SERVICES INTEGRATION AND MANAGEMENT (SIAM) IN A MULTI-SOURCED ENVIRONMENT

PARTNERSHIP, EFFICIENCY, EXCELLENCE
Wipro, through years of experience in consulting and building integration capabilities for various organizations, has understood the dynamics of such environments. We have thus framed our ‘know-how’ of working in such collaboration into a structure that can help organizations that are challenged by the nuances of managing multiple suppliers.

The Services Integration and Management Framework (SIAM) is a supplier-agnostic end-to-end integration framework that addresses the challenges of multi-sourcing. The SIAM capability, when deployed in an organization, acts as a self-contained entity performing some or all customary service management roles, while providing oversight into operations through the establishment of well-defined interfaces and robust governance practices.

The framework enables several key tenets of service integration. These tenets form the basis to streamline various work-streams that are responsible for seamless provisioning of IT services across the supplier landscape. From demand allocation to value delivery, the tenets help strengthen relationships between the suppliers and the business. Supplier empowerment, knowledge sharing and effective governance are some of the evident outcomes of the integration effort.

EMBRACING MULTI-SOURCING

Businesses today realize that the adoption of standardized technology services and associated utility-based sourcing can translate into significant reduction in technology-related costs and distribution of risks. Opting for specialized services from best-of-breed providers also gives the business a competitive advantage in the market. The result, we see, is an increasing trend in businesses embracing multi-sourcing solutions.

THE NEED FOR GOVERNANCE AND INTEGRATION

While the benefits of multi-sourcing are compelling, dealing with several vendors is no mean task. Traditional IT models are usually not built to cope with lack of consistency across the service delivery. A multi-sourced environment presents challenges around ownership and accountability that often results in the ‘passing-the-buck’ syndrome. While mapping interdependencies in relationships, and managing multiple contracts, can prove to be daunting, there is an added risk of a resultant supplier slump in such environments. A severe impact of this is felt on the end-consumers who fail to receive seamless and predictable services.

The shift in IT’s dependency on business operations, leading to a radical change in the technology landscape and the complexity of delivering consistent and predictable IT services, is compelling organizations to move from simple service management solutions to more mature service-oriented models.

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The SIAM framework also provides a common platform for standardization of key integration enablers like service visibility through cataloging, processes, tooling and performance management. Wipro, in most of its engagements, partners with customer organizations to set up a Service Integration Office (SIO). The SIO is responsible for the overall transformation and undertakes various activities like governance, delivery assurance, risk management and value realization. A representation of the SIAM framework is illustrated below:
Wipro leverages this framework to build service integration capabilities for its customer organizations in a simple three-step approach.

**LEVERAGING SIAM: THE VALUE**

- Clear alignment of roles and responsibilities
- Reduced complexity of operations through the use of consistent processes
- Transparency in the service operations, thus allowing risks to be managed proactively
- Mature governance, enabling better control on its operations
- Standardization of services and operations driving higher efficiencies, leading to reduced operating costs

**ENGAGING WIPRO: THE MERIT**

Wipro’s SIAM framework is highly adaptive and characterized by many distinct features that make it compelling for organizations that have an agenda for service integration.

- We offer our proprietary off-the-shelf product called RapidSI, a web-based system that comprises a collection of pre-defined processes, interfaces, interactions, roles, responsibilities and operating model. These artifacts are built on our experience and are highly customizable.

- We have proven experience and industry expertise in delivering service integration and transformation for organizations across geographies and industry verticals.
- Our highly competent consultants are well-equipped with the skills and experience to deliver complex solutions in demanding work environments.
- Our core-flex resourcing and risk-reward commercial models allow us to offer value-for-money services.

**CASE IN POINT**

A large European pharmaceutical company was engaging multiple vendors for distributed sourcing. Aligning all providers with the business objectives, consistent delivery and effective collaboration was a burning need. The environment also demanded effective governance, providing a service view with high degree of transparency in its operations.

The SIAM framework was deployed to achieve harmonious delivery in the company’s multi-sourced environment. The key accomplishments of this transformation were:

- Complex operations were simplified through standardization of processes, procedures and tools.
- Services were made visible across the business and IT organizations through a service catalog.
- A highly integrated operating model with unambiguous interfaces, definitive roles and clear-cut responsibilities across the service delivery was established.
- The company also acknowledged a significant reduction in their overhead, resulting from standardization and consolidation efforts.

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