DXC Service Integration and Management - Trailer

Businesses today are often spending valuable time addressing operational topics, coordinating service providers and generally putting out fires instead of planning for business strategy and outcomes and continuous improvement programs. This challenge leads to the perception that IT is the problem. In reality, the service provider landscape in the hybrid IT environment is out-pacing the client's ability to meet the business demand in an integrated way, resulting in low service quality, limited flexibility and ability and increasing time-to-market.

DXC is proud to offer its Service Integration and Management (SIAM) application which has been specifically designed to provide business with a solution to these issues

SIAM provides a transformational methodology that integrates, deploys, and manages services from multiple service providers. This tool also helps clients control and manage the complexities of a hybrid environment that includes in-house IT, hardware vendors, and IT service providers. In addition, it provides a structured and integrated service delivery model that increases service delivery performance, implements industry best practices, and provides visibility across all service providers. It creates flexible IT service delivery with increased value and speed to the business.

Now let's get a first-hand look at this tool and how it was used to help a client we'll call ACME. This large energy services company had a business issue that was adversely affecting their working capital, and they were bogged down with a number of inefficient manual processes.

To achieve these results for our client, we executed three key steps. First, we aligned the client's target operating model with the SIAM capability using process and organizational mapping and analysis, ensuring that only those components required are included, using the SIAM Advisory Quick Start. Next, we constructed the required processes and organizational governance aligned with the supplier ITIL processes and contractual obligations using our standard onboarding and service introduction approach.

Let's double click into each of these three steps, starting with process and organizational mapping and analysis. We mapped the existing operating model and SI processes with the SIAM best practice and identified the supplier ITIL touchpoints. We also defined the client organizational alignment by tapping into the existing contracts and services and also our experienced SIAM experts. We used a proven and standard interactive approach to our discovery to extract the information, and used best practice to create an end-to-end view — what we call an advisory assessment.

To extract the information, we performed a number of interviews with the business and the service management leads, which enabled us to analyze all SIAM processes and create a position on findings and recommendations, with quick wins. By applying our expertise, we were able to improve multi supplier performance by introducing streamlined and integrated processes, by aligning the organization to the new operating model, by introducing integration governance and aligning to the underpinning client ITSM tooling. This immediately improves and overall service performance and reduces the cost.

Now we're ready to look at SIAM automation and proactive management. The navigator bar provides a quick and easy way for the service integration (SI) team to easily access cross supplier data and perform their SI roles with the data they need. Let's go ahead and sign on as the service integrator and look at what we have in our action log today. The log is comprised of system tasks generated through system threshold setting, together with manually generated tasks which can be related to a dispute, an escalation or a question. We can now see the actions assigned, and can also see those assigned to the suppliers as the SI has access to all SI data within the ecosystem. Automatically generating actions rather than manually trawling data creates significant value through automation.

Let's go ahead and sign on as a supplier incident manager and select incidents assigned to them. Now, when we look at the incidents we will see those assigned to us which need to be worked, if we believe that an incident is incorrectly assigned we can take action to assign to the correct team.

So, the great thing about using SIAM is that our teams are able to focus their efforts on activity that has the highest impact on the overall service.

In talking to ACME's service management subject matter experts, we found that what was taking a lot of manual effort with a lot of manual background activities that was now automatically at the team's fingertips.

For example, ACME had been manually pulling together and consolidating reporting information across providers for exchange to exchange service performance. They had also been manually running critical incidents through to resolution and manually providing onboarding services and suppliers by using spreadsheets.

Our advisors provided this tacit knowledge to our SIAM transformation team who, in turn, created the Process Automation for even the most demanding and challenging activities.

We are able to view the compliance of the service providers across the eco system as well as service management triggers, operational data and reporting.

Triggers include a lack of end-to-end transparency, along with missing ownership and an incapability of IT services to enable integration across services, as well as their provider and underlying processes and procedures. Other service management triggers can include poor service quality, slow lead & recovery times, as well as inconsistencies and inefficiencies in data and information exchange between external and internal channels.

Service provider compliance applies to the supplier contractual obligations but also to the operational level agreements which will have been agreed as the supplier is onboard to the service. Governance reviews are the forums where under performance is reviewed and addressed firstly with the SI, then with the customer if required.

Now, let's explore the supplier compliance dashboard to see what happens to this process when automation is applied. This example will highlight the benefits of automation of supplier compliance. From the process automation dashboard for ACME, you can see a global view of all the overall supplier compliance that are providing services in ACME's operations. It shows the compliance and performance for each supplier.

Let's take a look behind the scenes at how the compliance and performance metrics are loaded and how they are then used to measure performance and compliance. To start this off, let's set the Service Levels (SLs) so we can provide a view of performance by loading the performance metrics.

Now we start running the automation. You can see that the system data is being processed to provide a view of the service according to the revised metrics. Now you have the visibility and control to ensure supplier compliance across the eco system, therefore improving overall performance.

Let's take a look behind the scenes and see how we on-board and off-board suppliers. This feature is key is enabling business agility to meet the demands of the business and to make IT more relevant to the end users. First, we receive a request from the business for a new service, once approved tasks are automatically created and assigned to the appropriate owners to execute, on the completion of specific tasks additional task will be created until the new supplier or service has been on-boarded. They then become part of the customer ecosystem following the same compliance, integration architecture standard and policies and the other ecosystem suppliers

As we said earlier, a manual task requires far more effort than a fully automated process. Just imagine how SIAM can manage the chaos of your multi supplier Hybrid IT environment by freeing up your skilled resources to focus on your core business and your customers. The transformational effect that this solution can have on your business is profound.

For example, by choosing to utilize SIAM, ACME was able to enjoy 94 percent accuracy, an 88 percent reduction in downtime minutes, a 51 percent less problem records opened greater than 60 days, and an 80 percent reduction in major incident volumes.