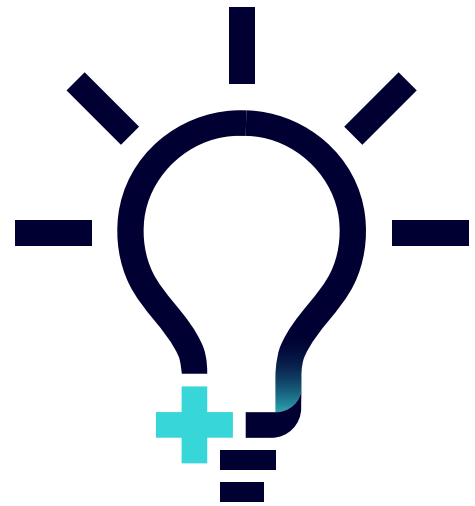# HCLSoftware

Transform your Digital IT into Business Enabler with **HCL Enterprise SIAM**

In today's IT-driven world, more and more organizations are shifting towards multi- sourcing contracts to leverage better skills, expertise and innovations for achieving faster value, higher agility, flexibility and scalability at the enterprise level. However, embracing multi-sourcing comes with its own complexities of managing and integrating suppliers for a common goal. To enable the multi-sourcing model for better value-driven outcomes, Enterprise Service Integration and Management (SIAM) is the way-forward that connects ecosystem partners to work collaboratively and in a cohesive manner, towards a common business objective.

HCLSoftware offers innovative SIAM solutions that begin right from assessing and recommending the best-fit SIAM model to working as an organic extension to customer's IT organization and operating as a 'Team Captain' to enhance coordination and synergies across suppliers, build and manage effective multi-supplier governance, drive end-to-end service orchestration, as well as empower teams to create a culture of continual improvement and innovation in the multi-vendor ecosystem.

At HCLSoftware, we specialize in delivering the best-in-class SIAM solutions aligning to customer's requirement with a focus to streamline and optimize the delivery of IT services. With our SIAM Centre of Excellence, we have crafted a comprehensive range of services to meet unique business requirements. Our approach focuses on simplicity, transparency, effectiveness and a deep understanding of the customer's environment to provide a tailor-made SIAM solution.
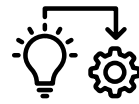
Our areas of expertise

SIAM Consulting and Advisory
Fuel your SIAM journey with data-driven guidance, research-backed consulting, strategic planning, capability development, roadmap creation and comprehensive IT environment assessments.

SIAM Implementation
Enabled by our Center of Excellence (COE), from solution design to seamless implementation and continued post-implementation support - we deliver to your needs from a single business unit.

SIAM Orchestration
Foster end-to-end service orchestration, process management, governance, service assurance and collaboration, to deliver value, while focusing on your core business.

SIAM-as-a-Service
Optimize your operations with our shared service model for a cost-effective SIAM solution with consistent quality and performance, consolidating resources and expertise to improve efficiency and reduce operational costs.

Staff Augmentation Services
Experience workforce flexibility with an access to specialized on-demand and ready-to-deploy talent with required SIAM skills and expertise to meet project demands and drive business success, while maintaining the full control of your projects.

SIAM Training Services
Empower your employees to excel in multi-sourced environments through our flexible, industry-led SIAM training courses, providing practical insights for day-to-day application.

Our experience

12+ Years of experience in delivering SIAM services

100+ Customers leveraging variety of SIAM services across diverse industry domains globally

800+ SIAM Experts including both process and technical architects, consultants, specialist etc

Our key differentiators

Best practice framework

- Gold Standard process ecosystem
- Ready to deploy ITIL and IT4IT aligned processes
- Catalogue aggregation blueprint
- Knowledge centered services
- Platform agnostic framework

Vendor neutrality

- Independent SIAM delivery organization
- Operate as an extension to customer's IT vis-à-vis a service provider
- Strict conflict of interest policies to ensure transparency
- Regular reviews and audit to monitor neutrality compliance

NextGen capability

- DevOps aligned ITSM
- Customer-centric and Automation first approach to SIAM
- Plug-and-play integration solutions for DevOps and cloud service providers
- Continual improvement and intentional innovation framework
- Dedicated SIAM Academy for capability development

Diverse team composition

- 800+ SIAM Experts including both process and technical architects, consultants, specialist etc.
- ITIL/SIAM trained and certified resources with varied industry domain expertise
- Global presence with diverse cultural exposure
- Innovative and creative culture for well-rounded solutions

Product driven SIAM

- Productized orchestration and automation solution
- Digitized Governance
- Service Personalization for customized experience
- AI driven business process monitoring and workflow automation
- Supplier balanced scorecard using predictive intelligence

OCM led SIAM

- SIAM aligned OCM framework
- Persona-based communication & engagement
- Structured approach to resistance management
- Regular assessment for service adoption and reinforcement
- Rewards & Recognition program to promote inclusivity

Our solution impact

A large gas distribution network company which connects 11 million homes and businesses in UK were facing the below challenges:

Migration challenges from traditional IT to cloud based managed services

Disparate suppliers' ways of working & isolated supplier performance reporting

Ineffective self-service portal functionality with no multi-lingual support available

Lack of centralized function to support multi-supplier environment to orchestrate and ensure seamless delivery of services

Complex and time-consuming process for adding a new service or supplier

Poor user experience due to insufficient self-serve capability and quality of services

Lack of end-to-end service performance visibility due to inconsistent reporting and measurement mechanisms

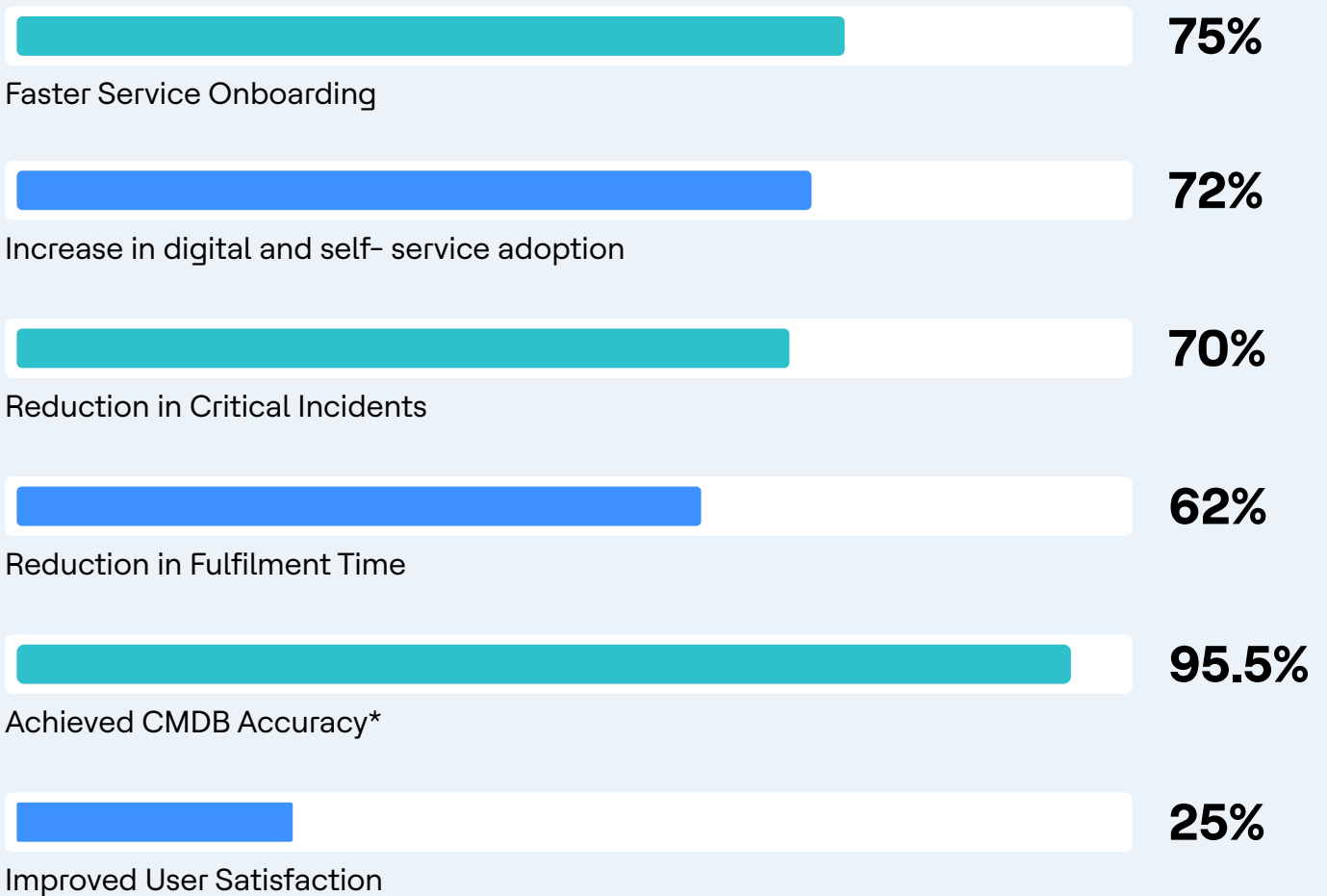Time-consuming and error prone ticket resolution or fulfillment due to low process maturity

Solutions implemented by HCLSoftware's SIAM

Build and setup ServiceNow ITSM platform as the single source of truth with DRYiCE Gold BluePrint

Established seamless integrations with 11 different tools/systems comprising simple to intricate use cases

Streamlined and Standardised service catalogues by rolling out a modern, intuitive and multi-lingual self-service portal with omni-channel capability

Real-time and automated reports and dashboards solutions for informed decision making

Seamless and faster onboarding of new services or suppliers with structured onboarding approach

Implemented Supplier scorecard for holistic view of supplier's performance and contribution to continual improvement

Integrated service centric CMDB Data model with appropriate CI to CI relationship

Key benefits delivered
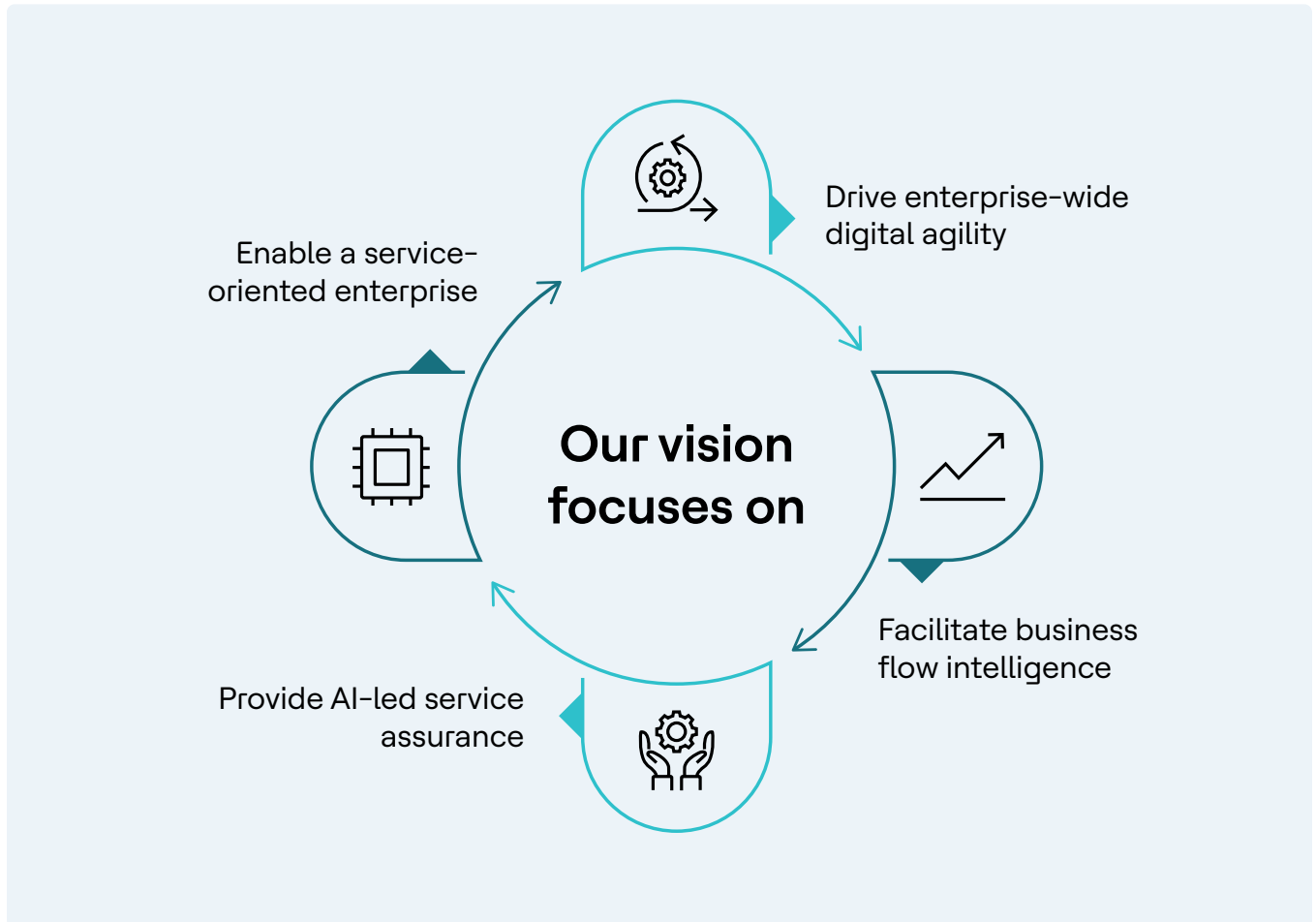
75%
Faster Service Onboarding

72%
Increase in digital and self- service adoption

70%
Reduction in Critical Incidents

62%
Reduction in Fulfilment Time

95.5%
Achieved CMDB Accuracy*

25%
Improved User Satisfaction

About DRYiCE

DRYiCE™ is HCLSoftware's foray into the world of AI and Intelligent Automation, focused on transforming and simplifying enterprise IT and business operations. Our exclusive products and platforms enable enterprises to operate in a leaner, faster and cost-efficient manner while ensuring superior business outcomes.

Drive enterprise-wide digital agility

Enable a service-oriented enterprise

Our vision focuses on

Facilitate business flow intelligence

Provide AI-led service assurance

To know more about the engagement visit our **webpage** or contact us at **dryicemarketing@hcl.com**

HCLSoftware