



# Service integration and management and the Digital Backbone

Effectively manage your multi-provider digital services, optimising the performance of both delivery teams and suppliers to drive impactful, user-focused digital transformation.

# An end-to-end digital framework to power your success

In today's complex and competitive business landscape, it is common for organisations to embed digital technologies that enable their growth strategies. For many, this involves implementing IT throughout their organisation, but few develop a holistic business case or transformation roadmap covering everything they do, or have a comprehensive strategy that aligns their IT with broader strategic goals.

At CGI, we believe that true digitalisation isn't just about adopting new technologies; it's about embracing a holistic mindset. As a leader in IT and business consulting, we help organisations unlock their full potential, driving our clients' growth through the power of "digital".

But digital transformation isn't simple. That's why we developed our value-led, technology-enabled Digital Backbone framework, which delivers best practices and lessons learned to inspire your journey.

The Digital Backbone offers the fundamental building blocks to drive your transformation success. It helps you envision secure and sustainable solutions that combat your challenges and support your ambitions. Combined, your new capabilities will create a robust, IT-enabled structure – a digital backbone – that transforms everything you do, enabling your organisation to thrive in our ever-evolving world.



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# The complexity of modern service delivery

Modern ICT ecosystems are becoming increasingly intricate, blending a diverse array of new digital services with traditional IT offerings. This combination poses a significant challenge for organisations striving to provide seamless service delivery.

## Overcoming the challenge with service integration and management

Digital supply chains have expanded, encompassing a multitude of commodity cloud services and “as-a-service” digital solutions. Integrating these with legacy, traditional services is essential to ensure a unified experience for users – whether they are employees, citizens, or consumers.

Service integration and management (SIAM) is the solution.

SIAM is an approach to managing multiple service providers and integrating their services to provide a single, seamless organisational experience. It ensures that all services, whether provided by internal teams or external vendors, are coordinated and managed to deliver the agreed upon levels of service.

In essence, SIAM aims to:

- **Integrate services** – It brings together various IT service providers – internal and external – under a unified governance framework to deliver end-to-end services.
- **Manage relationships** – SIAM establishes clear roles, responsibilities and interfaces between service providers, ensuring effective collaboration and accountability.
- **Ensure seamless service delivery** – By standardising processes and interfaces, SIAM enhances the coordination and integration of services, resulting in a seamless experience for users.
- **Optimise service quality and cost** – SIAM helps organisations to optimise service quality, cost, and performance by enabling them to leverage the strengths of different service providers while maintaining central control and governance.

A well-designed SIAM operating model will enable you to effectively integrate and consistently manage your diverse range of digital services, enhancing delivery speed, reliability, and ultimately improving service outcomes for users. SIAM is therefore particularly relevant to digital transformation, providing you with the necessary framework to deal with an increasingly complex IT ecosystem.

# Service integration and management and the Digital Backbone

Unlocking your organisation's full potential - **transformation done right**

## What is a digital backbone?

A digital backbone goes beyond simply applying IT to areas of your organisation as a support mechanism. When designed effectively, a digital backbone becomes the cornerstone of a successful modern organisation; it embeds technology throughout all operations, using the power of IT to create a robust structure that enables continuous innovation and transforms everything you do.



Increased **efficiency and productivity** **across** streamlined operations.



Increased **revenue** alongside more cost efficient processes.



Greater **agility and growth** with a faster time to market.



Better **regulatory compliance**, including empowering sustainability initiatives.



Improved **service and product quality** for customer, employee and stakeholder satisfaction.

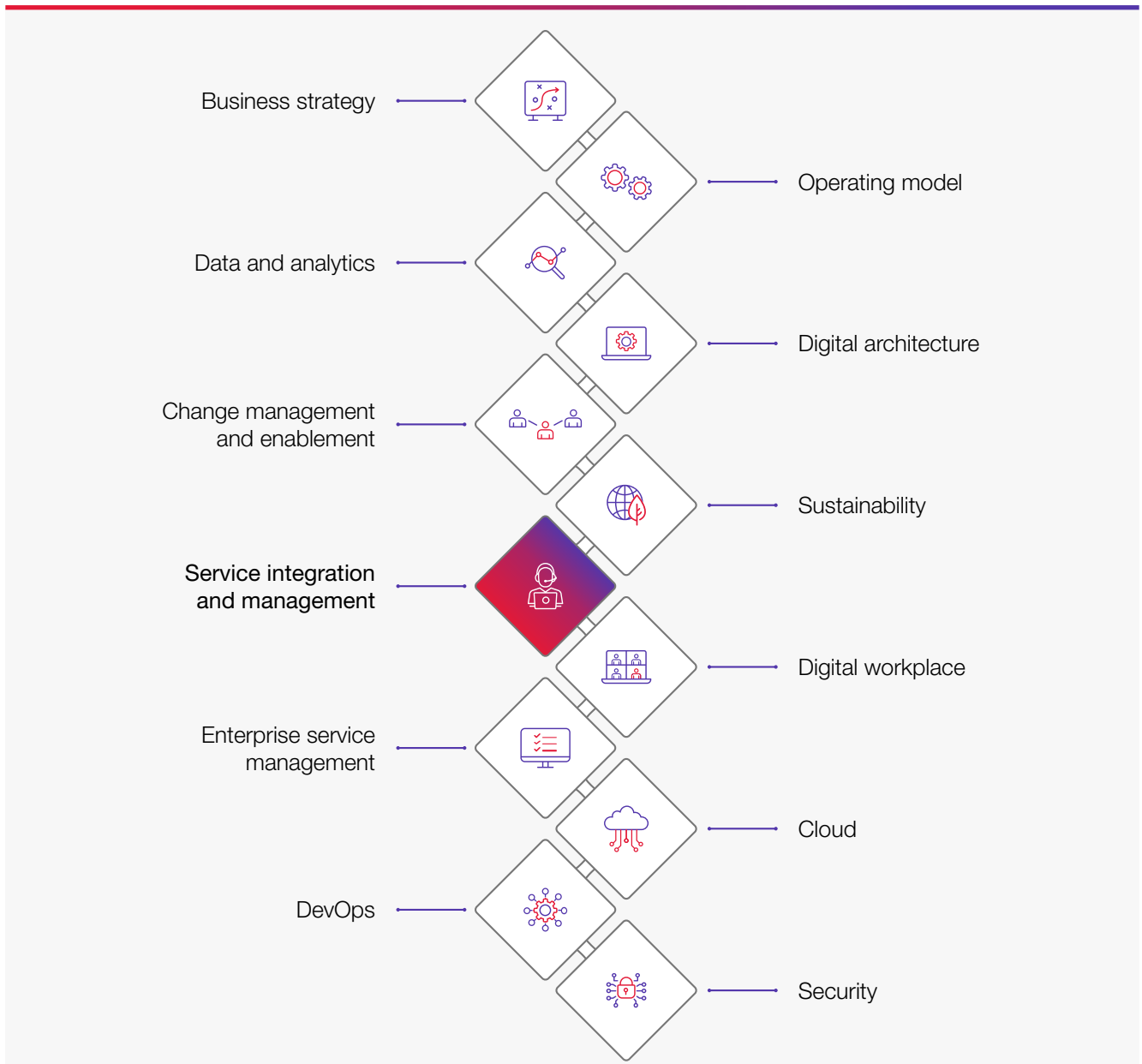


Strategic **decision making** through data-driven insights.

## The Digital Backbone - our end-to-end framework that will make IT the enabler of your success.

The Digital Backbone delivers twelve fundamental building blocks to inspire digital transformation and unlock your organisation's full potential. These can be implemented either individually or as a whole programme, so no matter where you are on your journey, the Digital Backbone provides a comprehensive vision for your transformation strategy.

**That's why we made service integration and management a key component of the Digital Backbone**, empowering you to create seamless experiences across your organisation, even as the complexity of digital services grows. By integrating our SIAM best practices and strategic insights, you can effectively integrate and consistently manage your diverse range digital services and providers, enhancing delivery speed, reliability, and ultimately improving user experience.



# The key features

Before embarking on your service integration and management journey, it's essential to understand some of the key features.

Effectively managing multi-provider digital service delivery requires a comprehensive understanding of the business services consumed by your users, along with clear insights into the underlying technical IT services that support them. This holistic view ensures alignment between service delivery and your business objectives, facilitating seamless integration and efficient operations.

## The key elements for successful SIAM include:

- **Clear business service definition** - Begin by defining the business services delivered to your users – whether they are employees, citizens, or consumers. This clarity ensures that all IT services, internal and external, are aligned with the actual needs and expectations of users.
- **Supplier relationship management** - Your suppliers should align to your organisational goals. Establish collaborative relationships to foster a cohesive service delivery ecosystem.
- **Optimal commercial models** - Choose commercial models that incentivise collaboration and performance. Clear contractual agreements, service level agreements (SLAs), and performance metrics ensure that all providers are committed to delivering high-quality services consistently.
- **Governance and management framework** - Implement robust governance structures that define roles, responsibilities, decision-making processes, and escalation paths. This ensures compliance with standards, regulations, and organisational policies across all service providers.
- **Cultural alignment** - Foster a culture of collaboration and accountability across all stakeholders involved in service delivery. Ensure that all parties share common goals and values, promoting transparency, trust, and effective communication.
- **Alignment with business objectives** - Align your SIAM activities closely with strategic business objectives. This ensures that your IT services contribute directly to business outcomes, driving value creation and supporting organisational growth.
- **Integrated tooling and technology** - Deploy suitable tools and technologies that enable seamless integration and management of services across your multiple providers. Centralised platforms that provide a single source of truth for service metrics, performance data, and compliance tracking are essential for effective SIAM implementation.

By embedding these key elements into your SIAM strategy, you will optimise the management of your complex IT ecosystem, creating a solid foundation for scalable and agile service delivery that empowers continuous digital transformation.

# A vision for service integration and management



Effectively manage your multi-provider digital services, optimising the performance of both delivery teams and suppliers to drive impactful, user-focused digital transformation.

## The key steps

Achieving an effective, optimised supply chain with collaborative ways of working across multiple suppliers requires meticulous planning and design. By following these steps, you can establish a robust SIAM operating model with a holistic approach to governance, commercial models, operating models, people, culture, and tooling:

1

### **Design operating and governance models**

Assess your organisation's readiness for SIAM by establishing baseline criteria. Define the governance structure for overseeing your digital ecosystem. Categorise providers, both internal and external, and determine the scope of responsibilities you can manage internally versus those requiring external expertise. Adapt your approach as needed for interim transition phases to achieve your desired target state.

2

### **Establish a service management framework**

Develop comprehensive policies to govern each service management process. Embed these policies within a cohesive set of rules that all providers must adhere to. This framework ensures consistency in service delivery and management across your entire SIAM ecosystem.

3

### **Develop a tooling strategy**

Formulate a strategy for integrating all providers into a unified IT service management (ITSM) system. Ensure alignment with your organisation's strategic goals and objectives, and establish a single source of truth for ITSM to streamline all operations and enhance transparency.

4

### **Determine your staffing model**

Design an organisation structure that supports your SIAM strategy. Define roles and responsibilities, identify necessary skills, and determine sourcing strategies for acquiring talent. Assess training needs to equip your team with the competencies required to manage and oversee the SIAM framework.

5

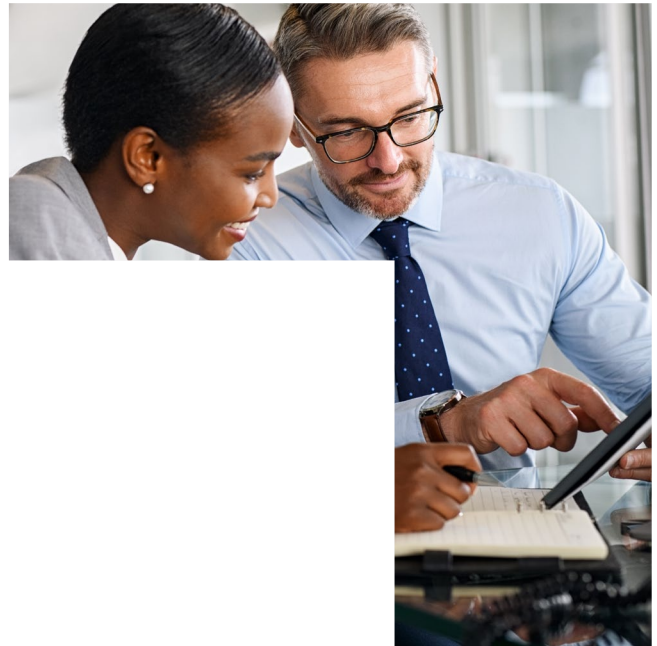
### **Plan your onboarding strategy and process**

Define the controls necessary for the efficient onboarding of new services and providers into your SIAM operating model. Develop a comprehensive cutover plan, conduct rigorous testing, and provide early life support to ensure smooth integration and minimise disruption to ongoing operations.



# CGI Business Consulting and Advisory

Built over +47 years, CGI is one of the world's largest providers of high-end IT and business consulting services. We are trusted to transform organisations with innovative solutions, so developed our Business Consulting and Advisory (BC&A) team to share our knowledge and experience with you.



## Offerings to support your organisation

Wherever you are on your transformation journey – whether you're looking to develop a forward-thinking business strategy, improve the effectiveness of specific processes, or implement an innovative solution – we're here to help.

We understand that transformation isn't simple, so **our experts developed all our BC&A offerings around The Digital Backbone's twelve key propositions**, to support you with the right solutions to address your challenges, achieve your ambitions, and build your own digital backbone capability.

Whether you'd like to build a complete digital backbone that will become the cornerstone of your growth, or if there's one specific area standing in the way – perhaps that's SIAM - we have the offerings and solutions to ensure your transformation project succeeds.

### Our service integration and management offerings include:

- Capability assessment
- Service onboarding and offboarding
- Transition squads
- Target operating model design
- SIAM operations
- BOT and hybrid staff augmentation
- ICF design
- Supplier management

BC&A places you at the heart of our offerings. We work to understand your unique challenges and opportunities – whether you require strategy development, or solutions design and implementation – and we'll guide you every step of the way.

Our teams cover a range of sectors such as higher education and healthcare, as well as specialist areas including business consulting, technical advisory, service management, and sustainability.

We remain supplier agnostic, but also have teams designated to our [strategic partnerships](#) with the likes of Microsoft, ServiceNow, Google, Dell, NetApp (and more), enabling us to design you the right solutions, working with the right partners to deliver the best outcomes.

So whatever your specific requirements, challenges or industry, with BC&A's breadth of knowledge and experience, we'll empower you with a team that is hand-picked to enable your success.



**To find out more:**

Explore the Digital Backbone and its twelve key propositions in more depth on [our webpage](#).

Fill in [this short form](#) and we'll be in touch to discuss how our service integration and management offerings or our overarching Digital Backbone framework can support your specific needs.



## About CGI

### Insights you can act on

Founded in 1976, CGI is among the largest IT and business consulting services firms in the world.

We are insights-driven and outcomes-based to help accelerate returns on your investments. Across hundreds of locations worldwide, we provide comprehensive, scalable and sustainable IT and business consulting services that are informed globally and delivered locally.

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