

Service Integration and Management (SIAM)

Many large organisations have multiple service providers that need to be managed effectively. Ensuring performance meets service level agreements (SLAs) is vital to achieving the benefits on offer from SIAM – synergy, economies of scale, lower costs and improved service.

However, replacing the traditional single-vendor outsourcing relationship has created a number of new challenges. According to Forrester Research, “to make multisourcing arrangements effective, customers must get suppliers to work together, both from the commercial and operational standpoint. The services integration layer, comprising elements of process, tools, SLAs, and related structures, is absolutely critical to the success of these arrangements.”

Delivering SIAM using the power of ServiceNow

TeamConnect delivers the service integration layer of SIAM using the ServiceNow platform to seamlessly and simply integrate suppliers and customers. Primarily, but not exclusively, it enables the processing of Service Management data – Incidents, Problems, Change – rapidly, easily and cost-effectively. TeamConnect meets the needs of a customer working with multiple suppliers or alternatively a supplier supporting multiple customers in an MSP model.

TeamConnect comprises four key layers:

Process Event Synchronisation

- Determines which parties are critical to the event and those that at this stage are just interested
- What information needs to be exchanged
- What Security Rules are in place

Translation

- Selects the data that needs to be communicated and constructs it into an acceptable format for the recipient
- Performs initial data conversion and mapping

Transmit/Receive

- Final conversion of data into formats used by transmission protocols
- Management of the exchange of messages between systems

Governance

- SLAs and underpinning contracts
- Escalation and notification
- Custom reports and dashboards
- Vendor performance

8 Reasons to Choose TeamConnect to Support your SIAM Requirement

- 1 Speed of Implementation**
 TeamConnect ensures a rapid implementation by minimising technical and connectivity issues. It can scale from one-to-one to one-to-many.
- 2 Operational Efficiency**
 TeamConnect allows multiple suppliers to be managed in an integrated manner rather than on a one-to-one basis. It enables efficient collaboration between suppliers.
- 3 Easily Configurable**
 TeamConnect is easily configurable using simple non-technical forms. All configuration is table-driven with no coding.

Benefits

- Faster ROI
- Lower development and implementation costs
- Easily scalable

Benefits

- Increased efficiency and effectiveness across IT service delivery
- Better service and cost management
- Flexibility to plug-and-play new suppliers into the SIAM model

Benefits

- Removes need for deep technical knowledge and coding
- Extends beyond Service Management to all data sharing applications

4 Data Driven
TeamConnect uses configuration tables to determine who needs to be involved in a process event and what information needs to be exchanged. Data is translated into a form each external system understands.

5 Integration Methods
Exchanges data using a message structure, format and communication mechanism each Service Provider's toolset understands.

6 Relevant to MSPs
TeamConnect is designed to work with customers supported by multiple suppliers, or suppliers working with multiple customers.

7 Management Control
Dashboard views allow management to have a complete view of performance in real-time.

8 Any Process
TeamConnect supports all ITIL processes and any other process involving multiple parties.

Benefits

- Eliminates manual intervention
- Minimises transmission errors
- Process, not technology, controls the integration

Benefits

- Increases the community of suppliers and potential suppliers by removing any data or technical obstacles
- Provides consistent and predictable results

Benefits

- Easily adaptable and flexible
- Simplifies Pilot testing and POC
- Creates new opportunities

Benefits

- Increased management control
- Tighter control of SLAs and OLAs
- Support for Governance, Risk and Control

Benefits

- Supports effective interchange of data
- Can be extended to other lines of business such as HR, Purchasing and Billing

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