



Modernizing IT with Digital SIAM

Capgemini's Solutions for Digital IT

Modern Digital IT

Digital Transformation and Cloud are driving change across the business landscape and IT organizations must lead the way.

IT has a mandate to enable Digital Transformation and it means:

- Providing rock solid best-in-class services
- Evolving IT services at the pace of digital innovation

It requires managing multiple providers (traditional, cloud and internal) in an agile **Digital Service Fabric** that provides quality, efficiency and scalability for customers.

Capgemini's Digital SIAM Solutions leverage ServiceNow Technologies to deploy the **Digital Service Fabric** in your environment and transform your IT operations so you can provide Modern Digital IT.

How Capgemini can Help

Capgemini helps organizations by designing, implementing and operating a Digital SIAM capability, powered by ServiceNow technology and tailored to your specific business or industry.

Our Services Include:

- Service/Operating Model and Provider Integration Strategy
- Service Maturity, Technology, and Cloud Assessments and Roadmaps
- Digital SIAM Transformation Design & Implementation
- Hybrid Cloud Integration with existing Service Models
- CMDB, Catalog and Advanced SLA management remediation, design and implementation
- Financial Consumption and Chargeback management
- Digital SIAM as a Managed Service

Why Organizations need Digital SIAM

Our Digital SIAM Solutions can help with these challenges:

- **Speed:** cycle time to implement infrastructure or applications is too long
- **Agility:** time-to-market to support the business is too long
- **Standardization:** multiple processes, functional duplication, multiple systems of record
- **Provider Management:** loss of control and loss of visibility
- **Business Trust:** loss of trust by the business to deliver while maintaining service quality, integrity and budget
- **Ability to Transform:** unable to enact significant change or innovation due to internal barriers/process inefficiency
- **Consistent Metrics:** lack of consistent, relevant, and accurate metrics to assess Service Quality and effectiveness

Our Solutions

Capgemini has developed, road tested and tuned our Digital SIAM Assets to offer all of our Digital SIAM customers:

- Comprehensive Digital SIAM **Design Blueprint** that guides construction of the Digital Service Fabric including tailored service models for IT and shared services
- ITIL based **Process Stacks** (policies, processes, procedures and training) operationally tested and tuned for a Cloud-enabled Digital SIAM model
- Digital SIAM **Automation Platform** with pre-configured ServiceNow, supplemental tooling and advanced integration capabilities (IPaaS)
- Digital SIAM specific **Custom Software Modules** that enable advanced SIAM process capabilities built on the ServiceNow platform
- A highly-skilled team of Digital **SIAM Practitioners** experienced in design, deployment and long-term operation of the Digital SIAM functions.
- A refined Digital SIAM **Assessment Methodology** which can be deployed to jump start your organization's Digital SIAM journey
- **Flexible Digital SIAM Service** options that can be tailored to suit your needs

Proven Experience

Focus on Business Outcomes

Capgemini offers an advanced blueprint and integrating tooling platform that is proven in real-world customer deployments. We focus on business outcomes, not just technology integration.

Real world experience

Work with a team of service integration professionals with the right experience and a collaborative approach. Our experience means we understand the unique needs of each client and how we can work together with your suppliers to achieve success. We know SIAM better than anyone in the industry. We will be an independent service integrator – one of the few making this offer in the industry.

Creating ONE vision

Capgemini's Solution focuses on:
ONE version of the truth
ONE service catalog
ONE performance report
ONE financial summary
ONE integrated service – creating multiple streams of business value and competitive advantage.

The Capgemini Digital SIAM Solution

Digital SIAM Users



Business Departments



Corporate



Internal SS Staff



Master Service Integrator



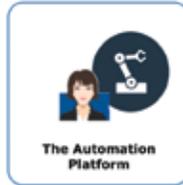
Service Component Providers



The Customer Experience Platform



The Analytics Platform



The Automation Platform



The Growth Platform



The Security Platform



The Tools & Integration Platform



The Service Quality Platform



The Cloud Forward Platform

Service Component Providers



Infrastructure



Online Services



Managed Applications



Managed Security



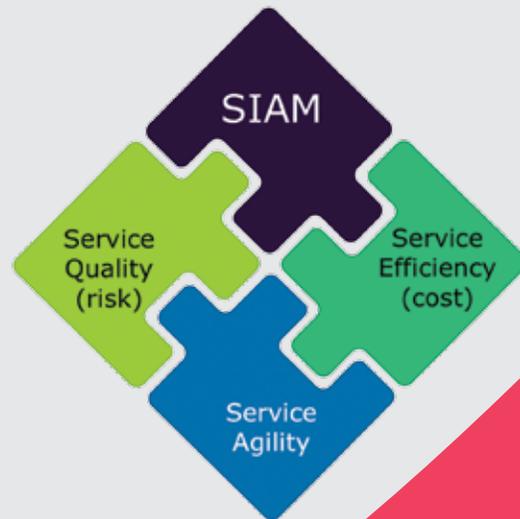
Public Cloud



Other SCPs

Capgemini's Digital SIAM

- Addresses every aspect of Service Integration so you can achieve your business benefits
- Provides integrated operations for consistency and cost efficiency in delivery
- Aligns your programs and projects to provide a holistic view of the supply and demand
- Consistently measures, tracks and reports on the performance of your service providers
- Plans your technology strategy and manage business changes in close collaboration with your service providers



Achieving Digital SIAM Transformation

Comprehensive approach & IP

A Digital SIAM solution must integrate everything from infrastructure and application elements to operations and projects to performance and planning. Capgemini drives this integration while maintaining focus on higher-level business priorities. We offer real Digital SIAM IP and collateral from our blueprint to tooling architecture to our global network of certified Digital SIAM professionals.

Reduced risk

Reduce your costs and risk as technologies and suppliers are more effectively aggregated, integrated and managed. Processes become repeatable and reliable and service levels improve because they are benchmarked and monitored most consistently and effectively.

Harnessing data

Use data to effectively transform your IT department. Our Digital SIAM solutions make it possible to use service desk data to drive business process improvements and optimize infrastructure investments.

Reliability & Security

Digital SIAM solutions provide true enterprise-class tools and infrastructure while establishing and adhering to stringent SLA benchmarks such as performance, uptime and scalability.

To discuss our client success stories or your needs, start by contacting:



David Rudel
Digital SIAM Leader
david.rudel@capgemini.com
510.520.6072