

FUSION GBS DEFENCE BRIEFING



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FUSION GBS IN DEFENCE

Fusion GBS has been delivering service management to Defence organisations since 2010. With over 50 service management certified SC and DV cleared consultants, we bring strong structure, discipline and measurability to every engagement. From national ministries to NATO headquarters and industry primes, we have supported the design, integration, and operation of digital services that are resilient, interoperable, and mission-ready. With more than 200 staff, supporting 480+ million users across 250+ organisations worldwide, Fusion GBS combines scale with specialist Defence insight.

OUR APPROACH

Operate by Design: New digital services must be operable and supportable from the outset. Fusion GBS's "Operate by Design" approach ensures this by embedding:

- Mandatory service management processes such as Incident, Change, Asset and Knowledge Management
- Common data and tooling standards across security domains
- Clear reporting and compliance measurement from day one

The result: services that are designed not only to be secure, but also to be operable, measurable, and resilient.

Operate Improvement Programme:

Most Defence organisations operate a mix of new and legacy systems. Our “Operate Improvement Programme” provides a structured way to uplift existing services without requiring a costly enterprise-wide programme.

Quick wins might include faster onboarding of cloud services and applications, direct supplier licence access, or automated data flows into PowerBI dashboards. More deliberate interventions may include NATO interoperability tooling, service models for rapid outage response, and automation programmes to enable AI-driven incident analysis.

CUSTOMER OUTCOMES

Fusion GBS’s approach is already delivering measurable results for Defence and allied organisations:

- Supporting **250,000+ MOD** users through enterprise service management spanning more than 15 critical service providers
- **25% reduction** in incidents through automation, smarter categorisation, and Fusion AI Talos-driven root-cause analysis
- **40% faster service onboarding** for line-of-business platforms, with integration and assurance built in from day one

These examples show how stronger service management translates directly into efficiency, compliance, and resilience — outcomes that Defence organisations also demand.

THE BENEFITS FOR DEFENCE

Strengthening service management delivers outcomes that matter for military and coalition operations:

- Greater resilience against cyber and operational disruption
- Increased agility to onboard and integrate new capabilities
- Improved efficiency with fewer manual processes and faster resolution
- Seamless interoperability across UK, NATO, and allied nations
- AI readiness through structured, measurable data

WHY FUSION GBS

For over fifteen years, Fusion GBS has partnered with Defence organisations to modernise and operate digital services. From the UK MOD and NATO to defence agencies and industry primes, we bring a track record of delivery in the most demanding environments.

By combining service management expertise with deep experience in cybersecurity and AI, we help Defence customers strengthen digital operations, improve interoperability, and stay mission-ready.

CONTACT US



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