



MOZΔIC

DSM Operating Model Assessment and Design

A Mozaic DSM Service

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A Digital Service Management (DSM) enabler, an operating model assessment and design service for building strong service management across your estate. Our approach encompasses organisation, procurement, process, governance and tooling. We use our Agile methodology working with you, iteratively building the capabilities needed to manage both traditional and cloud services.

Features

- ▶ Development of a vision and delivery strategy
- ▶ Assessment of capabilities, costs and maturity across the enterprise
- ▶ Comparison with current best practice
- ▶ Business case for the delivery of the new operating model
- ▶ Development of the road map for its implementation
- ▶ TOM includes: functional, process, governance, data, tooling etc.
- ▶ Collaborative approach to delivery

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Benefits

- ▶ Fast and responsive to changing business needs
- ▶ User and Product centricity
- ▶ Intrinsically dynamic in nature
- ▶ Robust, consistent and re-usable platforms for performance and financial efficiency
- ▶ Full lifecycle built on matrix of Product and Capability teams
- ▶ Enable innovation: iterative delivery for all Products and Capabilities
- ▶ Operational Controls that allow innovation but enable scalability and resilience





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.



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Confidential

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