

DRYiCE Gold BluePrint SIAM

End-to-end integration and management of multi-supplier ecosystem

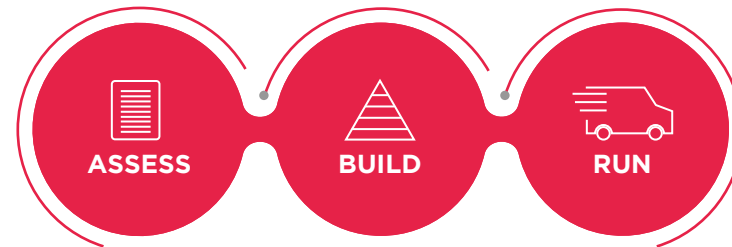


Introduction

DRYiCE Gold BluePrint SIAM (Service Integration and Management) is our best practice process ecosystem which is designed, used, and maintained for SIAM services and managing a multi-supplier environment. It is based on the ITIL framework preconfigured on the ServiceNow platform, and embraces a comprehensive set of documents, including cross-supplier processes, measurement methodology, governance framework, OLA templates, and training material with the aim to rapidly implement SIAM within the enterprise.

DRYiCE Gold BluePrint SIAM Framework

The DRYiCE Gold BluePrint SIAM framework and approach are uniquely positioned to address core issues related to effective management of multi-supplier landscape and ensure smooth and efficient operations across all suppliers



ASSESS

DRYiCE Gold BluePrint SIAM provides a detailed readiness assessment to evaluate and baseline the supplier landscape, current tools, processes, governance and performance measurement methodology, organizational structure, service architecture, and operating model. It also identifies hard savings (dollars and staff optimization), soft savings (efficiency and effectiveness), and governance and compliance. The assessment not only provides an understanding of the current environment, but also provides a clear roadmap to successfully adopt the SIAM framework.

Design and Implementation (BUILD)

This is designed on the agreed Target Operating Model and consists of the core integration platform, processes, procedures, functional organization structure, governance framework, performance measurement methodology, technical architecture of the SIAM tools, RACI model of the SIAM function, and the suppliers in the ecosystem.

Operational Integration (RUN)

DRYiCE Gold BluePrint SIAM segregated delivery team operates and manages the SIAM function, including coordinating service delivery, monitoring, analysing, and improving performance across suppliers, chairing governance forums, and proactively working with suppliers to continuously improve, collaborate, and innovate.

Key Benefits



Provides a holistic view of the health of business operations by integrating the disparate supplier ecosystem



Ensures seamless delivery of End-to-End SLAs and CSAT thereby improving customer experience



Improves ROI on IT expenses by focusing on quality and outcomes



Enables efficient management of supplier onboarding and off-boarding processes and improves collaboration across process and technical teams as well as multiple suppliers



Enforcement of process compliance and control to reduce process failures, thereby increasing effectiveness



Brings in more transparency and promotes a culture of healthy competition to contribute toward continual service improvement

Key Functionalities



Key Features



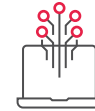
Mature integration protocols to rapidly integrate multiple suppliers



Predefined and configured processes on the ServiceNow platform



Provides performance methodology that includes end-to-end SLAs as well as capability to measure each supplier's performance individually



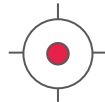
Comprises all supporting documents required to plan, define, implement, operate, and report, with the aim of successfully managing the DRYiCE Gold BluePrint SIAM framework



Role-based, real-time dashboards for vendor management, tower leads, suppliers with preconfigured KPI thresholds, and breach triggers



Capability for Cloud lifecycle management and Cloud orchestration



Governance tracking and monitoring mechanism



Fully functional mobile interface



Supports multiple language interface



Efficient interface with DevOps and Traditional Application Development and Management

Key Capabilities

1

Large pool of domain and industry experts

2

Accredited Partner with EXIN for SIAM Foundation Training and Certifications (Accredited Training Organization - ATO and Accredited Examination Organization - AEO)

3

DRYiCE Gold BluePrint SIAM academy and boot camp to train and create an experienced resource pool

4

Designed and implemented DRYiCE Gold BluePrint SIAM for numerous organizations

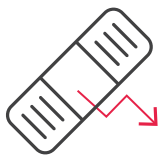
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DRYiCE Gold BluePrint SIAM on ServiceNow used by over 150 global customers

Case Studies



DRYiCE Gold BluePrint SIAM reduced the overall incident volume by 40% for a leading agro business company. The client also experienced over 12% QoQ growth in knowledge articles. The volume of unplanned outages and emergency changes also reduced, resulting in cost savings.

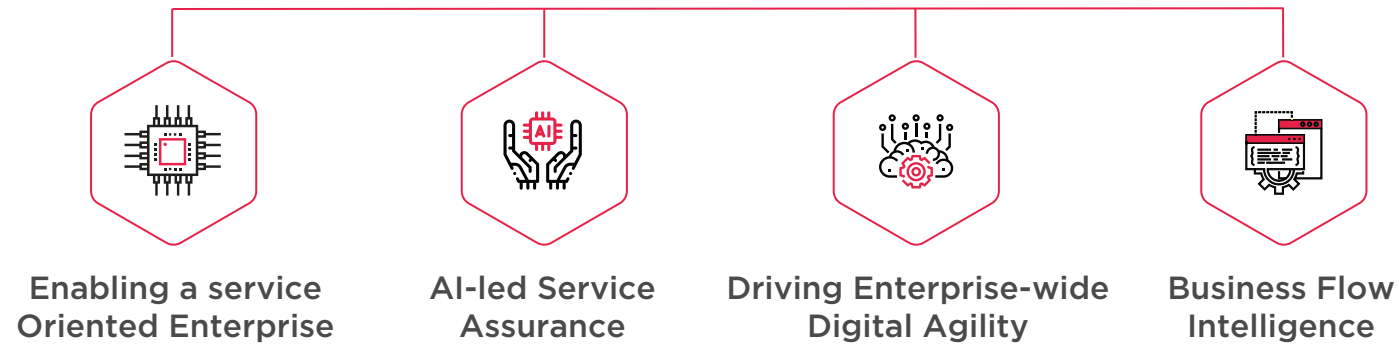


DRYiCE Gold BluePrint SIAM reduced incident backlog volume for a leading global manufacturer of a rail transport by over 80%

About DRYiCE

DRYiCE is a division of HCL Technologies focused on building industry-leading software products for transforming and simplifying IT and business operations by leveraging AI and Cloud.

Our vision focuses on:



Want to know more?
Visit our website at dryice.ai or
write to us at dryicemarketing@hcl.com