Service Integration & Management (SIAM)
The Clutch Plate of Multi-sourced Service Delivery Engine
Service Integration and Management

Understanding Need for SIAM

Business Expectations from IT

IT Environments are getting Complex with Multiple Service Providers

Higher Customer Experience

Responsive

Right information for informed decision making
Service Integration and Management
Understanding Need for SIAM

Experience

Engine

SIAM as Clutch Plate to Service Delivery Engine

Application Development
Application Maintenance
End User Services
Infrastructure Services
SIAM Drivers & Attributes
The CIO’s Dilemma’s - In context of Multi Vendor Environment

Drivers for CIO
- Business
- Accessibility
- Responsiveness
- Dedication
- Ease of Use

Supplier Driven Commoditization
- IT Operating Model
- Tools productivity
- Nexus of Forces
- Transformation
- Tech. Innovation

SIAM Attributes
- Predictability
- Business Assurance
- Cost
- Operations Integrity
- Resource Utilization
- Innovation
- Scalability
- Flexibility
- Adaptability
SIAM Drivers & Attributes
A Closer Look at Challenges and Impact

Diagnosis & Prognosis by Gartner (2013 series)

“Sourcing managers are using greater numbers of external providers, but fail to integrate and manage them effectively. Managers must define collaboration expectations, apply structured governance and align performance metrics”

- Decreased Service Quality
  - While suppliers meet their contractual obligations, e2e service is sub-optimal
  - Issues fall through cracks or bounce between suppliers

- Decreased Productivity
  - Ineffective processes across geographies and business units
  - Limited sharing of best practices across suppliers, and between suppliers and IT
  - Heterogeneous service reporting and lack of transparency

- Increased Cost
  - Failure to harness suppliers capabilities to drive innovation
  - IT governance effort remains high, no commensurate IT reduction/redeployment
  - Reduced focus on strategic initiatives
Service Integration & Management (SIAM)
Overview
Service Integration is the co-ordination of people, processes, tools & technology, data and governance across multiple suppliers, to ensure effective and efficient operations of the end-to-end service delivery to the business user.

Service Integration and Management

- Deliver end to end Service Management
- Align multiple service towers and suppliers
- Process standardization and effective governance
- Driving innovation and transformation
- IT-enabled services in support of business processes

Key Outcomes

- Improved governance and control
- Drive efficiency and effectiveness
- Maximise value from suppliers
- Ensure predictability
Service Integration and Management
Understanding SIAM Models – Who Can be SI

1. Single Supplier (Full E2E) Outsourcing
   - Client
   - Business
   - Single Supplier
   - SI
   - Application Development
   - Application Maintenance
   - IT Infrastructure
   - Service Desk

2. Client Organization act as an SI
   - Client
   - Business
   - SI
   - Outsourced Services/Suppliers
   - Application Development
   - Application Maintenance
   - IT Infrastructure
   - Service Desk

3. Lead Supplier act as an SI *
   - Client
   - Business
   - SI
   - Outsourced Services/Suppliers
   - Application Development
   - Application Maintenance
   - IT Infrastructure
   - Service Desk

4. Outsourcing SI as a separate Supplier
   - Client
   - Business
   - Outsourced SI
   - SI
   - Outsourced Services/Suppliers
   - Application Development
   - Application Maintenance
   - IT Infrastructure
   - Service Desk

Note: This has many variants. E.g., ADM+ SI, IS+SI, SD+SI, …
• Well executed **SI role** is **critical** to success of delivering end to end service integration in a **selective “best of breed”** environment
• How to **integrate the SI role** with **cloud services brokerage** functions as end users’ adoption of cloud as a service options increases

• **SIAM** acts as a central point of control between demand and supply
• SIAM assures the readiness of all changes made to the IT estate
• Uniform framework of processes, governance and supporting tools, including an enterprise wide, federated configuration management database capturing the relationships between business areas and IT services.

• Clients with **single sourcing** contracts are moving to **multi vendor contracts**
• Successful multi-sourcing requires **end to end visibility, reporting** and **accountability** for services delivered by multi vendors
Voice of Market
In last 2 years

Customers in these Industry Spaces are moving towards SIAM
SIAM Drivers and Attributes
A Strong Multi Sourcing Trend is Evident but at What Cost?

Increasing number of clients opting for an increasing number of providers; decreasing annual contract value and term

Greater challenge to ensure quality, reduce costs and deliver the promised returns of the multi-sourcing business case

Ineffective governance in Multi Vendor environment can cause value leakage ranging from 17 to 40 percent

Source: ISG Sourcing Industry Conference Sep 2013: Managing Multi Sourced Environments; #EquaTerra: Stop the value leakage 2012
Service Integration & Management (SIAM)
TCS Framework
TCS Service Integration Framework©

Business and Retained IT Organization

Service Integrator

SI Governance
Drive processes, collaboration and systems for optimal alignment of multiple service providers, Delivering “End to End” services to achieve maximum business value

Service Management
- Ensure end to end service delivery to support business needs

Vendor Management
- Maximize value from vendors by optimizing vendor base and vendor performance

Transformation Management
- Ensure future readiness by driving achievement of target architecture

Program Management
- Drive alignment across programs and projects for overall benefits

Risk & Compliance Management
- Safeguard organization from business risks through adequate controls

Service Towers
- Application Development Tower
- Application Maintenance Tower
- IT Operations Tower
- IT Infrastructure Tower
- Data Centre Tower
- End User Services Tower
- Network Services Tower
- Service Tower - N

SIAM at Boras University Sweden
SIAM the Clutch Plate of Multi-sourced Service Delivery Engine
Service Integration & Management (SIAM)
Engage the Clutch to Change Gears
What should the Clutch have?  
The Ideal SIAM Partner

Captain’s Deck  
Right Indicators for managing Delivery of Service

- White box approach
- Active collaboration and co-operation with other suppliers
- First amongst equals

“Skin in the Game”
- Full service provider
- Business Innovator
- Scalable

Old thinking should not come in the way of new ways of working

Client IT should focus on Responsiveness, Technology Innovation, Ease of Use and Transformation Journey
What model is right for my organization?

What should be Retained and What should be outsourced?

What does it offer me? How does it affect me?

What do I do differently?
Service Integration Solutions
Our Credentials

15+
Customers served so far

1000+
SI consultants, certified in industry best practices like ITIL, COBIT, Prince2, Six Sigma, PMP, CMMI & ISO 20000

Diverse
Industry segments served including: Airlines, Manufacturing, Retail, Resources Energy & Utilities, Telecom, Manufacturing, Hospitality, Insurance, Media

8+
Years of delivery experience in SI

A recognized leader in the SIAM market, contributing to the SIAM forum and standards bodies from the very beginning of SIAM emerging as a discipline
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TCS Service Integration – Online

Impact of Service Integration on Retained IT

TCS Service Integration at www.tcs.com

TDC A/S improves multi-vendor management with an effective IT Service Governance Model

TCS helps TDC A/S drive efficiency and compliance with robust Change Governance
Thank You

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