

# UNLOCKING THE TRUE POWER OF DIGITAL

IT Effectiveness for Complex  
Digital Ecosystems



# THE ACCELERATION OF DIGITAL TRANSFORMATION HAS CREATED A COMPLEX ECOSYSTEM TO MANAGE

## THE IMPACTS OF DIGITAL TRANSFORMATION

Managing multiple vendors is often complex. As the complexity increases, service quality can drop and the benefits of using best-of-breed providers may shrink. The SIAM role addresses these potential problems by improving provider collaboration to deliver end-to-end service outcomes to business users. It increases the opportunities to tap the benefits and strengths of single-sourced deals to a multisourced environment.

SOURCE: Gartner, Hype Cycle for ITSM, 2023

## NEW WAYS OF WORKING POST COVID



# IS YOUR BUSINESS SUFFERING FROM SYMPTOMS OF COMPLEX DIGITAL ECOSYSTEM?

- **Lack of Investment:** High levels of Technical Debt.
- **No Transparency:** Lack of Financial and Operational information.
- **Loss of Speed:** Long “cycle times” to deploy infrastructure or applications.
- **Inability to Modernize:** Mired in legacy operations and techniques.
- **Low Agility:** Unable to transform to support the Digital business.
- **No Standardization:** Multiple process, functional duplication, multiple systems of record.
- **Poor Provider Management:** Loss of control, low visibility.
- **Missing Business Trust:** Loss of trust to deliver service quality per budget.
- **Inconsistent Metrics:** Lack of consistent, relevant, and accurate metrics on service performance.



# CAPGEMINI WILL UNLOCK THE FULL POTENTIAL OF DIGITAL BUSINESS AUTOMATION



- We will deploy a modern IT operating model based on our proven Digital SIAM solution in your environment that will accelerate digital transformation and create tangible business value.
- We will establish transformed service evolution methods and governance which will give you a dynamic service portfolio.
- We will streamline your end-to-end operations by removing duplication across your services.
- We will implement modern vendor, service level agreement (XLA/SLA) and contract management functions that will take back control from your suppliers.
- We will deploy the Capgemini Digital Business Automation Platform (built on ServiceNow) which will provide a modern user experience across the Ecosystem users.
- We will implement our Capgemini Digital Business Data Management and interface module which will provide you a single system of record with persona based analytics and insights.

## REAP THE REAL REWARDS

We focus on achieving business outcomes.

We will involve your Business Customers and Business Executives so that you will achieve a "Business Aligned Operation" for your Service Delivery Organization.

Our Digital Ecosystem Management Customers reap the following benefits:








- 
**Superior Service Quality**  
 A single line of sight across servers, operating systems, network equipment, middleware and applications to streamline troubleshooting and dramatically improve both service quality and delivery.
- 
**Robust Governance & Control**  
 Our comprehensive Digital SIAM approach involves business functional leaders and integrates all providers, technologies and capabilities to ensure alignment, cooperation and accountability – the building blocks of effective IT governance.
- 
**Cost Savings & Operational Efficiency**  
 Our digital Business Ecosystem Platform, with preconfigured ServiceNow automation tools and advanced integration technologies (iPaaS) drive efficiencies and cost savings. We also offer ITIL based process stacks that are operationally tested, and cloud enabled.
- 
**Leading Edge Customer Experience**  
 Our digital Business Ecosystem Platform hides the complexities of a multi-provider ecosphere and presents a modern "Amazon-like" digital marketplace to internal and external end users.
- 
**Rapid & Agile Innovation**  
 Leveraging cutting-edge service management and automation technologies, we build a digital service fabric to deploy micro-service applications quickly and easily. Our proven service governance and operating model is designed to facilitate continuous innovation, so you don't have to settle for one-off improvements.

### 5 YEARS IN A ROW



ISG 2023 Research Confirms Capgemini as ENTERPRISE SERVICE MANAGEMENT (ESM) Leader

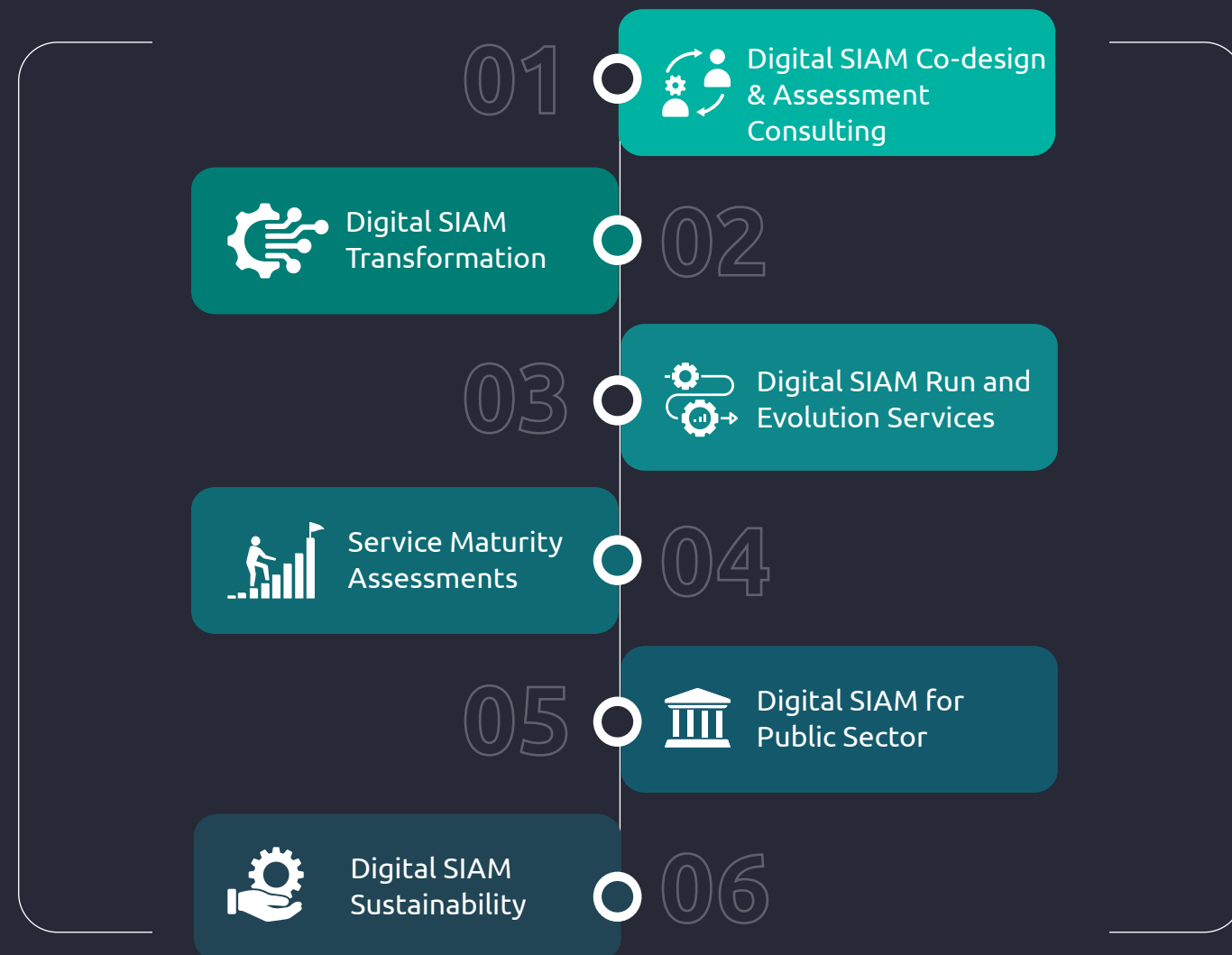
### Digital Ecosystem Management Accelerators

 Skilled SIAM Practitioner Teams	 SIAM specific Process Stacks, Procedures & Training	 SIAM Methodologies For Assessment & Deployment	 Pre-integrated SIAM Automation Platform	 Custom SIAM Software & AI Automation	 Flexible SIAM Managed Services	 SIAM Design Blueprint
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# UNLOCK THE FULL POTENTIAL OF YOUR COMPLEX MULTI-PROVIDER BUSINESS ECOSYSTEM

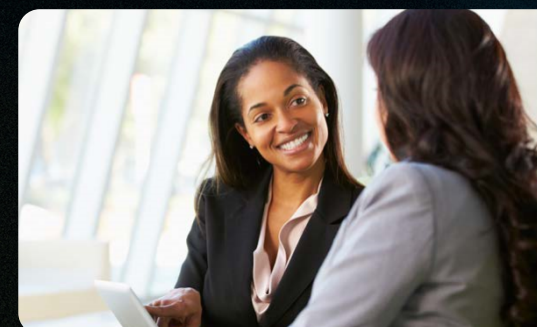
OUR DIGITAL SERVICE INTEGRATION AND MANAGEMENT (SIAM) SOLUTIONS, HELPS IN ACHIEVING END-TO-END CUSTOMER SATISFACTION.



## TO MANAGE DIGITAL: WE NEED THE BEST OF BOTH WORLDS



Flexibility, innovation and efficiency of a multi-sourced digital ecosystem



Accountability and simplicity of a single source provider model



# WE WILL DO THIS WITH YOU!

## PUTTING YOUR PRIORITIES AT THE HEART OF EVERY ENGAGEMENT IS THE CAPGEMINI DIFFERENCE.

We engage early with senior business leaders and initiate open and honest dialog to truly understand your unique pain points, your goals and your expectations.

We tailor our designs, technology, processes, and planning based on solving your specific challenges, and we adapt our ways of working based on your specific situation and people culture.

We leverage our rich experience of delivering transformation projects with advanced operating models to deliver results that matter to you.

Capgemini's unique collaborative methodology – our global network of connected innovation hubs – facilitate an open exchange of ideas, keeps stakeholders fully engaged throughout the process and guides the transformation roadmap. Our proven digital Business Ecosystem Platform addresses every step in the Digital SIAM transformation journey and is tailored to your specific requirements.

## CAPGEMINI HELPS ORGANISATIONS TO NAVIGATE DIGITAL TRANSFORMATION USING OUR INTELLIGENT IT DIGITAL SIAM APPROACH, HERE ARE A FEW SUCESS STORIES:

### RESHAPING IT FOR THE STATE OF TEXAS

Today, the State of Texas leverages advanced Governance structures, techniques and automations to meet the diverse needs of over 200 independent Texas Agencies.

[Read more](#)



### NEXT GENERATION OPERATING MODEL OF IT SHARED SERVICES FOR ONE OF THE LARGEST GLOBAL INSURANCE GROUPS

Globalized delivery of high-performance infrastructure and Security services of their 16 Operating Companies.



### GREATER INTEGRATION FOR THE STATE OF GEORGIA

The Georgia Technology Authority is thriving despite rapid changes in technology, regulation and the political environment.

[Read more](#)



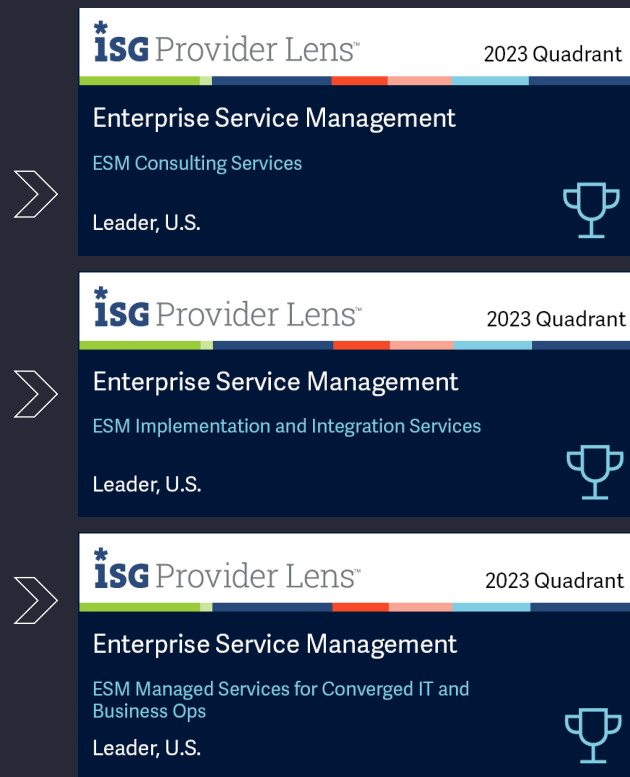


# ANALYST RECOGNITION

## \*ISG Provider Lens™

Capgemini modernized the entire ESM implementation portfolio to generate comprehensive value for the organization.

- **Ashwin Gaidhani**  
Lead Analyst, ISG



## AVASANT

Capgemini offers MSI services across strategy and consulting, integration, implementation, and managed services through its platforms, such as Digital Governance Framework, SIAM Operational Intelligence, and SIAM Platform 2.0. It also plans to utilize generative AI capabilities for service integration across various MSI towers to optimize costs and derive better business outcomes.

- **Dhanusha Ramakrishnan**  
Lead Analyst, AVASANT



# LET'S TALK BUSINESS

## CAPGEMINI IS A MARKET LEADER IN DIGITAL SIAM FOR FORTUNE 1000 ENTERPRISES

Our 3000+ certified Digital SIAM and ServiceNow consultants have successfully completed more than 200 engagements that serve more than 1.5 million end users globally. Most importantly, our Digital SIAM customers are reaping the rewards of our experience and expertise. To achieve that we have set up multiple global and regional Centers of Excellence and Digital SIAM-specific CoEs.

## ITS TIME TO ACCELERATE YOUR DIGITAL TRANSFORMATION EFFORTS WITH OUR DIGITAL SIAM OFFER.

Contact Capgemini and let's discuss your business objectives. We are ready to help you explore the possibilities, provide recommendations, and jointly craft a Digital Ecosystem Management solution to unlock the power of your company.

## GET IN TOUCH WITH OUR EXPERTS



**David Rudel**

ESM/Digital SIAM Global Portfolio Lead  
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## About Capgemini

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided every day by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of nearly 350,000 team members in more than 50 countries. With its strong 55-year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering, and platforms. The Group reported in 2022 global revenues of €22 billion.

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