

Next Generation **Operating Models**

Service Definition

With Finyx, you can replace siloed, outdated IT structures with a modern operating model across digital, data and technology. We align people, structures, services, suppliers and technology so your organisation can deliver value reliably and strengthen internal capability.

The result is clearer ownership, faster delivery and technology that reliably turns cloud and AI investment into business value.

— ABOUT FINYX

small enough to CARE.

**Big
enough**
to depend on.

Finyx are an experienced and trusted Digital Delivery partner there to help you realise your digital ambitions and deliver meaningful change.

We are a wholly independent advisory business singularly focused on solving actual client problems and delivering positive outcomes.

Our only loyalty is to our clients and we pride ourselves on our collaborative partnering approach and our flexible nature; always expecting to deliver more than that stated in the contract.

All of our leaders have held line roles in Blue Chip corporates or large Public Sector organisations, giving us unique insight as to what “good delivery” feels like from a client’s perspective.

Finyx provide genuine expertise through a unique mix of consulting pedigree and industry experience to give our clients the best chance of success.

3

offices

With offices in London, York, and Belfast, we’re perfectly positioned to support clients across the UK.

20

years

We’re proud to have been a part of some of the largest transformation programmes in the UK over the last 20 years.

100+

professionals

Our expanding team of over 100 professionals offers a diverse range of expertise and skills to apply to any challenge.

OUR SERVICES.



STRATEGY

Plan. Transform. Succeed.

Developing digital strategies to drive efficiencies, optimise business growth and provide innovative services to your end users.

DELIVERY

Analysis. Insight. Impact.

Full lifecycle support for your digital transformation programmes, from PMO, to Product Management and Business Change.



COMMERCIAL

Design. Procure. Manage.

Designing digital supply-chains, tendering, negotiating, tracking supplier performance and managing supplier transitions.

BUSINESS MANGEMENT

Visibility. Accountability. Results.

Bringing together a number of related disciplines to improve visibility, efficiency and cost-effectiveness of your digital programmes.





OUR INDUSTRIES.

Finyx operate across a range of industries and our clients are strategically vital for the UK economy and the delivery of our public services.

We support our secure clients by providing specialist teams that understand the sensitivities associated with highly regulated environments, with all of our employees holding clearances at SC level or above.

We operate at all levels of Government from Local Authorities to big Central Departments; offering our Services through a growing number of frameworks.

In the Private Sector, we have an extensive track record supporting global banks, asset and wealth management companies alongside insurance and payment providers.



**Defence &
Security**



Public Sector



**Financial
Services**



THE SERVICE.

Organisations are under growing pressure to rethink how they operate as strategies shift, talent becomes harder to retain and technology evolves at pace.

The IT sector alone faces high turnover (18.3% in the UK, 2022), and despite increased investment in cloud, a third of spend delivers little or no value.

New cloud services, digital delivery models and advances in AI and data have exposed a simple truth: a traditional IT operating model, held back by functional silos, inconsistent delivery methods, low-value suppliers and limited internal capability is no longer fit for purpose.

Our Next Gen Operating Model helps organisations tackle these challenges by reshaping how they work across key areas – spanning technology, people, processes, data, products, governance and service delivery.

This service provides a clear, end-to-end operating model. It defines how people, services, suppliers and tooling should come together to deliver value, creating a modern, coherent model that aligns to strategic priorities and supports effective delivery.

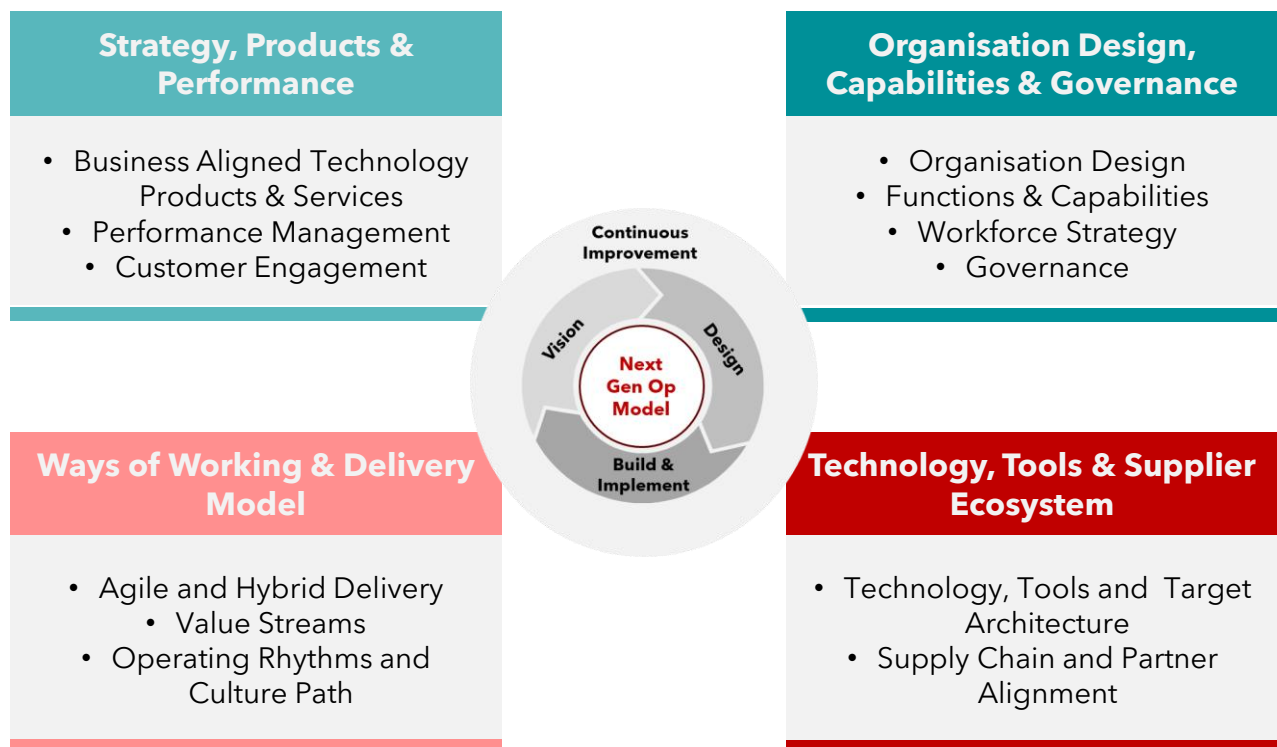
THE APPROACH.

Assess & Prioritise

We start by understanding what's driving the change and how your organisation works today. We use four key areas to build a clear, joined-up view of what's working, what isn't, and where change will create the most value. This helps us avoid siloed fixes and design an operating model that works as one system. From this, we agree the priorities that matter most and shape a practical plan grounded in your goals.

Design, Implement & Improve

We then design how the organisation should work in the future, working closely with your teams to build and implement changes smoothly. Progress is tracked against the original vision so you can clearly see how the new model improves performance over time.



THE VALUE.

Partnering with us to transform your Operating Model will:

- Ensure technology investment genuinely delivers Business Value
- Underpin Digital, Data and AI strategies with a future-ready Organisation Design
- Improve efficiency and accountability with clearer roles, structures and governance
- Improve internal capabilities and your supply chain to exploit AI and Data opportunities
- Accelerate results with our expertise, playbook and accelerators
- Build early momentum through quick wins, strengthening confidence and buy-in

YOUR DIGITAL TRANSFORMATION PARTNER.



I work closely with our clients to understand how the latest technology-driven disruptions are impacting their operating models and how to help organisations improve how they work across digital, data and technology.

My aim is to strengthen your internal structures, skills and ways of working, to make sure your cloud, data and AI investment delivers long-term value.

Alexandra Barbour

Operating Model Lead



London | York | Belfast



admin@finyx.com



Finyx.com



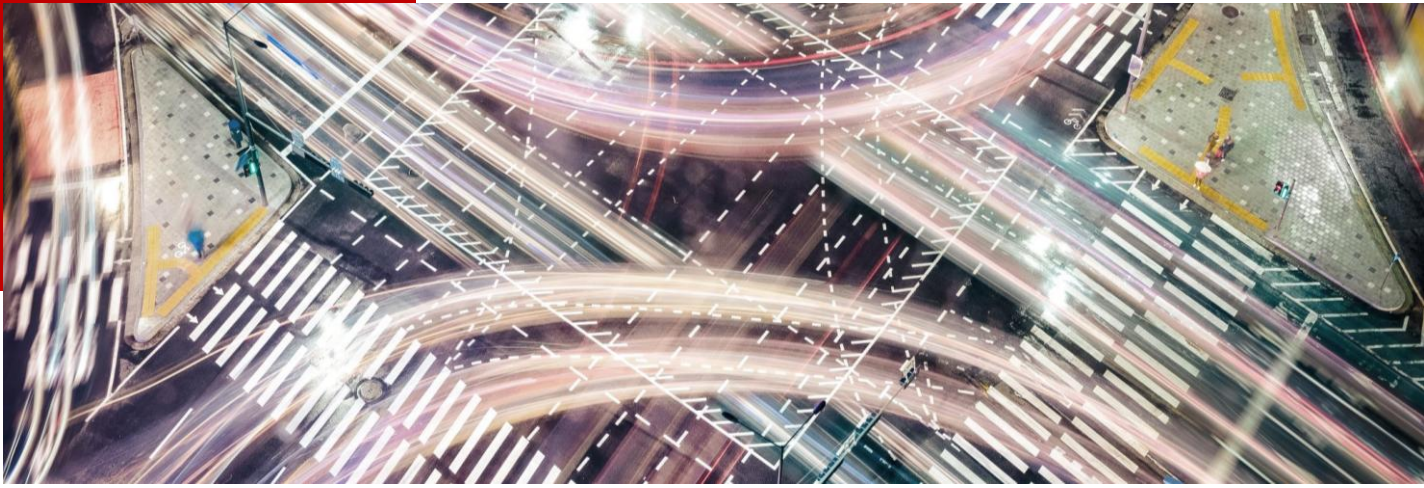
@Finyx

Finyx is a limited company registered in England & Wales with number 07978039 and its registered office at The Catalyst Baird Lane, Heslington, York, UK, YO10 5GA

© 2025 Finyx. All rights reserved.

ANNEX.

- Key Features
- Key Benefits



Key **FEATURES.**

- 01 Comprehensive Operating Model - How the whole organisation works with people, processes, technology and decisions.
- 02 Organisation Design - Clear roles, teams and structures that help people work effectively.
- 03 Ways of Working - Simple, flexible methods for how teams plan, deliver and collaborate.
- 04 Process Optimisation - Streamlined processes with clear ownership so work moves smoothly.
- 05 Workforce Strategy - The skills, roles and sourcing you need to deliver well.
- 06 Technology Architecture - The right tools, systems and platforms to support day-to-day work.
- 07 Data & Digital Enablement - Reliable data and digital tools that help people make better decisions.
- 08 Governance Framework - How decisions get made and who is responsible for them.
- 09 Customer & Service Alignment - Clear ownership of services and better ways to engage customers.
- 10 Supplier Strategy - Choosing the right partners and managing them effectively.



Key **BENEFITS.**

- 01 Responsive, future-proof operating model - Adaptable, aligned and built for change.
- 02 Operational efficiency - Streamlined processes, faster flow and reduced duplication.
- 03 Accelerated delivery - Quick wins build momentum and confidence.
- 04 Stronger strategic alignment - Operating model supports business priorities.
- 05 Organisation designed for purpose - Coherent structures enabling effective delivery.
- 06 Reduced technical debt - Rationalised tools and modernised platforms.
- 07 Higher digital ROI - Your technology spending delivers real, measurable value.
- 08 Knowledge transfer and upskilling - People gain the skills they need to work effectively.
- 09 Better decision-making - Governance enables faster, more confident choices.
- 10 Improved customer experience - Customers get a smoother, more reliable service.