduces the risk



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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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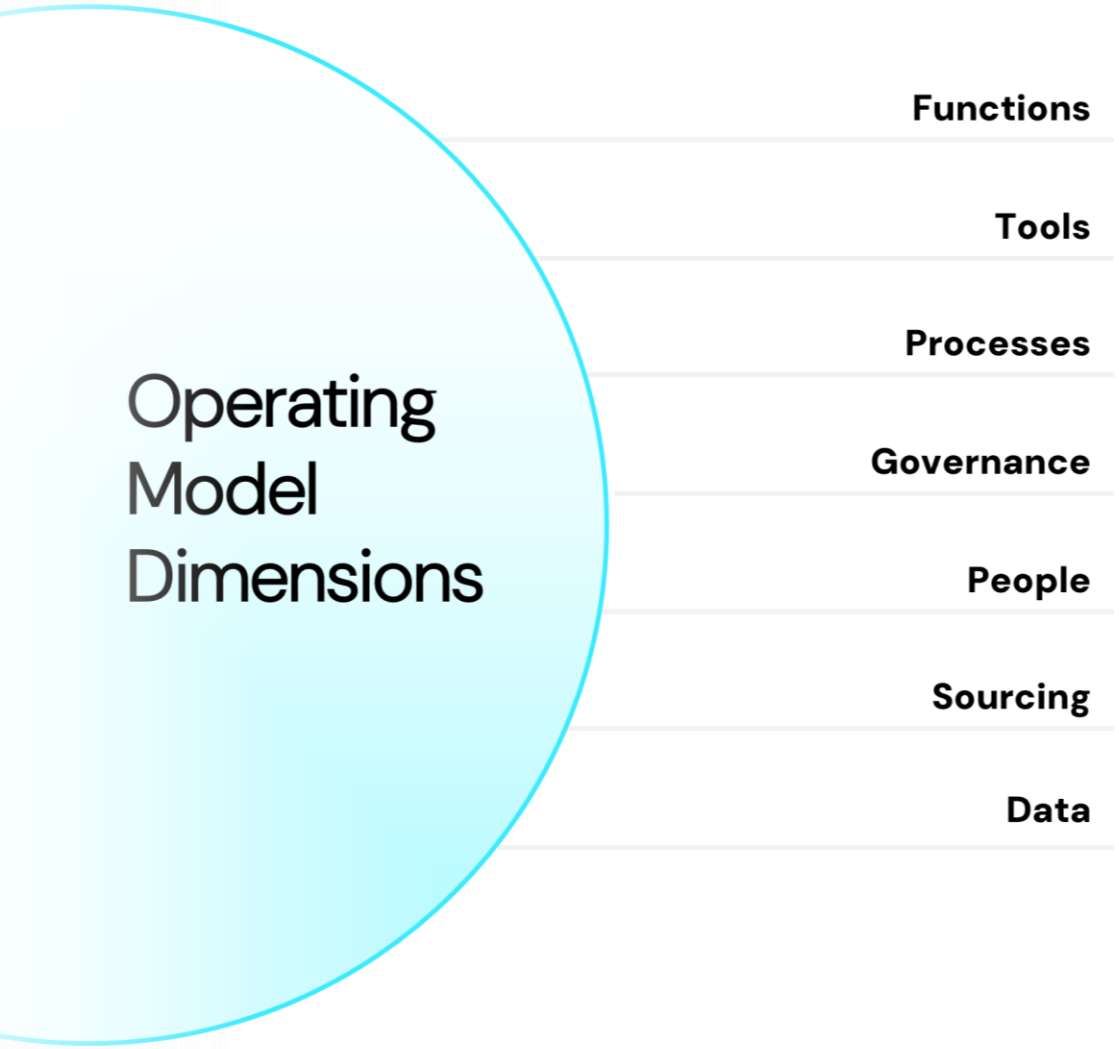
Trusted by the World's Leading Organisations

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.





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



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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