MOZAIC

ITSM Tooling Assessment and Planning

A Mozaic DSM Service

2025

Confidential

Future Ready

ITSM Tooling Assessment and Planning

A Mozaic DSM Service

A Digital Service Management (DSM) enabler, this service is designed to assess your Service Management tooling requirements for your whole IT estate, including Cloud services. This service reviews your current implemented toolsets as well as business, technical and financial factors to build a comprehensive and commercially robust ITSM tooling strategy.

Features

- Performed by expert Service Management, ITIL and SIAM qualified consultants
- Deep industry and operational experience
- Based on in-depth understanding of the market capabilities
- Uses our best practice, proven, multi-supplier and Cloud models
- Standard methodology refined to your requirements
- Considers your current model, orchestration and tooling implementation
- Recognition of planned changes and broader change initiatives
- Compares options and makes clear recommendations
- Develops the case for change

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Benefits

- Provides clear understanding of maturity of your current delivery model
- Uses industry and operational experience to ensure validity of recommendations
- Our consultants have working knowledge of all current toolsets
- Expedites delivery through re-use of existing materials
- Supports broader case for building an effective Cloud delivery model
- Delivers an agreed roadmap for change and clear implementation plan

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

Professional Services

serco, SSCL, CMS law·tax·future, RM Education, Transport for London, CAPITA, ALLEN & OVERY, Cognizant, littlefish managed IT services, LANDMARC

Utilities & Transport

bp, virgin atlantic, ARRIVA, TalkTalk, Thames Water, IAG International Airlines Group, AVIS, SEVERN TRENT WATER, national gas

Financial Services

ZURICH, Legal & General, TOKIO MARINE, HARGREAVES LANSDOWN, PayPoint, RSA, MS Amlin, Quilter, LLOYD'S, AVIVA, HTB, Coventry Building Society, M&G, Close Brothers, FCA Financial Conduct Authority, PRUDENTIAL

Public Sector

Ministry of Defence, highways england, HOUSES OF PARLIAMENT RESTORATION & RENEWAL, ONR Office for Nuclear Regulation, Foreign & Commonwealth Office, Crown Commercial Service, HM Revenue & Customs, METROPOLITAN POLICE, Home Office, defra, UK Innovate UK, Food Standards Agency, Historic England, Care Quality Commission, [dstl]

Education & Not for Profit

UNIVERSITY OF CAMBRIDGE, THE UNIVERSITY of LIVERPOOL, Keele UNIVERSITY, University of Salford MANCHESTER, Swansea University Prifysgol Abertawe, University of Sheffield, wellcome trust, University of Brighton, Coventry University, gedu, MANCHESTER 1824 The University of Manchester, Manchester Metropolitan University

Manufacturing & Retail

Morrisons, POST OFFICE, Greencore, co op, BOURNE LEISURE, DeLaRue, AGRICULTURE

Technology & Defence

Rolls-Royce, BOEING, AIRBUS, Fletcher Building, xp, LEONARDO, QINETIQ, smiths, ARUP, arm, WEIR

Healthcare & Life Sciences

Bupa, UK Health Security Agency, NHS Business Services Authority, NHS Supply Chain, NHS Test and Trace, astellas, NHS, GIG CYMRU NHS WALES, Public Health England, Department of Health & Social Care

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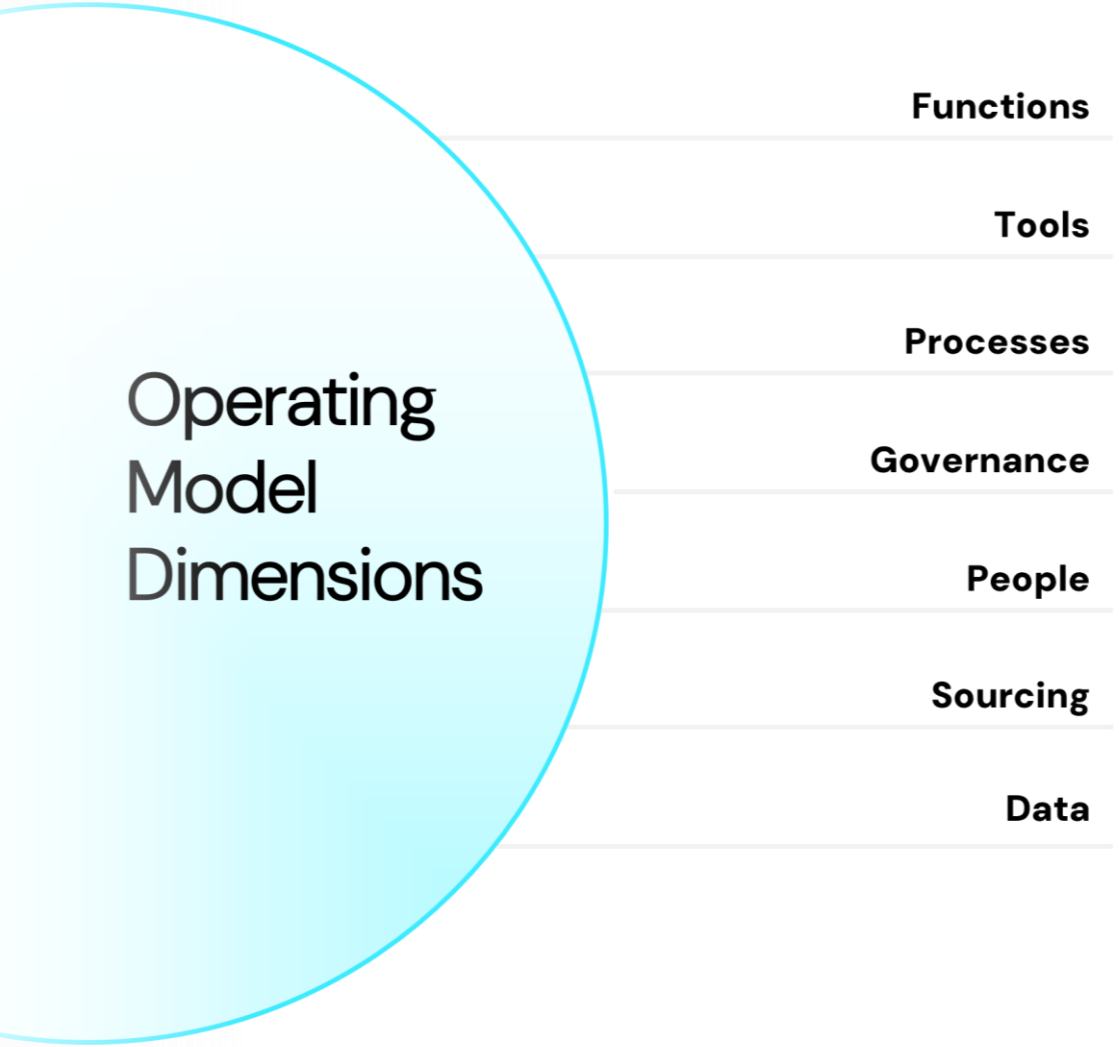

Getting the Foundations Right

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 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.

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