



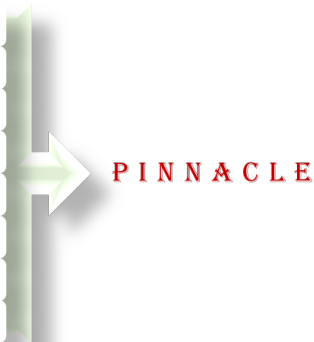
 **SIAM**

**Integrate IT. Measure IT. Manage IT.**

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**Service Integration & Management  
2017**

- Predictability
- Innovation
- Nimble
- Nexus
- Adaptability
- Capacity
- Lower cost
- Efficiency



**Our point of view:**

**SIAM: Transforming IT with  
standardized processes and  
optimized delivery to help you reach  
PINNACLE**

### Embracing Conglomeration – Digital IT and Multi-Vendor

Business is evolving and so is IT to keep the pace. Demand for agility and multiplicity of portfolios in business inevitably leads to complexity of technology and silos to be catered by multiple vendors and service providers. In addition, aggressive timelines and service levels with under-the radar IT expenses has promoted organizations to opt services from multiple vendors.

#### Benefits of Multi-Supplier environment:

- Access to plethora of technology choices to deploy best solution in need
- Flexibility to swap suppliers to meet and advance changing requirements
- Lower cost offered specially by Unicorns with focus on delivering services in one domain
- Improved service levels
- Reduces risks significantly, as organizations are not locked in to a single service provide

#### Peep into the Paradox: Multi-vendor Art failure

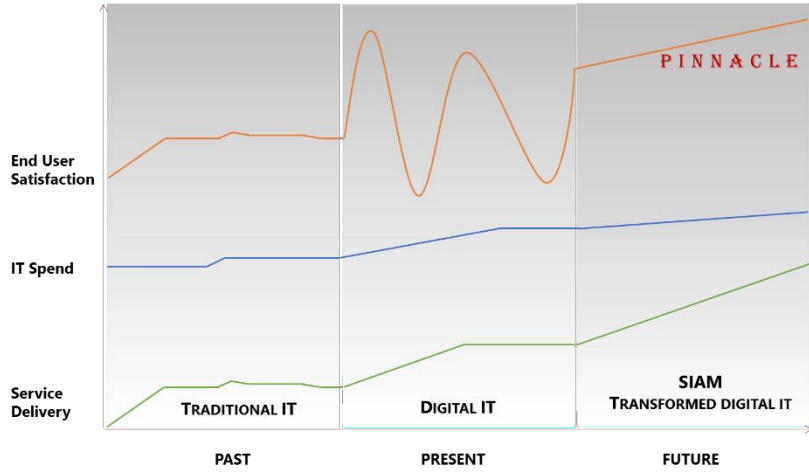
Managing each vendor individually with service silos through fragmented governance mechanism overlooks service interdependencies, resulting in following:

- Increased Management overheads: Requires more management time to manage multiple vendors, also orchestrating of the partner networks becomes more complex
- Fragmented governance: Dealing with multiple service providers can expose the organization to governance risks thus jeopardizing the service
- Watermelon effect: Risk of a gap emerging between business expectations and IT's ability to deliver jointly with multiple vendor, has increased.
- Measuring value: It is difficult to measure value across the enterprise when there are multiple service providers, each with their own proprietary tools and frameworks

#### Watermelon Effect & Digital IT

Despite the agreed services delivery, discontent prevails within the business.

- Green Dashboards but Disrupted end user experience.
- Exceeding individual SLAs but cannibalized operations
- Abandoning core business value to endorse standard metrics
- Focused silos with no Czar to take the complete responsibility



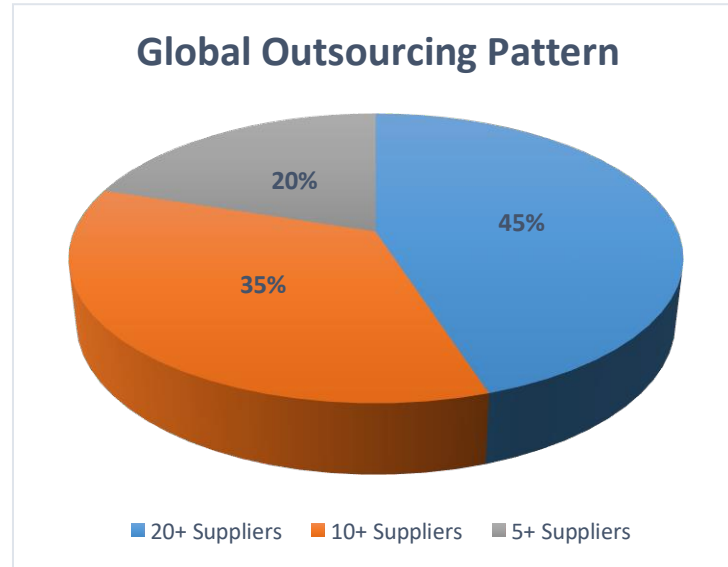
**IT Transformation – Our View**

**The Role of technology for an enterprise underpins the success of the organization. Today business demands more agility, more responsiveness, everything a little more, a little better for an accelerated success. Quick response to failures and Proactive Management of IT Infrastructure has become increasingly important.**

**Enterprises have leveraged cloud services, multiple suppliers and support providers, to help their business flourish with high quality in silos.**

*Silos result in inconsistent services and ineffective IT. This leads to the need for service integration and management.*

**A right solution will help you to automate processes, define clear baselines. Once such a solution is in place, a higher quality and cost effective IT service will pave its way resulting in transformed IT with enhanced user experience.**

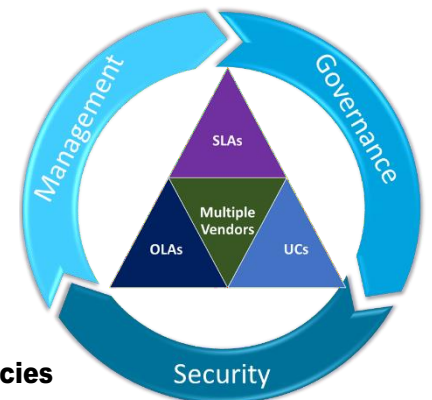


**SIAM Solution from Mindtree – Integrate IT, Measure IT, Manage IT**

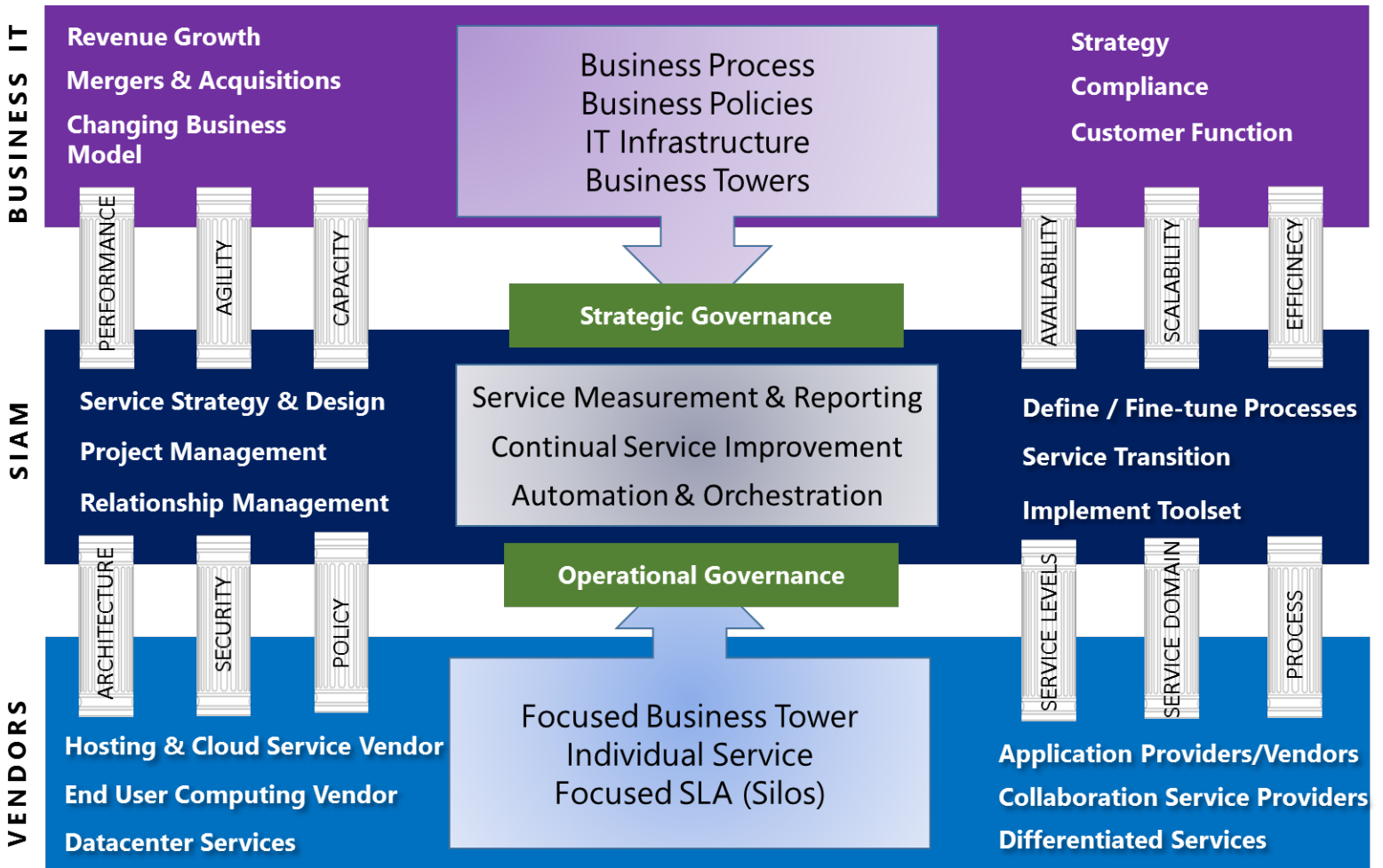
**Solution to help your organization gain benefits of digital IT and multi-vendors solutions encapsulated with robust governance.**

**The solution framework combines the benefits of best-of-breed based multi-sourcing of services with the simplicity of single sourcing. Effective utilization of ITIL process along with the specific standardized business process; ensuring seamless integration, supplier co-ordination and collaboration; encapsulated with robust Governance and effective management.**

**The framework forms the basis to streamline multiple work streams of IT services. It minimizes the inherent risks masking the supply chain complexity from the consumers of the services. It aims to achieve efficiencies by commoditizing and buying scale; thus meeting user demands for ‘Better, Quicker and Cheaper’**



**A uniform approach combined with years of experience in consulting and building integration Capabilities for various organizations and firm delivery results in an ideal automated environment.**



Mindtree: SIAM

### Balance Beam Approach

The solution caters to your end-to-end IT needs, while you have all the gears for complete control. Our expertise led framework will focus on following to help you reach PINNACLE:

Transformation Roadmap – Understand the business perspective and expected business outcomes. Collaboratively we put the strategy with expertise to define the roadmap for digital IT

Process – Streamline the processes so they are repeatable and reliable. Align with organizations standards, profile capabilities on a maturity scale

Integrated Framework- Integrated set of tools with right set of orchestration in place

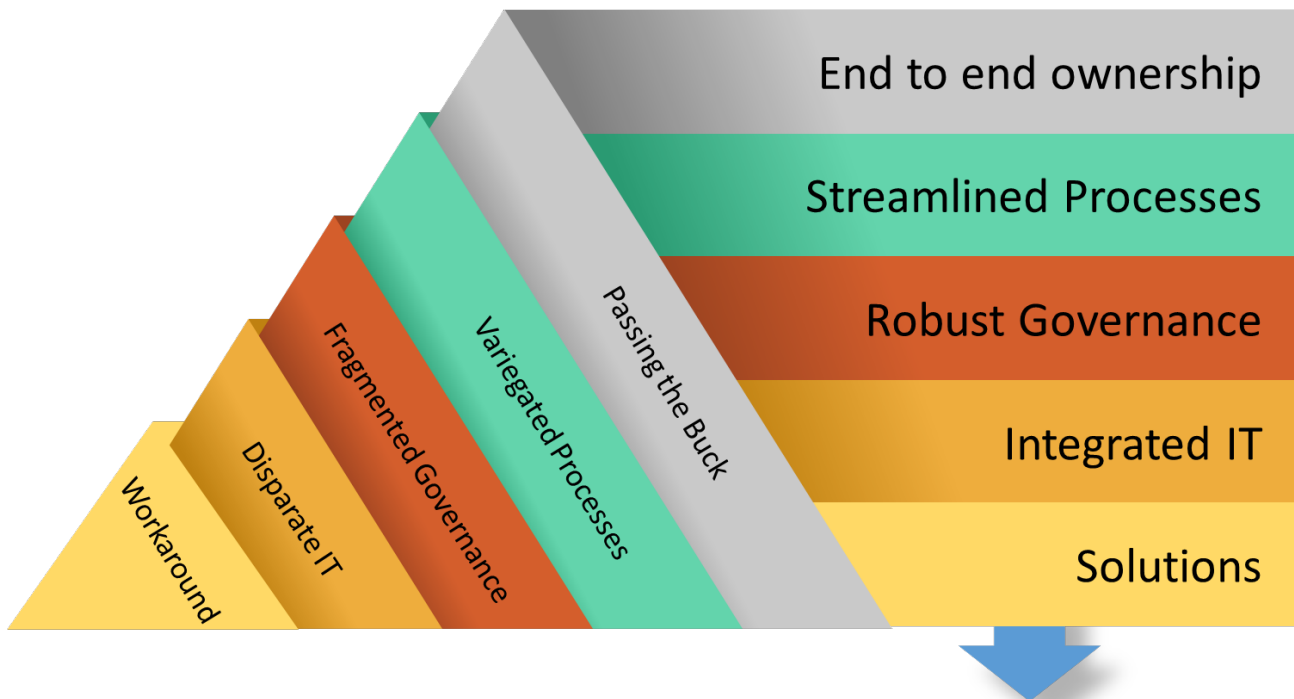
Aggregated Service Levels – Step ahead in Service Level commitment. Commitment for not only traditional SLAs but also, automation to make IT perform quicker and better

Single Operating Model – Automated reporting and single version of truth

Governance- Focused, accountable, Management controls

### Final State – The SIAM Transformation

Mindtree SIAM solution will help transform IT with committed YoY savings



40% YoY reduction with a “Right Sourced Delivery Model”

### SIAM Enabler – ServiceNow

CIO Can't demonstrate control of their business

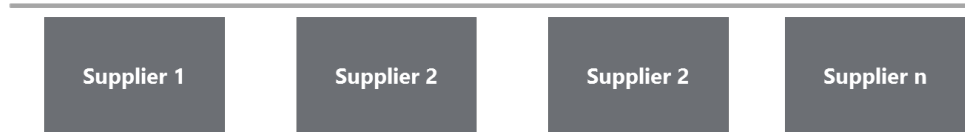


VP IT Can't scale service delivery and performance in line with business expectations

Service Owner Can't do their job effectively because they don't have visibility to services supply chain



VP Supplier Outsourcing hasn't delivered on the promise of ROI improvement – more value from suppliers at lower cost  
Supplier operate and are measured in Silos

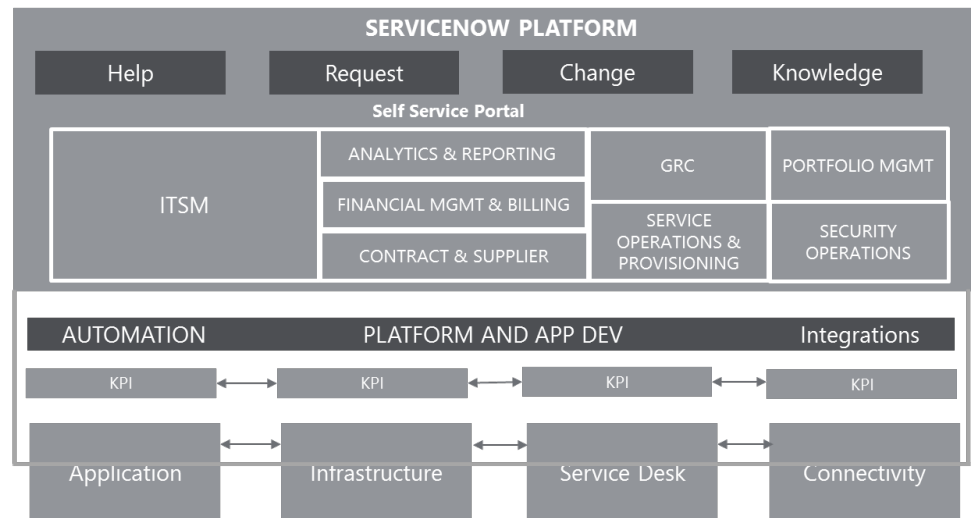


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Source: ServiceNow



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**Mindtree [NSE: MINDTREE] delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. “Born digital,” Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. At the same time, our deep expertise in infrastructure and applications management helps optimize your IT into a strategic asset. Whether you need to differentiate your company, reinvent business functions or accelerate revenue growth, we can get you there. Visit [www.mindtree.com](http://www.mindtree.com) to learn more.**