



SIAM for the *digital age*

Modernize IT Services with a Service
Integration And Management
Operating Model



EFFECTIVE IT ECOSYSTEM MANAGEMENT IS POSSIBLE WITH A PROVEN SIAM PARTNER



Service Integration and Management (SIAM) should be a fundamental pillar of every CIO's digital transformation strategy. Nowadays, separately contracted and supplied IT services is the norm within almost every organization's portfolio; it is a challenge to align all the ecosystem's providers and services to address the evolving needs of the business. As the IT landscape grows with different suppliers and diverse operating models, it becomes increasingly complex, and although certain IT systems were once effective, they are now frustratingly difficult to manage and there is doubt whether they are still providing any tangible value. Change is clearly required, but the success of a Digital Modernization Program will directly hinge on whether there is an enterprise IT services integrator (SIAM partner) in place to provide guided assistance and direction on how to consolidate, validate, and simplify IT assets and processes.



FILLING THE VOID WITH A TRUSTED AND RELIABLE ADVISOR

Without a proven partner, companies risk a poorly integrated IT ecosystem that is inflexible and inefficient, resulting in missed opportunities to drive innovation and cost savings. In economic times that call for even more agility, flexibility, and scalability, not capitalizing at key moments could quickly put companies on the fringes of collapse. A good SIAM integrator combines extensive multi-sourcing service integration (MSI) capabilities, proven SIAM experience, with deep and broad knowledge and skills to ensure diverse elements are properly integrated and managed while users and providers in the ecosystem are well orchestrated. Only a holistic approach to the IT ecosystem can guarantee that difficult IT issues are resolved. Demonstrating proven experience in engaging with other ecosystem suppliers in ways that drive collaboration while managing service level agreements (SLAs), operating level agreements (OLAs), and experience level agreements (XLAs) seamlessly is also essential.

All healthy IT ecosystems depend on people. The best results are achieved in an environment that fosters respectful and skilled engagement.





ELEVATE CUSTOMER CONVERSATIONS AND RESPOND WITH AGILITY AND SPEED



Creating a culture in which the ecosystem and its people can cooperate and thrive is not easy. You need an experienced SIAM partner who can help initiate the right conversations with the right people on key topics that will catapult the business towards defining and realizing its goals.

Projects and programs. “A review of your strategic in-flight projects can help us understand the full scope of work to be done.”

Service catalog and fulfillment. “Your active service requests will paint a compelling picture of what your priorities are and how fast services need to be delivered.”

IT consumption and costs. “A review of your IT consumption patterns, and associated costs will help us define the best optimization strategy.”

IT portfolio planning. “Having well-defined mission objectives will ensure Service Evolution efforts are always aligned towards common goals.”

End-to-end performance. “Are you satisfied with the performance you’re receiving from your current IT services?”



CONSOLIDATE MULTIPLE INTEGRATION FUNCTIONS WITH A SINGLE SIAM PARTNER

Service Integration and Management is usually not something every enterprise can do on its own. Managing an IT ecosystem has not yet become a commodity service, so there are no effective off-the-shelf solutions available. As a provider with strong SIAM/MSI experience, Capgemini provides a proven set of process stacks and a pre-integrated automation platform to accelerate SIAM implementations for both the private and public sectors. We know how to tailor these assets to the unique needs of the business without sacrificing value and reliability. Our SIAM model is focused on alignment across the entire ecosystem, ensuring all providers, technologies, and capabilities are effective and add value to the business. This approach relies on ecosystem transparency. Access to a consistent, reliable single system of record improves how IT services are planned, monitored, and managed. Data, analytics, and dashboards are instrumental when managing a complex ecosystem, as a uniform set of data will form the base for automation across the ecosystem.

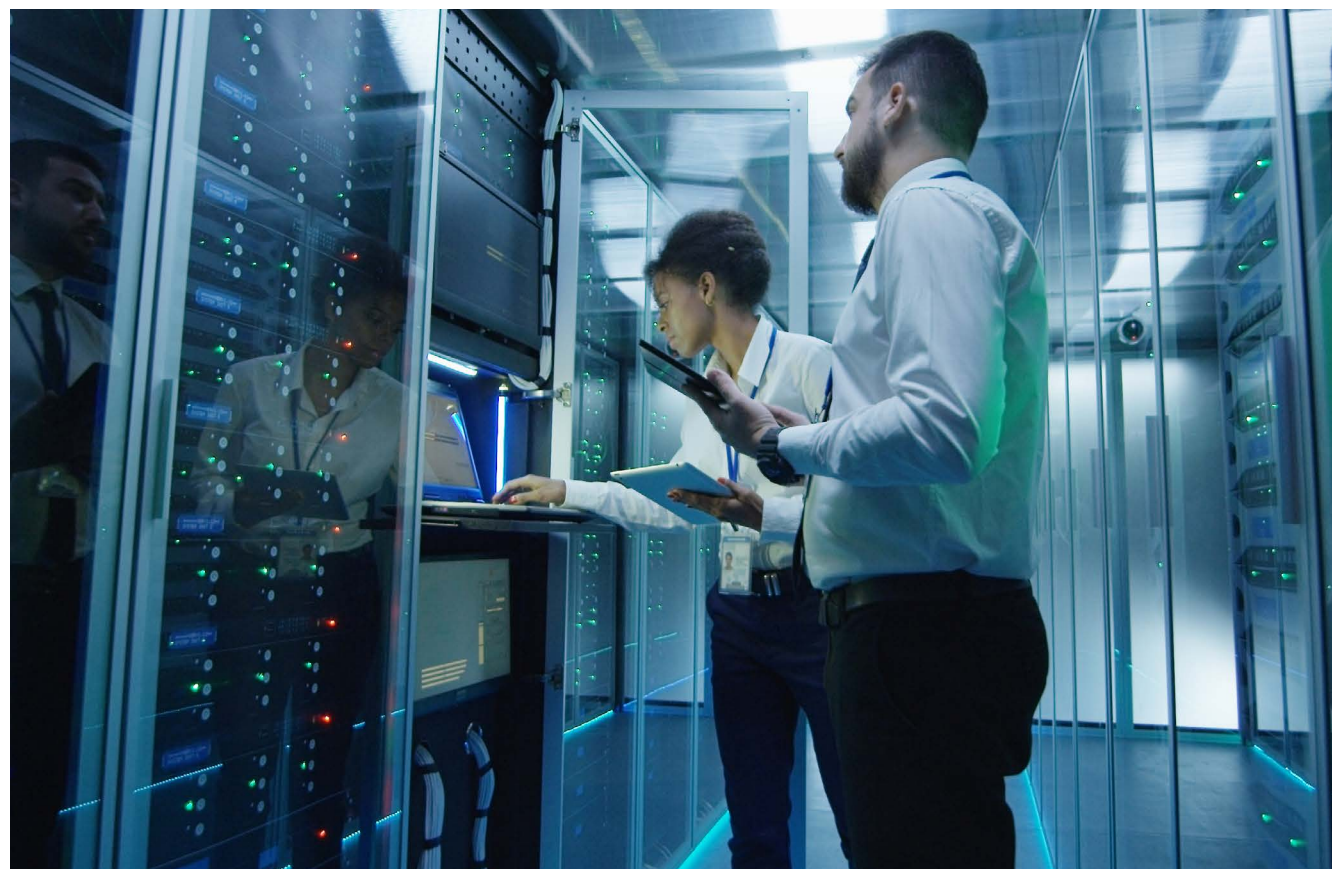
We manage and continually assess the following priorities:

- Standardized and integrated SIAM operational processes
- Single system of record for the SIAM managed ecosystem
- Consistent metrics and analytics to manage service quality
- Unified customer interface and engagement
- Standardized provider interface to assure operational excellence
- SIAM supplier contract alignment
- Cross-process integration and Automation to reduce complexity and cost
- SIAM governance structures to manage and align the ecosystem of customers, IT, and suppliers
- A programmatic and durable Sustainability Management capability integrated into the ecosystem operations.



THE VALUE OF SERVICE-TOWER ALIGNMENT

Typically, enterprise-level IT operations are divided into delivery towers, with each tower contributing discrete service to the ecosystem, such as end-user compute, network, or Hybrid cloud service. A different best-of-breed provider may be responsible for each tower, with a scarce view of overall business goals. These towers dominate enterprise IT ecosystems, representing 85% of IT costs. There is a need to align and coordinate operations across the towers to extract maximum productivity from them while ensuring each tower delivers its share of efficiency, innovation, and automation so significant cost savings can come as a result. This coordination can only happen if the External Tower SIAM Integrator Enterprise Information Technology SIAM Integrator (EITSI) has no conflicts of interest with the tower providers. It must be viewed as a neutral entity and fair judge, so providers have no reason to question its decisions and recommendations.



DISCOVER THE BENEFITS OF A TRULY INTEGRATED IT ECOSYSTEM



The ultimate vision for SIAM-enabled operation is to link an organization's multiple IT services and suppliers to desired business goals in a reliable and sustainable manner. Achieving a single line of sight across many business and IT functions will result in better and economically efficient service delivery. By establishing clear roles and responsibilities for all IT providers, redundant services and ineffective processes can be identified and then swiftly eliminated. A well-implemented services integration solution can reduce IT operating costs by up to 20% while ensuring the business regains control and flexibility for the entire IT landscape.

The full scope of benefits includes:

- Reduced operating costs
- Faster, more effective service delivery with resilience
- Increased control over IT service providers
- Enhanced IT flexibility and responsiveness
- Reduced risk, improved governance and compliance
- Higher customer satisfaction.

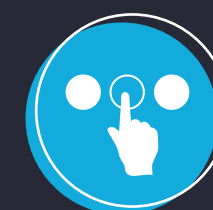
A highly skilled integrator can also help eliminate technical debt as well as problems where suppliers are achieving their SLAs but customer satisfaction continues to be low. Capgemini is a partner with immense industry experience and has the tools to streamline the IT service vendor environment so that the business can focus on valuable core activities without worrying about managing their complex multi-sourced IT elements.

TALK TO US

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About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2023 global revenues of €22.5 billion.

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