![Mindtree logo] **Mindtree**
Welcome to possible

Service Integration and Management (SIAM)
Integrate IT. Measure IT. Manage IT.

SIAM: Transforming IT with standardized processes and optimized delivery to help you reach the
PINNACLE: Predictability | Innovation | Nimble | Nexus | Adaptability | Capacity | Lower cost | Efficiency

Embracing conglomeration – Digital IT and Multi-vendor environment
Businesses are constantly evolving and it is imperative for IT to keep pace. Demand for agility and multiplicity of portfolios inevitably leads to complexity of technology and silos that have to be catered to by multiple vendors and service providers. In addition, aggressive timelines and service levels with under the radar IT expenses have led organizations to opt services from multiple vendors.

Benefits of multi-supplier environment:
- Access to plethora of technology choices to deploy best-fit solutions
- Flexibility to swap suppliers to meet changing requirements
- Lower costs, especially by unicorns, with focus on delivering services in one domain
- Improved service levels
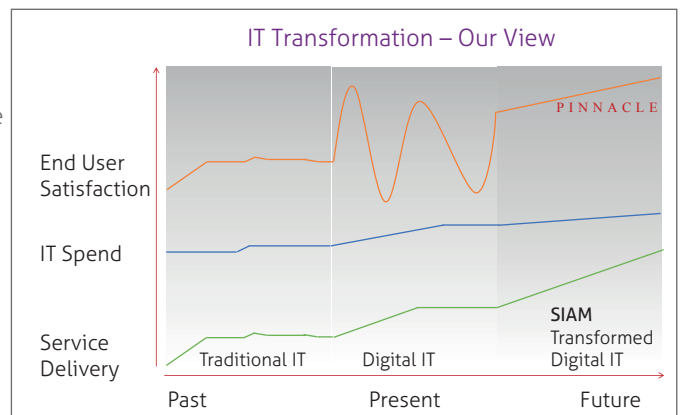- Reduced risks as organizations are not locked to a single service provide

Peep into the paradox: Multi-vendor art failure
Managing vendors individually with service silos through fragmented governance mechanism overlooks service interdependencies, resulting in following:
- Increased management overheads: Requires more management time to manage multiple vendors; also orchestrating of partner networks becomes complex
- Fragmented governance: Dealing with multiple service providers can expose the organization to governance risks, thus jeopardizing service
- Watermelon effect: Increased risk of gaps emerging between business expectations and IT's ability to deliver jointly along with multiple vendors
- Measuring value: It is difficult to measure value across the enterprise when there are multiple service providers, each with their own proprietary tools and frameworks

Watermelon effect and digital IT: Despite the agreed services delivery, discontent prevails within the business:
- Green dashboards but disrupted end user experience
- Exceeding individual SLAs but cannibalized operations
- Abandoning core business value to endorse standard metrics
- Focused silos with no single stakeholder to take the complete responsibility

IT Transformation – Our View

PINNACLE

End User Satisfaction

IT Spend

Service Delivery

Traditional IT | Digital IT | SIAM Transformed Digital IT

Past | Present | Future

How IT works - Our view

Technology underpins the success of an organization. Today's businesses demand increased agility and responsiveness for accelerated success. Quick response to failures and proactive management of IT Infrastructure has become more important than ever.

Enterprises are leveraging cloud services, multiple suppliers and support providers to help their business flourish.

Silos result in inconsistent services and ineffective IT. This leads to the need for service integration and management.

A right solution would be one which will help you automate processes and define clear baselines. Once an effective solution is deployed, higher quality and cost effective IT service will follow, resulting in transformed IT with enhanced user experience.

Global Outsourcing Pattern

- 35%
- 20%
- 45%

- 20+ Suppliers
- 10+ Suppliers
- 5+ Suppliers
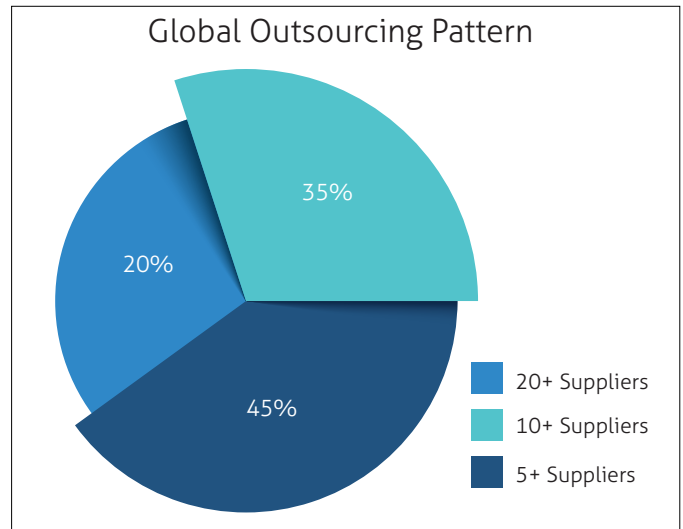
## Mindtree SIAM – Integrate IT. Measure IT. Manage IT

SIAM helps your organization gain the full benefits of digital IT and multi-vendors solutions and is coupled with robust governance.

Our solution framework combines the benefits of best-of-breed multi-sourcing services with the simplicity of single sourcing.
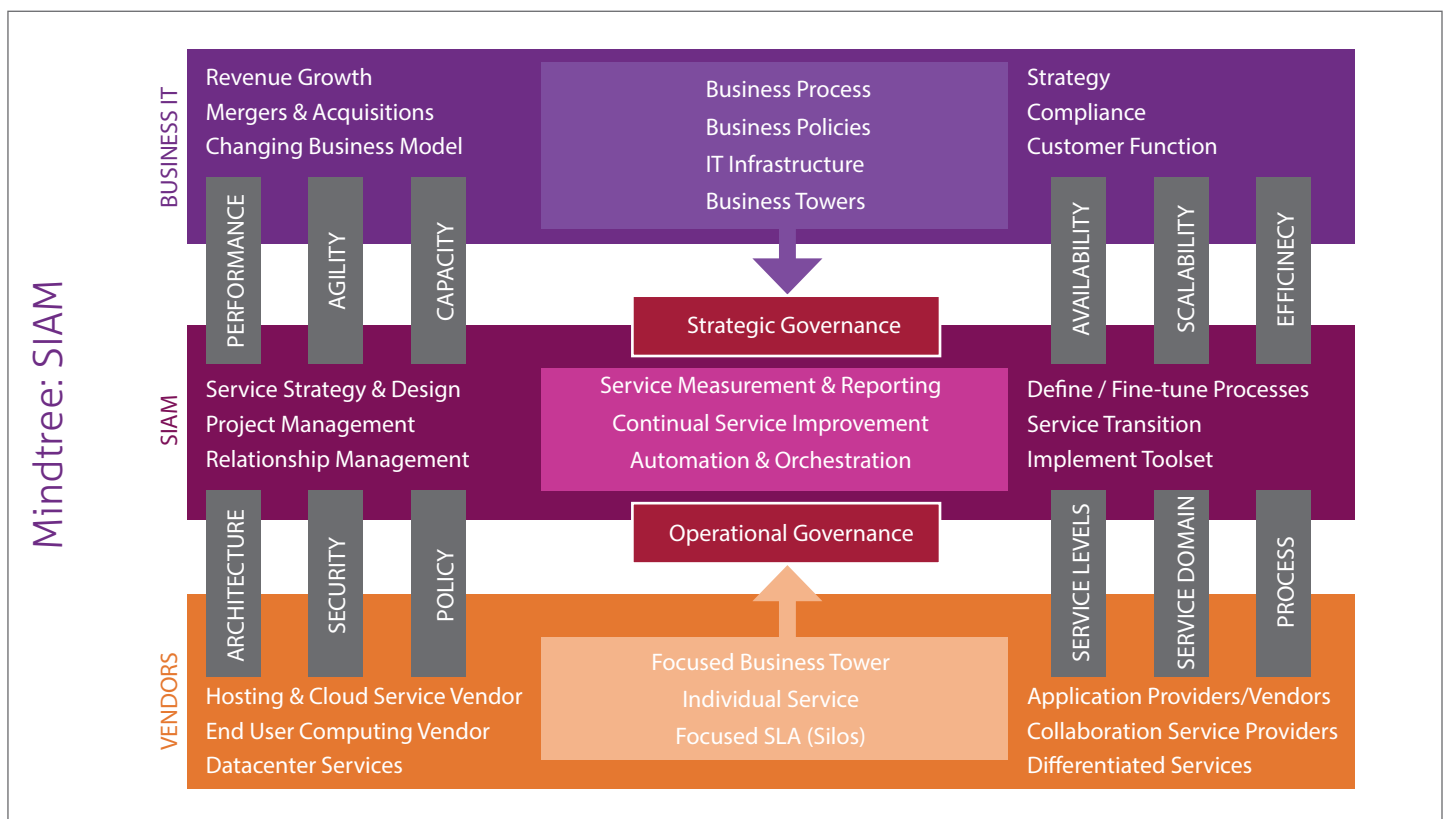By effective utilization of ITIL process along with specific standardized business process, it provides:

- Seamless integration
- Supplier co-ordination and collaboration
- Robust governance
- Effective management

The framework forms the basis to streamline multiple work streams of IT services. It minimizes the inherent risks by masking supply chain complexities from the consumers of the services. It achieves efficiencies by commoditizing and buying scale, thus meeting user demands for **better, quicker and cheaper.**
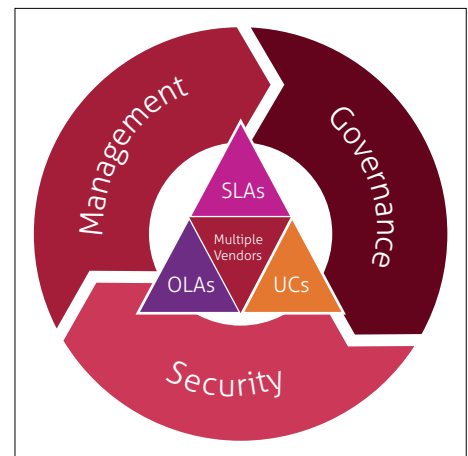
A uniform approach combined with years of experience in consulting and building integration capabilities and firm delivery results has resulted in SIAM, an ideal automated environment.

Management • Governance • Security
SLAs • Multiple Vendors • OLAs • UCs

Mindtree: SIAM

BUSINESS IT

Revenue Growth
Mergers & Acquisitions
Changing Business Model

Business Process
Business Policies
IT Infrastructure
Business Towers

Strategy
Compliance
Customer Function

PERFORMANCE | AGILITY | CAPACITY — AVAILABILITY | SCALABILITY | EFFICINECY

Strategic Governance

SIAM

Service Strategy & Design
Project Management
Relationship Management

Service Measurement & Reporting
Continual Service Improvement
Automation & Orchestration

Define / Fine-tune Processes
Service Transition
Implement Toolset

ARCHITECTURE | SECURITY | POLICY — SERVICE LEVELS | SERVICE DOMAIN | PROCESS

Operational Governance

VENDORS

Hosting & Cloud Service Vendor
End User Computing Vendor
Datacenter Services

Focused Business Tower
Individual Service
Focused SLA (Silos)

Application Providers/Vendors
Collaboration Service Providers
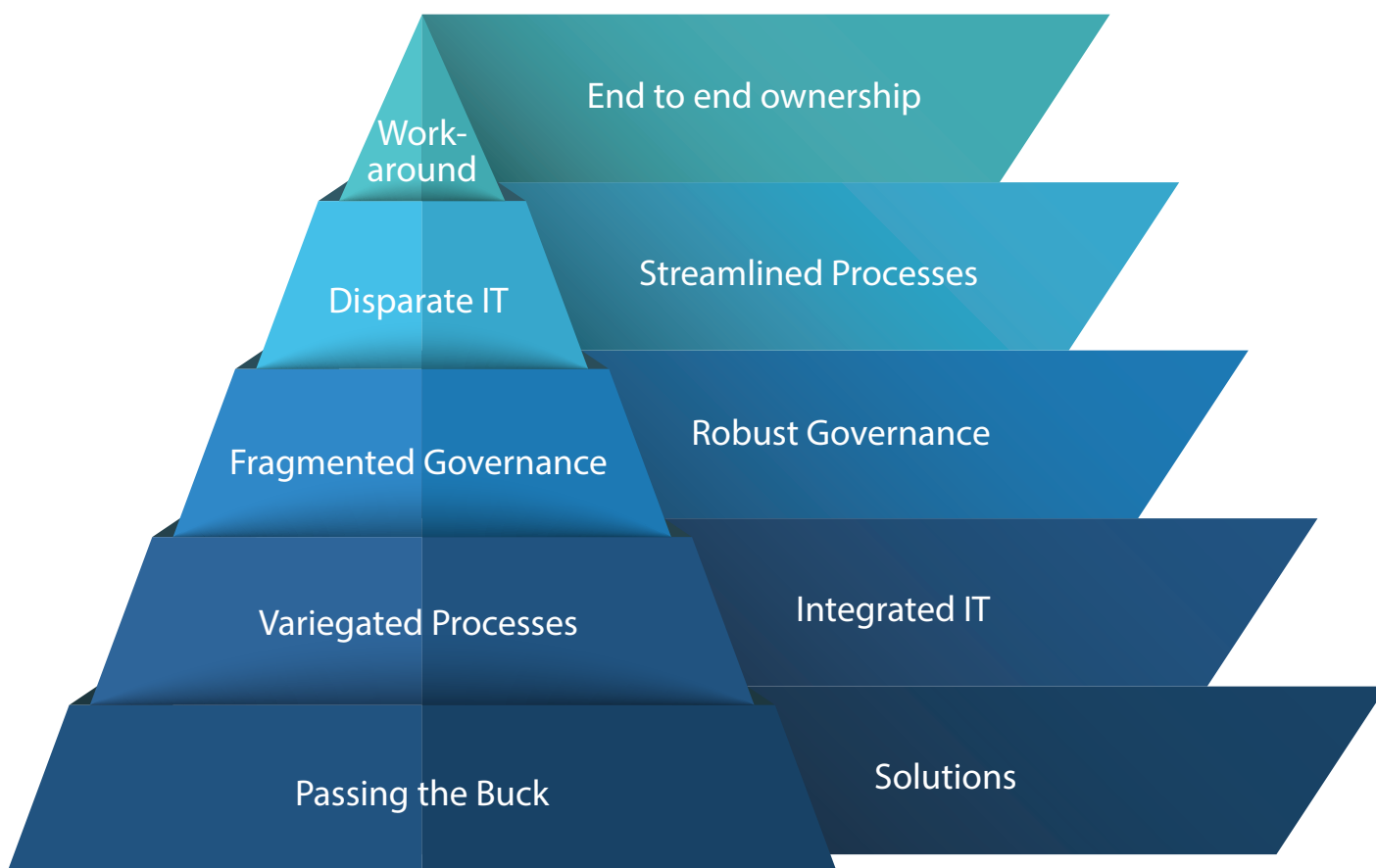Differentiated Services

Balance beam approach

SIAM caters to end-to-end IT needs, while client retains complete control of the environment. Our expertise-led framework will focuses on the following to help you reach the PINNACLE:

- **Transformation roadmap**: Understand business perspectives and expected business outcomes. We collaborate with the client, blend strategy with expertise to define the roadmap for digital IT
- **Processes**: Streamline processes to drive repeatability and reliability. We align with organizational standards and profile capabilities on a maturity scale
- **Integrated framework:** Integrated set of tools with right set of orchestration
- **Aggregated service levels:** Deliver more than just service level commitment. We not only adhere to traditional SLAs but also use automation to make IT perform quicker and better
- **Single operating model:** Automated reporting and single version of truth
- **Governance:** Focused and accountable management controls

Final state – The SIAM transformation
Mindtree SIAM helps transform IT with committed Y-o-Y savings

End to end ownership
Streamlined Processes
Robust Governance
Integrated IT
Solutions

Work-around
Disparate IT
Fragmented Governance
Variegated Processes
Passing the Buck

40% YoY reduction with a
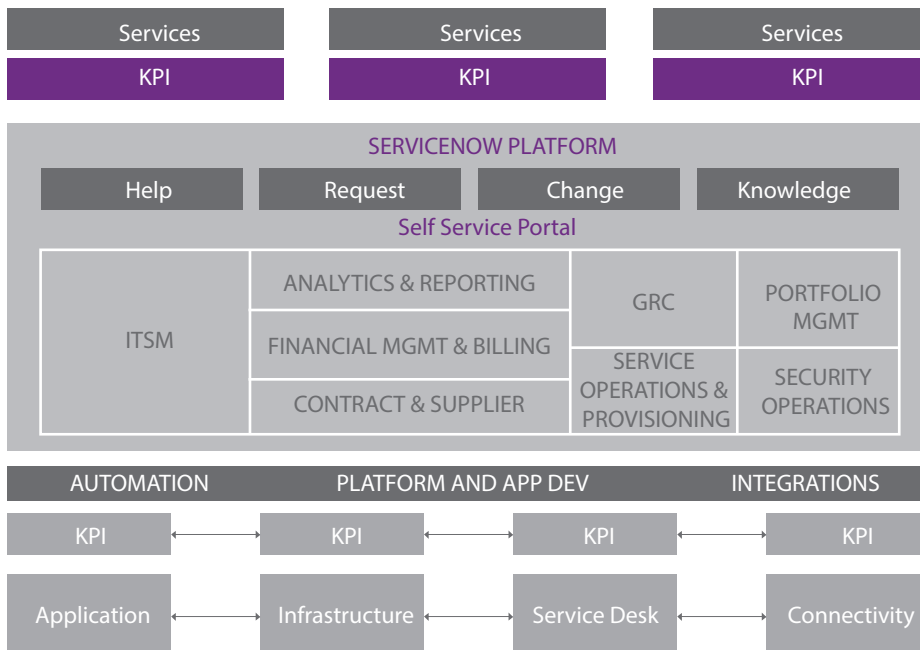"Right Sourced Delivery Model"

Challenges When Managing Multiple Suppliers

CIO — Can't demonstrate control of their business

VP IT — Can't scale service delivery and performance in line with business expectations

Service Owner — Can't do their job effectively because they don't have visibility to services supply chain

VP Supplier — Outsourcing hasn't delivered on the promise of ROI improvement – more value from suppliers at lower cost Supplier operate and are measured in Silos

Services	Services	Services
KPI	KPI	KPI

?

Supplier 1	Supplier 2	Supplier 3	Supplier 4
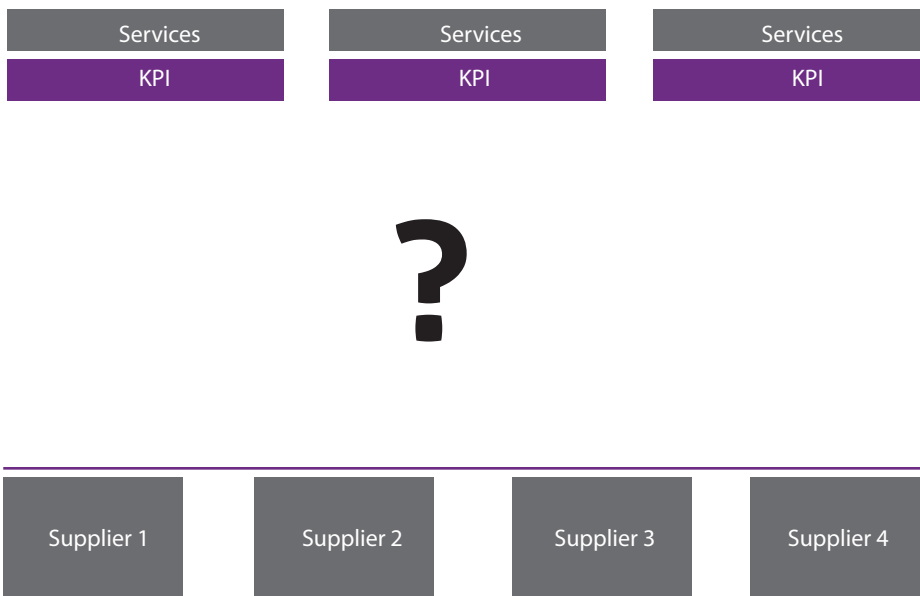
SIAM - Solution for Managing Multiple Suppliers

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Services	Services	Services
KPI	KPI	KPI

SERVICENOW PLATFORM

Help	Request	Change	Knowledge

Self Service Portal

ITSM	ANALYTICS & REPORTING	GRC	PORTFOLIO MGMT
	FINANCIAL MGMT & BILLING	SERVICE OPERATIONS & PROVISIONING	SECURITY OPERATIONS
	CONTRACT & SUPPLIER		

AUTOMATION	PLATFORM AND APP DEV		INTEGRATIONS
KPI	KPI	KPI	KPI
Application	Infrastructure	Service Desk	Connectivity

Source: ServiceNow

Thought post by Himanshi Mundeja
Sales and Solutions Architect, Infrastructure Management Services, Mindtree

About Mindtree

Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. "Born digital," Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. **Visit www.mindtree.com to learn more.**