

The word "MOZΔIC" is displayed in a white, sans-serif font. The Greek letter Delta (Δ) is used as the letter 'A'. The background of the top half of the slide features a dynamic pattern of blue, wavy lines that create a sense of depth and movement, resembling a stylized topographical map or a liquid surface.

MOZΔIC

Customer-Centric Delivery – Value Stream Workshop

A Mozaic Workshop Service

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This collaborative one-day workshop helps CIOs to architect value-driven organizations. Through hands-on value stream mapping, teams align technology structures with business services, bridging silos between IT and digital. Participants leave with a practical product-led roadmap and a unified operating model design.

Features

- ▶ Hands-on mapping of core business services and value streams.
- ▶ Facilitated leadership alignment through collaborative co-creation exercises.
- ▶ Interactive design of cross-functional, multi-disciplined agile squads.
- ▶ Identification of shared components and enabling platform requirements.
- ▶ Definition of clear accountabilities for Value Stream leads.
- ▶ Selection of standard KPIs like agility and customer satisfaction.
- ▶ Analysis of existing handoffs to eliminate delivery bottlenecks.
- ▶ Creation of a prioritized, high-level implementation roadmap.

Benefits

- ▶ No more “them and us” business vs IT.
- ▶ Builds consensus on a unified design for business-aligned technology.
- ▶ Identifies actionable steps to minimise manual handoffs and delays.
- ▶ Provides a structured plan for empowering cross-functional teams.
- ▶ Establishes the framework for a high-performance operating model.
- ▶ Maps shared components to enable efficiency.
- ▶ Identifies the cultural shifts required for successful adoption.
- ▶ Creates a shared leadership understanding of how value flows.
- ▶ Produces a prioritized roadmap for implementing target-state designs.





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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