

Digital SIAM

**Unlock the full potential of a multi-sourced
business ecosystem.**



Deliver on the Digital Age.

You're enabling digital. You're embracing the cloud. You're deploying services from multiple providers. But is your business ecosystem driving value creation?

- Can you deploy new applications and services at the pace of innovation?
- Are end users and customers delighted or even satisfied?
- Do you have clear line of sight and control across your digital ecosystem?
- Are you leveraging insights to drive continuous innovation and cost savings?

If not, you're not alone.

The findings show that establishing a digital business is top of mind, as 91% of organizations have adopted, or have plans to adopt, a “digital-first” business strategy – which is up slightly from 2018.¹

1. Source: IDG: “2019 Digital Business Research,” May. 2019.

Unlock the full potential of your multi-provider business ecosystem

Service Integration and Management (SIAM) operating capability can accelerate digital transformation and create business value by:

- Delivering a dynamic service portfolio
- Removing duplication across services
- Taking control back from suppliers
- Creating a plug-and-play integrated supplier model
- Providing a modern user experience.

So, you get the best of both worlds – the accountability and simplicity of a single source provider model with the flexibility, innovation and efficiency of a multi-sourced digital business ecosystem.

Reap the Rewards.

We focus on achieving business outcomes.

By leveraging our extensive integration and automation experience, Capgemini's Digital SIAM offer delivers business benefits that matter across your enterprise – from your C-Suite and business unit leaders to your IT organization and individual end users. Benefits include:



Superior Service Quality

Creating a single line of sight across servers, operating systems, network equipment, middleware and applications streamlines troubleshooting and dramatically improves service quality and delivery.



Robust Governance & Control

Our comprehensive Digital SIAM approach involves your business functional leaders and integrates all your providers, technologies and capabilities to ensure alignment, cooperation and accountability – the building blocks of effective IT governance.



Cost Savings & Operational Efficiency

Our digital Business Ecosystem Platform, with preconfigured ServiceNow automation tools and advanced integration technologies (iPaaS) drive efficiencies and cost savings. We also offer ITIL based process stacks that are operationally tested and cloud enabled.



Leading Edge Customer Experience

Our digital Business Ecosystem Platform hides the complexities of your multi-provider ecosphere and presents a modern "Amazon-like" digital marketplace to internal and external end users.



Rapid & Agile Innovation

Leveraging cutting-edge service management and automation technologies, we build a digital service fabric that lets you quickly and easily deploy micro-service applications. Further, our proven service governance and operating model is designed to facilitate continuous innovation, so you don't have to settle for one off improvements.



Capgemini named a Leader in the ISG Provider Lens™ Service Integration and Management (SIAM) 2020 Quadrant report.

Achieve Your Priorities.

Our starting point is always the same: it is your business objectives. Putting your priorities at the heart of every engagement is the Capgemini difference.

We engage early with senior business leaders and initiate open and honest dialog to truly understand your unique pain points, your goals and your expectations. Capgemini's uniquely collaborative methodology – leveraging our global network of connected innovation hubs – facilitates an open exchange of ideas, keeps stakeholders fully engaged throughout the process and ensures that your organization's experience and insights define our transformation roadmap. Our proven digital Business Ecosystem Platform addresses every step in the Digital SIAM transformation journey and is tailored to your specific requirements.



Strategy & Roadmap Design

- Multi-provider Service Operating Model Modernization
- Service Maturity Readiness Assessment & Implementation Plan
- Hybrid Cloud & SaaS Integration Plan
- SIAM for DigiOps Transformation Program



Integration Deployment

- Business Ecosystem Platform Transformation
- Service Management Office Transformation
- Enterprise Management Tools Transformation
- SIAM Function Remediation and Modernization
- DevOps Integration
- SaaS integration & Synthetic Quality Monitoring & Management
- Hybrid Cloud Integration
- SIAM for DigiOps Deployment



Digital Operations (DigiOps) Managed Services

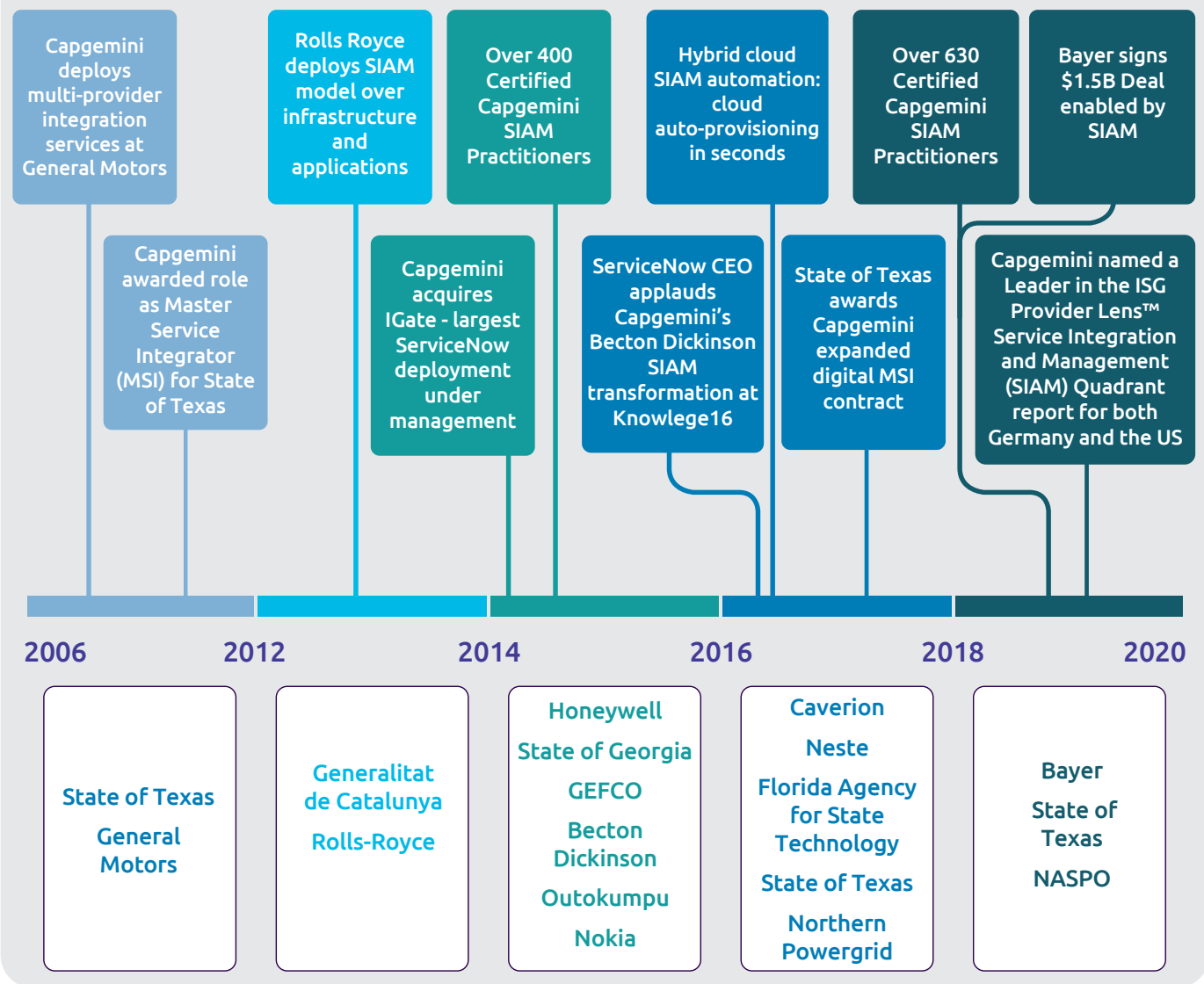
- SIAM Service Model & Governance for Digital Operations
- SIAM Technology Automation, Evolution & Management
- SIAM Function cross-tower operations
- SIAM Unified Hybrid Cloud Management
- SaaS Synthetic Quality Monitoring and Management
- Full Management of Business Ecosystem Platform
- Service Management Office Operations

Rest Assured.

With Capgemini as your Digital SIAM transformation partner, you can be confident in our real world, service integration and management expertise.

The depth and breadth of our global, multi-sector experience means Capgemini can deliver what others can only promise – coherent, comprehensive and continuous digital business ecosystem transformation without the disruption.

As a Digital SIAM pioneer, we boldly entered this emerging space more than a decade ago.





The Results Speak for themselves.

Cappgemini is a market leader and a Digital SIAM partner of choice for Fortune 1000 enterprises.

Our **630+** certified digital SIAM consultants have successfully completed more than 200 engagements that serve more than **1.5 million** end users globally. Most importantly, our Digital SIAM customers are reaping the rewards of our experience and expertise.

Cappgemini designed and implemented a Digital SIAM solution for the State of Texas, and they are reaping these rewards:



95%
overall customer satisfaction



77%
server consolidation



98%
change-management success

We have a vision for DIR to leverage digital technologies to become a world-class broker of IT services to Texas agencies. Cappgemini understands our needs and our goals. Its MSI model enables us to respond to evolving technology and exceed our constituent's expectations. ”

Todd Kimbriel,
CIO, State of Texas



Improved service, efficiency, and innovation

Leveraging Capgemini as a service delivery arm to drive these changes, Georgia Technology Authority (GTA) is now able to focus on strategic conversations with its customers and act as a broker to design new and enhanced business technology services, delivering better value for state agencies. Other benefits include:



Reduced costs

A **20% reduction** in total IT costs via consolidation of redundant services, more competitive procurement, and greater transparency.



Higher customer satisfaction ratings

Capgemini's SIAM doubled customer satisfaction in two years, **from 36% in 2017 to 77% in 2019.**



Increased agility and proactivity

GTA can now adjust dynamically and ensure competitive cost models.



Faster innovation

Better strategic planning, more value-added ideas from GTA's suppliers, accelerating cycle time from idea to programming in the service catalog.

"GTA is focused on creating seamless customer experiences across our offerings by listening to our customers and empowering our people to take action to meet their requirements. With Capgemini, we have created a plug-and-play model for flexing, adding, and changing our services as needed, and continually evolving them to ensure we are offering the latest technologies."

Dean Johnson,
COO, Georgia Technology Authority (GTA)

Learn more.

Visit www.capgemini.com for additional information about our **Digital SIAM** offerings, and the full spectrum of Capgemini services.



About Capgemini

A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

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People matter, results count.

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