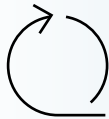# HCLSoftware

Enterprise SIAM

Transform your Digital IT into Business Enabler

Common challenges faced by enterprise due to complexity in multi-sourcing model

Misaligned processes

Siloed and inconsistent ways of working

Limited visibility to performance

Inability to measure value realization and ROI

Complex delivery model

Poor collaboration and service inefficiencies
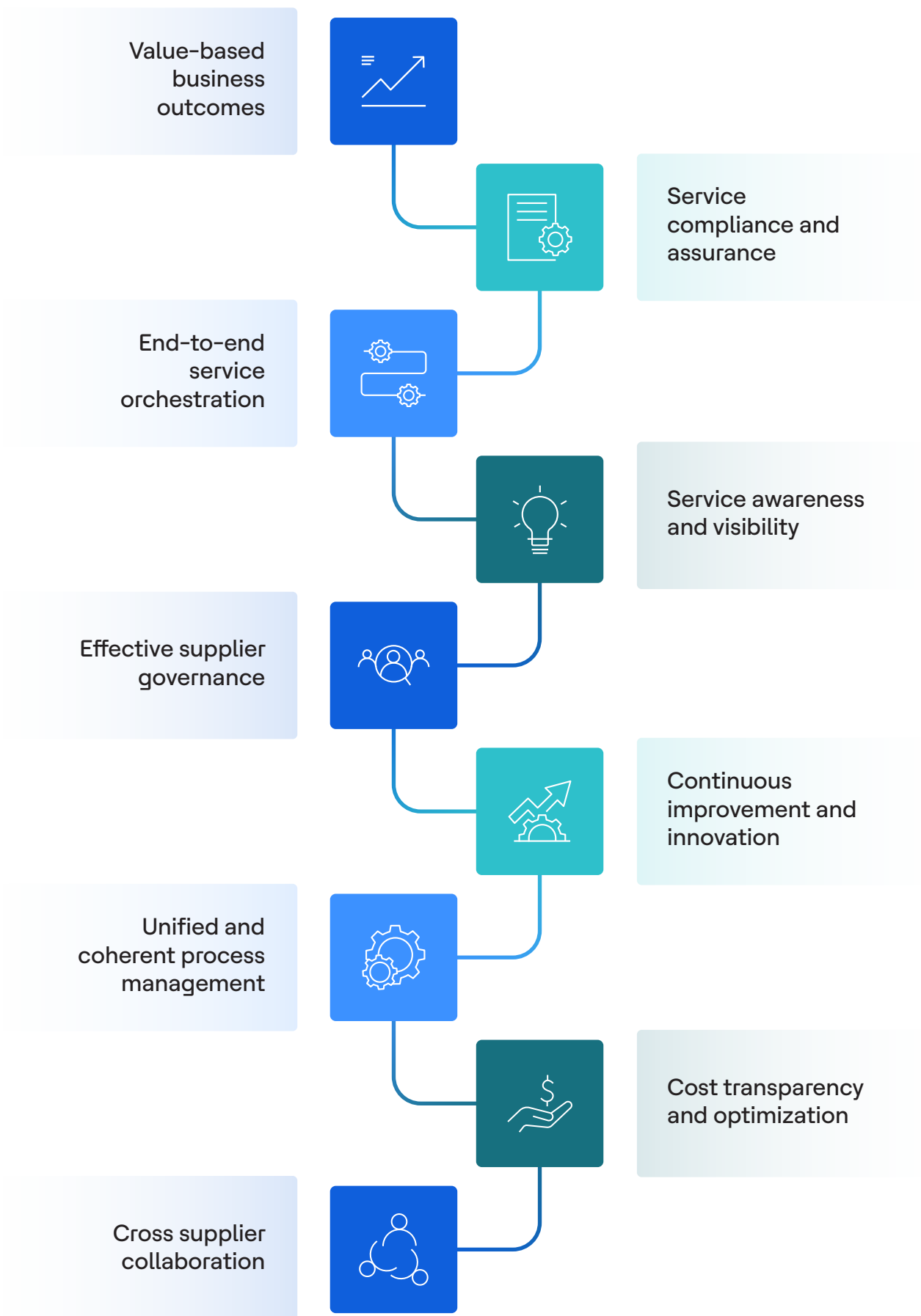
Disintegrated Systems

Lack of end-to-end service insights

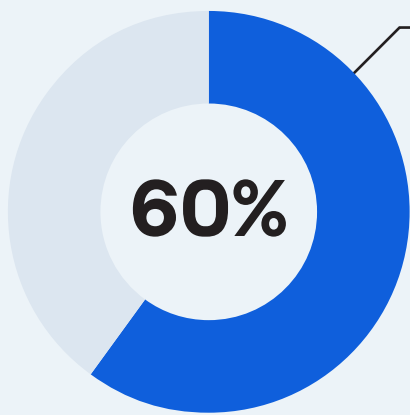**Ineffective Governance**

Lack of direction to drive risk mgmt. and innovation

Key focus areas of **HCLSoftware's** SIAM Solution

Value-based business outcomes

Service compliance and assurance

End-to-end service orchestration

Service awareness and visibility

Effective supplier governance

Continuous improvement and innovation

Unified and coherent process management

Cost transparency and optimization

Cross supplier collaboration

Our enablers
and value drivers

Gold standard Process ecosystem	Total experience management
Neutral delivery organization	Service onboarding framework
Supplier balanced scorecard	Autonomous orchestration
Digitized Governance	Knowledge centered services
AI driven service visibility & insights	Automation first approach
Service assurance and compliance framework	Plug-and-play integration solution

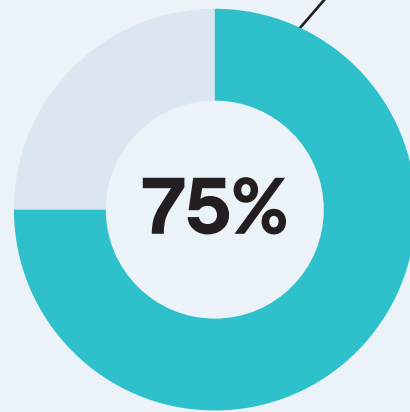# Key benefits delivered to our customers

Increased user satisfaction

60%

Improved total experience
- End-to-end service ownership
- Elevated service assurance and compliance
- Improved oversight and control on service slip-ups

Improved supplier performance

75%

Improved supplier performance
- Measurable service performance
- Alignment to business outcomes
- Improved value & risk mgmt.
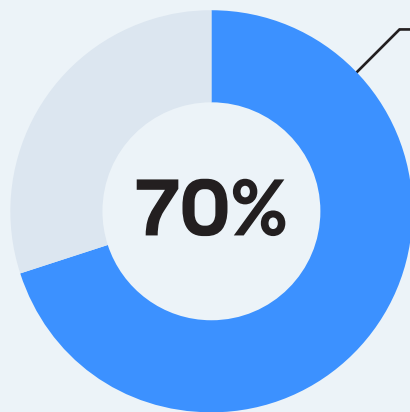- Increased contract compliance

Increase in Time to value
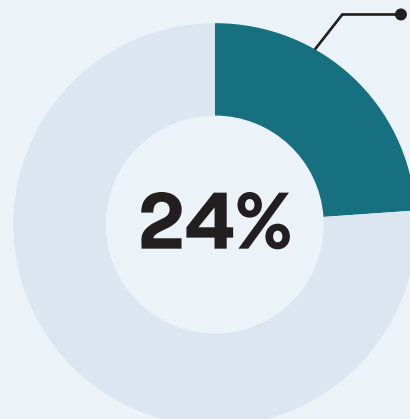
70%

Increased agility and innovation
- Eliminated IT siloes through improved ways of working, fostering innovation, rapidity and agility
- Automation First approach for service improvement and innovation

Reduced operational cost

24%

Efficient partner collaboration
- Structured Governance leading to better service efficiency
- Continual improvement culture for better service quality
- Cross-pollination of ideas and opportunities