



TARGET OPERATING MODEL

HELPING YOU GET READY FOR TOMORROW BY WORKING BETTER TODAY

We know you need to enhance citizen engagement, digitally enable your operations and drive increased quality across your services – all whilst spending less.

Glue Reply is an **outcomes focused Strategy & Enterprise Architecture Specialist** trusted by public and private sector organisations alike to solve complex problems. We **help our clients succeed by turning strategy into tangible solutions and vision into practical outcomes**. We diagnose the challenges and advise on the way to make real impact – enabling you to deliver meaningful change.

CAN'T SEE THE WOOD FOR THE TREES?

Fuelled by digitisation and technology innovation, customer expectations continue to grow, driving a near constant need for change. In today's world, the effectiveness and agility of your operating model has a significant impact on the extent to which your organisation thrives – or merely survives.

A Target Operating Model (TOM) forms the bridge between your strategic direction and the roadmap of change initiatives necessary to realise your desired outcomes. Through our capability based planning approach, we help you:

- Accelerate your response to changing customer behaviours,
- Address business disruption and
- Mitigate regulatory complexity.

We develop new ways of working that, even in today's challenging fiscal environment, work in practice - not just on paper.

WHAT IS A TARGET OPERATING MODEL?

The context in which a Target Operating Model (TOM) is being developed determines the features it must include to be a useful and valuable asset. In its simplest form, a TOM describes how your organisation plans to operate at a point in the future. It simply articulates the business capabilities (a combined set of processes, controls, systems, roles, responsibilities) required to meet your objectives.



PLANNING TRANSFORMATIVE CHANGE

As organisations strive for ever-higher performance, they're increasingly turning to capability based planning as a means of advancing strategic aspirations. By understanding current and future operating model capabilities, you're able to better describe and assess the impact and investment need associated with any future change in environment or direction.

By adopting a capability based planning approach, we help you:

- Leverage existing assets – increasing the ROI of past investments;
- Accelerate time to market – by focusing on capabilities that matter most;
- Reduce risk – by better understanding the full impact of change; and
- Minimise cost – by creating a single integrated change roadmap.

Glue Reply
Head Office

38 Grosvenor Gardens
London, SW1W 0EB,
United Kingdom

+44 (0) 207 730 6000
glue@reply.com

We transform. We deliver. Together.

HOW WE WORK WITH YOU

We break our business transformation projects down into three distinct phases:



ASSESS CURRENT STATE & BUSINESS DIRECTION

- During the initial phase of an engagement, we typically complete a thorough appraisal of your existing operating model.
- We agree a common language and build a current state view.
- We measure the effectiveness of individual capabilities and the model as a whole - including its ability to support your strategic objectives.
- We assess where changes could be made and create a detailed breakdown of the costs and benefits of doing so.



DESIGN AN INTEGRATED BLUEPRINT

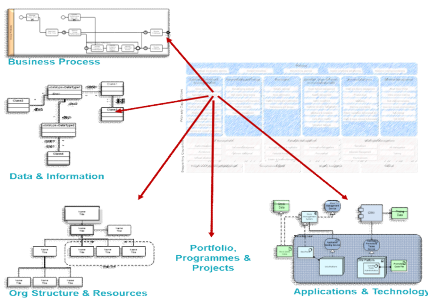
- We design a future state model that supports your aspirations whilst satisfying known constraints.
- We look at the current and future state of the business in detail, identifying dependencies that may dictate specific ways of working.
- We bring thought leadership and engage with your people – building a clear picture of how you could operate better.
- We design the model with implementation in mind – enabling you to bring tangible benefit to the business sooner.
- We build the necessary case for change and help you secure the buy-in and investment necessary to underpin change.



IMPLEMENT PREPARE AND EXECUTE CHANGE

- We work with you to formulate and implement a benefits led change roadmap.
- Our extensive delivery experience can help you to avoid the common pitfalls that can result in a beautifully-crafted TOM being unrealised and reduced to expensive shelf-ware.
- Operating model transformation needn't mean large scale and complex change – we help you deliver change in value adding increments.

A SAMPLE OF OUR TOOLS

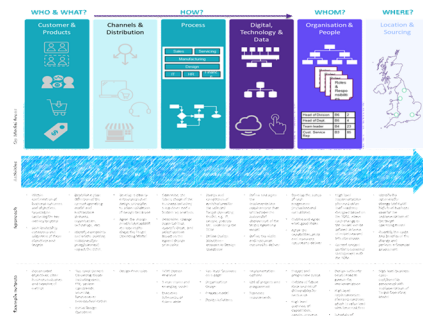


Business capability models underpin our operating model approach. They:

- Define scope - identifies the areas within scope of a project.
- Integrate strategy - enabling the mapping of requirements to business capabilities and on to business drivers / goals.
- Promote visibility - identify projects that are currently delivering or impacting each area.

We apply a consistent, proven and disciplined approach to the design of your operating model.

- We'll align our effort to your specific needs and leverage our library of existing Operating Models as an accelerator for your design.



"We are the only UK headquartered organisation recommended by Gartner for Business Outcome Driven Enterprise Architecture Consulting.

By adopting a capability based planning approach we provide you with an opportunity to step back, evaluate and understand your performance, key drivers and any existing constraints.

We use this insight to inform the development of your target operating model – helping you retain a focus on what matters most."

John Sidhu

Partner

