

Service Integration and Management (SIAM)



For many organisations, today's service landscapes are complex, impeded by inconsistent service models, a multitude of suppliers, contracts and disparate technologies.

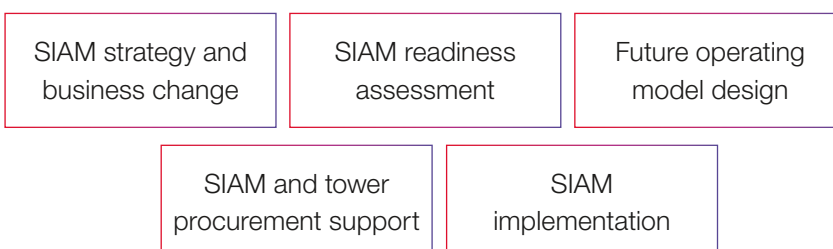
Our advisors' real-world SIAM experience will help you to define and implement an effective operating model, enabling a cost effective and efficient service organisation which responds and adapts to your business needs, whilst avoiding potential pitfalls.

Does your SIAM organisation need validation or improvement?

Perhaps your current SIAM model is costly, inflexible and failing to deliver your desired outcomes, or you are experiencing disjointed end-to-end services; let our advisors help you with a SIAM maturity assessment.

We will look at all aspects of your current operating model (including internal capabilities) to identify and present opportunities for improvement, innovation and cost efficiencies.

We will work with you to support a full review of your SIAM strategy, aligning your ecosystem with your business needs and enabling the value and outcomes you desire.



“SIAM transforms how you manage both internally delivered and outsourced services, enabling seamless business-facing services.”

Delivering SIAM through partnership

We place you at the centre of everything we do. Using our Client Partnership Management Framework, we approach every engagement with one objective in mind: helping you to succeed.

We will work collaboratively with your teams throughout the engagement, supporting you to deliver new ways of working for your operational teams and suppliers, ensuring successful SIAM outcomes.

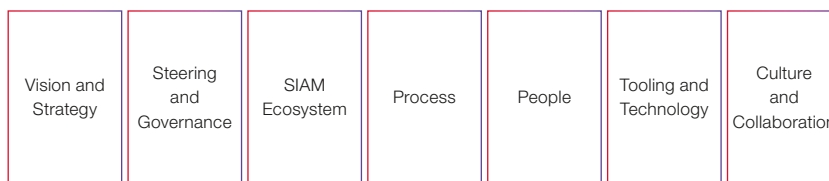
Our SIAM assessment

If you are yet to embark on your SIAM journey, our assessment will help you to develop a SIAM strategy. We also review the effectiveness of clients' existing SIAM models.



Our approach

SIAM can create significant business value. Rather than adopting SIAM because it's the current "trend", we will help you to envision a SIAM strategy and model to match your business needs. We will help you to develop a clear structure and governance model to successfully implement SIAM.



Business benefits of the SIAM approach

- SIAM provides a clear understanding of roles and responsibilities, enabling a shared vision of targets and defined measurement parameters to avoid and eliminate potential gaps or overlaps.
- SIAM maximises stakeholder and supplier cooperation, collaboration and transparency to deliver integrated business support services.
- SIAM manages programme risk effectively with robust governance to achieve greater certainty of outcomes.
- SIAM gains actionable management information through integrated service management tools and processes, supporting continual improvement.
- SIAM supports your organisation to grow and develop its own capabilities where you need help, for as long as you need it.
- SIAM enhances focus on the commercial construct to ensure value from an outcome driven model, enabling future re-investment and/or cost optimisation.

SIAM team augmentation

We will provide highly experienced service management practitioners to work across your SIAM programme, helping you to augment your teams. These can be short-term or long-term assignments to develop your own internal capabilities whilst you are recruiting new staff.

About CGI

Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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For more information

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