



MOZΔIC

Service Desk Shift-left Service

A Mozaic DSM Service

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A Digital Service Management (DSM) enabler, in this service we assess, plan and deliver a radical shift-left in service provision through a combination of improved quality, knowledge management and intelligent tooling. We achieve high levels of service orchestration, removing manual intervention and addressing the root causes of high-volume issues.

Features

- ▶ Performed by expert Service Management and Service Operations consultants
- ▶ Deep industry and operational experience
- ▶ Based on in-depth understanding of the tooling and automation possibilities
- ▶ Uses our best practice, proven, multi-supplier and Cloud capability/process models
- ▶ Standard methodology refined to your requirements
- ▶ Considers your current model and tooling implementation
- ▶ Structured and rapid approach to improving Knowledge Base
- ▶ Implements AI and Machine Learning solutions to automate 1st-line support
- ▶ Automation of operational delivery workflows, removing manual deployments and fixes
- ▶ Incident and Problem Management functions, removing causes of first-line contacts

Benefits

- ▶ Improved user experience through the resolution of underlying service problems
- ▶ Improved user experience by implementing automated service requests/incident resolutions
- ▶ Significant operating cost reductions through the removal of contacts
- ▶ 2nd/3rd line incident and problem resolution through AI ticket allocation
- ▶ Highly-effective Problem Management
- ▶ Provision of management insight through the improvement of service data/reporting





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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