

Maximize service delivery using best practices

DXC Service Integration and Management

Optimize your supplier coordination, minimize service-impacting issues and integrate all of your services in a multisupplier environment managed by DXC Technology experts.

New ServiceNow SIAM module

Multiple supplier performance insight at your fingertips with the unique SIAM ServiceNow module.

Developed with SIAM teams in mind and native to ServiceNow, our unique module includes the following benefits:

- **SIAM Process quality.** Manual effort is eliminated and failures reduced, providing increased process quality by using measures out of the SIAM KPI Reporting Library.
- **SIAM Process efficiency.** SIAM process execution is accelerated by automation capabilities, such as identifying bouncing tickets and enabling proactive resolution.
- **Business and IT Service quality.** Higher user satisfaction and business service quality through effective and efficient IT service delivery.
- **Cost efficiencies.** Automation of all SIAM processes and functions diminish overhead costs.

Know the technology paradox

Multisourcing is a great way to drive down IT costs, obtain industry-leading services and minimize delivery risk while increasing IT performance. And it creates and supports IT operations that foster growth, innovation and competitive advantage.

Do you have a combination of in-house IT groups, hardware vendors, global IT service providers, niche firms, offshore players and software firms supporting your efforts? Does managing these suppliers leave you without a clear line of sight to support vital business functions and business challenges?

Managing multiple suppliers means more complexity and inconsistencies across IT processes, support tools and reporting. This can lead to higher costs, greater risk to your enterprise and ultimately, lower satisfaction with IT performance.

Get more from your technology

With DXC Service Integration and Management (SIAM) services, you can reduce the complexity, cost and risk of managing your IT service providers and delivery — enabling you to concentrate on business outcomes. Work with us. We can coordinate all aspects of your vendor relationships by:

- Serving as the escalation point for service delivery issues across multiple suppliers while prioritizing and driving cross-supplier delivery
- Developing solutions that are compliant with ISO27001 security management and align to the IT4IT and ITIL version 3 framework through certification to ISO20000-1:2011
- Providing supplier performance and deliverables visibility while assessing delivery gaps that impact your business
- Providing tiered delivery options that best meet your business needs today and tomorrow through multilevel offerings, assessments, advisory, governance and a fully managed solution

Run your IT like a business with DXC expertise

Drive value for your business by positioning IT as a competitive asset and business advantage — not just an expense. DXC SIAM services provide the quality and control to measure performance against established service levels with multiple vendors and drive your KPIs.

Throughout this change process, DXC uses our Advisory and Transformation Services and project expertise to help

you reposition your IT organization as a strategic investment. We collaborate with your team and suppliers to establish strong policies and frameworks. You get complete visibility into your outsourced operations and business processes to help solve your multisupplier challenges.

As our team administers workflows, processes and technologies across suppliers, we focus on maximizing your IT investments. Throughout our efforts, we help you:

- Ensure high-quality service delivery through best practices and alignment to global standards
- Reduce the complexity, cost and risk of a hybrid IT environment — enabling you to concentrate on business outcomes
- Support IT by integrating people and processes in support of the SIAM framework
- Mitigate the complexities of multisourcing IT service management and reduce risk by aligning the entire IT organization to the same objectives, business goals and operating rules
- Establish a standardized operating environment and enterprise-level view of your IT environment
- Identify new opportunities to optimize business processes, products and procedures to improve the benefits you gain from your multisupplier environment

Review scope and features

DXC Service Integration and Management includes a governance service framework, a set of defined integrator packages and features that can be tailored to your specific requirements. This enables full and flexible IT service management in these key IT4IT areas:

Governance — Drive service results with committee structure, business architecture and continuous service focusing on escalation management. Areas of our support include communications and escalation, standards and policies, architecture and standards, as well as supplier on/off-boarding and performance.

Strategy to portfolio (plan) — Optimize IT for business outcomes with an operating model that aligns with your business and addresses your business agility.

Requirement to deploy (build) — Focus on coordinating service assets in support of financial management across multiple suppliers on behalf of the client.

Request to fulfil (deliver) — Extract service provider value by coordinating business catalogues, fulfilment and non-standard service requests.

Detect to correct (run) — Maximize service availability with incident monitoring and reporting; high-priority business situation execution; problem and change monitoring; cross-organization coordination; and enterprise configuration coordination and the release and deployment of changes

Additionally, the SIAM approach covers IT4IT and ITIL frameworks across all phases.

Work with the best

Our Global Delivery System, a unique approach to service delivery for clients worldwide, provides the foundation for successful SIAM implementation. What sets us apart?

- **Thought leadership** — Advisors are able to bring the collective knowledge of DXC to help you reposition your IT organization as a strategic investment rather than an operational cost.

- **Expertise** — Our experienced SIAM teams serve as the single point of escalation for the client's delivery issues, providing performance improvement and visibility across suppliers, and managing and approving operational changes.
- **Success** — More than 20 of our top enterprise accounts have an integrated IT environment managed by DXC SIAM.
- **Transformation with minimal risk** — Advisory and Transformation helps identify how to embark on the SIAM journey, ensuring the maximum benefits with minimal risks.
- **Scalability** — We offer a range of options to meet our clients' IT and financial objectives. This is whether you have an environment that requires full outsource of SIAM, would like to run SIAM yourselves or something in between — we scale and align to meet those needs.
- **Adaptability across industries and geographies** — Our service supports all industries, regions and geographies and scales to enterprise needs. DXC also provides services and capabilities to suit our client's demands, regardless of business, industry or regulatory drivers.
- **Regulatory compliance** — Our solutions comply with ISO27001 Security Management and are managed by experienced, trained staff with relevant skills and qualifications — including PMP, Prince, Lean 6 Sigma and ITIL Expert (12,000 certifications).

Learn more at
www.dxc.technology/siam