



BENTLEY MOORE EXECUTIVE



Business Change Services

Business Change Services Introduction

All organisations, whether public or private, must evolve to remain competitive, compliant, and capable of meeting changing market or policy demands. This evolution is achieved through transformation activities that realign strategy, people, processes, and technology toward new objectives and outcomes.

This is the essence of 'business change', i.e. is the coordinated evolution of people, processes, and technology, driven by leadership, enabled through communication and training and sustained by cultural alignment and continuous improvement.

Effective business change ensures that transformation initiatives deliver sustainable results by embedding new ways of working, strengthening operational resilience, and ensuring people, processes, and technology operate in harmony. Our Business Change Services are designed to support organisations in defining, delivering, and embedding change in a structured, measurable, and sustainable manner.

Our approach is holistic, encompassing organisation, people, technology, processes, services, operations, third-party supplier management, legal compliance, procurement, contract and commercial management, governance, and risk.

We focus on driving successful outcomes by aligning strategic intent with operational execution.

Business Change Services

Our Business Change Services help organisations manage and embed change effectively across all levels of the business. We work with leadership teams, operational managers, and delivery functions to ensure that change is planned, communicated, and sustained. The service covers the full lifecycle of business change, from impact analysis and strategy development to implementation, training, and continuous improvement.

The fundamental elements of Business Change are:

- **People:** ensuring engagement, capability development, and alignment with change objectives.
- **Technology:** implementing systems, platforms, and tools that enable transformation and efficiency.
- **Process:** redefining workflows and operations to support new ways of working and service delivery.

The core components of our Change Management Strategy include:

- Leadership and sponsorship to champion change at all levels.
- Comprehensive communication plans to ensure clarity and consistency of message.
- Stakeholder engagement to build commitment and reduce resistance.

- Training and support to equip teams with the knowledge and confidence to adopt change.
- Change impact assessments to identify, quantify, and manage effects across the organisation.
- Resistance management strategies to address barriers and challenges.
- Continuous monitoring and improvement to sustain benefits over time.

The principal dimensions of Business Transformation addressed through our services are:

- **Organisational transformation:** restructuring to align with strategy and capability needs.
- **Cultural Transformation:** embedding values, behaviours, and mindsets that support change.
- **Management Transformation:** enhancing leadership, governance, and performance management.
- **Information Systems Transformation:** modernising systems and data platforms to enable integration and insight.
- **Business Process Transformation:** redesigning workflows to improve efficiency and service quality.

By combining these elements, components, and dimensions, our Business Change Services deliver comprehensive support that enables clients to achieve meaningful and lasting transformation.

The Challenge

Scenario 1: Private Sector – Business Change for Growth and Operational Efficiency

Consider a private sector organisation seeking to pivot and expand its operations within a competitive market. The organisation has developed multiple strategic initiatives across technology modernisation, customer engagement, and service delivery improvement.

However, these initiatives require coordinated business change across teams, systems, and processes within a fixed budget and timeframe.

Challenges arise as internal teams struggle with unclear ownership, competing priorities, and limited understanding of how new technologies will affect existing operations.

Resistance from staff, inconsistent communication, and gaps in training result in reduced adoption rates, productivity dips, and failure to realise the anticipated benefits. Without structured business change management, the transformation risks losing momentum, causing revenue loss and reputational damage.

Scenario 2: Public Sector – Coordinated Change Across a Central Government Department

Consider a central government organisation required to deliver simultaneous business change initiatives across multiple directorates as part of a wider

transformation mandate. Each initiative has its own objectives, ranging from process automation and policy alignment to organisational restructuring and system modernisation. However, the initiatives intersect at critical points across people, processes, and technology.

The lack of cross-directorate coordination and shared change governance creates inefficiencies, duplication of effort, and inconsistent adoption across business areas.

Lack of staff visibility and input, lack of communication, and unclear accountability result in consequent detrimental impacts and in turn lead to delayed implementation.

As deadlines slip and costs rise, the organisation faces scrutiny over delivery performance and overall programme effectiveness.

Both scenarios highlight that ineffective Business Change management can lead to fragmented transformation, lost investment and even delivery failure.

How We Can Help

We have extensive experience in delivering Business Change Services across complex, multi-domain transformation environments. Our consultants bring deep expertise in strategy, change management, and operational delivery, ensuring that change initiatives are effectively planned, implemented, and embedded. We integrate leadership alignment, communication, stakeholder engagement, and training into every phase of delivery, ensuring that change is understood, accepted, and sustained.

Our services may be engaged:

- At the outset, defining a comprehensive Business Change approach including leadership alignment, communication plans, and change readiness assessment.
- During delivery, managing execution through stakeholder engagement, impact analysis, and performance monitoring to maintain alignment and adoption.
- When engaged mid-programme, acting as troubleshooters to stabilise failing change initiatives, re-establish confidence, and recover lost momentum.

Our Business Change delivery model is holistic, integrating organisational, technological, and process dimensions with governance, financial control, procurement, and supplier management.

We work across all business areas, from C-level strategy to operational delivery, ensuring that change is embedded effectively and sustainably.

We also provide targeted support for specific areas, such as stakeholder alignment, training design, benefits realisation, and change impact tracking. Through our disciplined yet flexible approach, we help organisations realise their transformation goals, reduce resistance, and deliver measurable performance improvement.



Business Change Services

Bentley Moore Executive

We are Bentley Moore Executive, we are here to lead, advise, assist and provide you with Business Change Services.

Contact Us

Should you wish to discuss any of your requirements and how we can help you, you can contact us as follows:

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www.bentleymoore.co.uk/services

Our Services



C-Level Advisory



Transformation



Professional
Services



Staff
Augmentation



Troubleshooters



As a Service
Solutions



Website Services



Contact Details



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