



Mosaic Island

Independent Issue Mediation

Introduction

Effective **architecture and design** are critical to the successful delivery of **business change**, **cloud adoption** and **digital transformation** across the public sector. Mosaic Island provides a suite of **design-led consulting services** that support public sector organisations in planning, shaping and delivering complex change in a controlled, proportionate and outcome-focused manner.

Our services support organisations across the full change lifecycle, from **strategy and enterprise architecture** through **enterprise solution architecture**, **solution architecture** and **data architecture**, to **delivery management**, **assurance** and **recovery**. We help ensure that architectural decisions, delivery governance and operating models are aligned to organisational objectives, statutory obligations and service outcomes.

Our approach is collaborative, pragmatic and flexible. We work *with you, not to you*, tailoring our services to organisational context, maturity and delivery environment. Services can be engaged individually or combined to provide end-to-end support across **cloud migration**, **digital service delivery**, **business change** and **large-scale technology programmes**.

Our services are grounded in extensive real-world experience across the private and public sectors, and across a range of delivery models including **agile**, **waterfall** and **hybrid**. We adapt our approach to support effective governance, assurance and value for money, helping organisations manage risk while delivering sustainable change.

Our focus is on practical delivery. We support informed decision-making, reduce delivery risk and help organisations design and deliver solutions that are fit for purpose, secure and capable of evolving over time.

Service Overview

Mosaic Island's **Independent Issue Mediation** service provides impartial, expert mediation to resolve **technical**, **delivery** and **commercial disputes** between **suppliers**, **systems integrators** and **delivery partners**. The service is designed to unblock issues that stall progress, increase cost or create delivery risk, particularly during **pre-delivery** and early delivery phases.

We act as a neutral referee where parties are unable to reach agreement, helping organisations move forward with clarity, confidence and control. The service supports **cloud**, **digital** and **technology-enabled programmes** where multi-supplier environments increase complexity and risk.



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Our Approach

Our approach is independent, objective and evidence based. We work *with you, not for any supplier*, maintaining strict neutrality while focusing on outcomes that best support your organisation's objectives.

We engage with all relevant parties to understand positions, constraints and underlying issues. Using our experience across **architecture, delivery, commercial models** and **supplier management**, we assess options, challenge assumptions and help parties converge on practical, deliverable resolutions.

Mediation can be applied **pre-delivery** to resolve disputes before commitments are made or during delivery, where unresolved issues are impacting progress, cost or quality.

Strategic Focus Areas

The Independent Issue Mediation service typically focuses on:

- **Supplier and integrator disputes**
- **Pre-delivery solution, scope or responsibility conflicts**
- **Architecture, design and technical disagreements**
- **Delivery and sequencing issues across suppliers**
- **Commercial and contractual interpretation challenges**
- **Multi-supplier and SIAM environments**

These focus areas ensure issues are resolved before they escalate into delivery failure.

Service Features

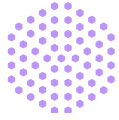
The Independent Issue Mediation service may include:

- **Supplier and technology agnostic mediation**
- Independent assessment of technical, delivery and commercial issues
- Neutral facilitation between suppliers, integrators and client teams
- Clarification of roles, responsibilities and decision boundaries
- Recommendations to resolve disputes and restore delivery momentum
- Support for **supplier management** and escalation handling
- Written findings and agreed next steps where required

Scope and duration are agreed per engagement.

Service Benefits

This service enables organisations to:



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- Resolve supplier disputes quickly and objectively
- Avoid cost escalation and delivery delay
- Reduce risk during complex, multi-supplier programmes
- Restore focus on outcomes rather than positions
- Improve confidence in pre-delivery decisions
- Maintain independence from supplier bias or commercial pressure

Typical Outcomes

- Resolved technical, delivery or commercial disputes
- Clear decisions enabling delivery to proceed
- Reduced delay and cost impact from unresolved issues
- Improved collaboration across suppliers and delivery partners
- Increased confidence in governance and supplier management

Why Mosaic Island

Mosaic Island is **independent, technology-agnostic** and experienced in operating at the intersection of **architecture, delivery, commercial models** and **supplier ecosystems**. We are trusted to act as a neutral referee where clarity, confidence and progress are required.