

Connected Experience & Digital Enablement Planning Services

This service assesses existing portals, workflows and platforms across Microsoft, AWS, Google, Salesforce, ServiceNow, Appian, OutSystems, Boomi, Riverbed, LogicMonitor, ScienceLogic, Halo and ManageEngine to define a modern digital experience strategy, shaping architectures, omnichannel designs, automation and AI models, integration patterns and a prioritised roadmap for scalable, connected digital services.

Designed to support organisations at different levels of digital maturity, this service aligns platforms, data and automation to enable scalable, resilient digital services across enterprise environments.

Service Benefits

- ▶ Clear strategy for modernising portals, workflows and applications
- ▶ Defined architecture for omnichannel, cloud-native and low-code platforms
- ▶ Readiness to adopt AI agents, automation and predictive operations
- ▶ Improved alignment across IT, service, business and product teams
- ▶ Sharper prioritisation guiding investment decisions and transformation sequencing

Planning Approach

Modular service modernising workflows, applications and channels to deliver connected digital experiences.

▶ Discover

Assess current portals, workflows, applications and service channels

Benchmark user experience through research, journey mapping and service analysis

Review ITSM, ERP, CRM, service desk and collaboration platform capabilities

Analyse application portfolio, code quality and runtime modernisation needs

Evaluate data, integration, automation and observability maturity

▶ Define

Develop the target digital experience and connected service architecture

Design omnichannel interaction models, UX patterns and service blueprints

Shape data, AI and automation models for agents and predictive operations

Define modernisation approaches including refactoring, re-platforming and redevelopment

Specify cloud-native, low-code and integration platform patterns and governance

▶ Recommend

Deliver a prioritised roadmap with phased transformation sequencing

Provide value cases outlining efficiency, customer experience and service benefits

Present reference architectures, solution options and technical recommendations

Advise on operating model, capability uplift and adoption pathways

Define observability, performance and experience-level measurement standards

Deliverables

Typically applicable to CRM, ITSM, ERP, low-code/no-code, automation, collaboration and web experience platforms, data and integration platforms, application modernisation technologies, API/microservice and event-driven architectures, AI technologies, observability tooling and wider digital experience ecosystems:

- Current-state service, process and capability assessment
- Application, data and workflow landscape analysis
- Identification of risks, pain points and technical-debt drivers
- User, stakeholder and experience mapping
- Detailed solution, service and experience design
- Process, workflow and automation design
- Operating model and service blueprint development
- Data and information structure design
- UX, accessibility and performance considerations
- Roadmap development for service, platform and process change
- Mobilisation planning and implementation sequencing
- Communication and engagement planning
- Tooling and platform requirements definition
- Integration, API and event-driven architecture planning
- Readiness assessment for deployment and change

Service Levels

- 9–5 UK time, Monday to Friday
- Workshops and reviews scheduled in advance
- Defined response and escalation routes
- Document delivery milestones defined in the engagement plan
- Escalation routes confirmed at engagement outset

Pricing Model

- SFIA-aligned day rates for uplift or project work
- Fixed-price assessment packages available
- Scope and pricing finalised after scoping activities

Engagement Options

Supporting flexible delivery across Discover, Define and Recommend:

- **Project Delivery** – Structured execution of assessments, architecture definition and modernisation planning
- **Team Augmentation** – Specialists, including but not limited to digital architects, service designers, analysts, UX researchers, and automation or AI specialists
- **Specialist Resourcing** – Short-term access to business analysts, workflow, integration, experience, or observability specialists

Security & Compliance

- Staff screened to BS7858:2019.
- NPPV or SC clearance available on request and scoped separately (not included in standard rate card)
- Processes aligned to ISO 27001, 9001, 20000-1 and 14001
- GDPR-compliant handling of customer data

Customer Responsibilities

- Provide access to relevant environments, documentation and stakeholders
- Ensure availability for workshops, discovery sessions and approvals
- Supply accurate architectural, operational or business information
- Maintain governance and change processes required to support the engagement
- Approve outputs and recommendations in a timely manner

Offboarding

- Handover of all planning artefacts and documentation
- Knowledge-transfer session(s)
- Closure review with next-step recommendations



Contact us to discuss your requirements.

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