

Multisource Services Integration (MSI)/Service Integration and Management (SIAM)

IT delivery is evolving from an on-premises model to a hybrid model combining cloud and traditional IT. Organizations are using a variety of sourcing approaches for this new dynamic, from full outsourcing to multisourcing to brokerage. For multisourcing scenarios, having an effective governance model for managing diverse providers and subcontractors is a critical success factor.

Because service integration has always been a key part of CGI's IT outsourcing delivery model, we have a proven governance model for multisource service integration/service integration and management (MSI/SIAM) in the hybrid IT and cloud age.

Enterprise IT management in this new model is increasingly complex, especially when organizations are faced with strengthening or maintaining security while attempting to exploit value from emerging technologies such as cloud services. Expert capabilities in governance, application management, cloud readiness and migration, as well as systems integration, are imperative.

The need for strong governance

For organizations that manage many stakeholders, lines of business, and service providers, the MSI/SIAM function must include a strong governance approach and structure that:

- Engages the organization in developing services to meet the needs of the business
- Ensures transparent dialog
- Provides best practices for improving partnerships and driving internal client satisfaction and business value, while addressing such factors such as security and availability
- Delivers an end-to-end service where service providers trust and support each other in pursuit of the common goal of achieving service excellence

How CGI can help

Multisourcing environments have always been part of CGI's service portfolio. As the market moves towards cloud and hybrid IT, we have combined our IT outsourcing expertise, consulting services and proven experience with cloud computing capabilities to provide a comprehensive reference model for MSI/SIAM. We can support nearly any MSI/SIAM role and function, including:



MSI/SIAM IN PRACTICE

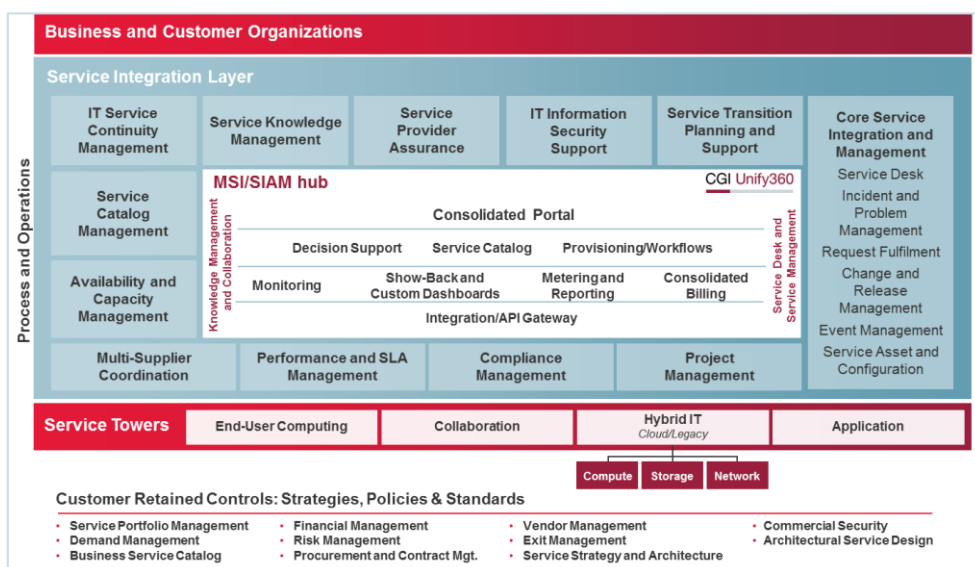
Oversight of core service providers

For a state government program, CGI manages a set of core service providers that deliver hosting, network and core software applications crucial to program execution. These core service providers are contracted directly with the State, with CGI providing governance and oversight on behalf of the State.

Under CGI management, they work in an operational model that recognizes CGI's authority as the prime IT services contractor. Their roles are documented and they are held to service levels and perform as part of the mature IT service environment.

- **Strategic guidance** to build a blueprint and roadmap in collaboration with the client and ensure it is correctly managed and implemented.
- **CIO agent** to manage IT providers and day-to-day delivery of services, as well as long-term transformation.
- **Transition management** to help clients build the skills necessary to run their own MSI/SIAM function and then transitioning operations when ready
- **Management structure** that supports IT leaders and users and promotes open communication, accountability, problem resolution and alignment with business goals
- **Operating-level agreements** defining how service providers will deliver services, interact to implement changes and resolve differences, report their activities and are managed by the MSI/SIAM function
- **Expert services desk** to provide a single point of contact between users and service providers

OPERATIONAL MODEL FOR MSI/SIAM



With our CGI Unify360 Hybrid IT management suite, we can also provide an integrated and centralized MSI/SIAM hub.

At CGI, we understand MSI/SIAM and the challenges it brings. Our focus is on the ideal mix of people, process and technology to deliver integrated service. Our people bring together the processes and tools to support MSI/SIAM engagements with a collaborative, can do attitude and a drive to develop a true end- to-end solution across diverse suppliers.

- Trusted partner with long-standing experience with MSI/SIAM
- CGI Unify360 hybrid IT management solution that includes platform, tools and advisory services to help solve many MSI/SIAM challenges
- Brokerage-like functions such as service catalog and aggregated billing and chargeback of multi-provider, multi-cloud environments
- Enabling IT services designed to meet business and mission needs
- 40 years of IT service management expertise

ABOUT CGI

Founded in 1976, CGI is one of the largest IT and business process services providers in the world, delivering high-quality business consulting, systems integration and managed services. With a deep commitment to providing innovative services and solutions, CGI has an industry-leading track record of delivering projects on time and within budget, aligning our teams with clients' business strategies to achieve top-to-bottom line results.

For more information, contact info@cqi.com or visit www.cqi.com/siam