

HCLTech Enterprise SIAM

Transform your digital IT
into business enabler



In today's IT-driven world, organizations are increasingly adopting multi-sourcing contracts to tap into specialized skills, foster innovation, and achieve greater agility and scalability at the enterprise level. However, managing and integrating multiple suppliers can be complex. HCLTech's Enterprise Service Integration and Management (SIAM) provides a strategic approach to seamlessly connect your ecosystem partners, enabling collaboration toward a unified business goal.

Our innovative SIAM solutions start with assessing and recommending the best-fit SIAM model for your needs. We act as an organic extension of your IT organization, driving synergies across suppliers, enhancing coordination, establishing strong governance and orchestrating end-to-end service delivery. We also empower your teams to foster a culture of continual improvement and innovation in your multi-vendor ecosystem.

Why choose HCLTech for SIAM?

We specialize in delivering tailored SIAM solutions to streamline and optimize your IT service delivery. With our SIAM Centre of Excellence (COE), we provide end-to-end support—from solution design and consulting to implementation and ongoing management.

Our approach is built on simplicity, transparency and effectiveness, with a deep understanding of your unique environment to create a solution tailored to your needs

Our experience

12+ years

delivering SIAM services

100+ customers

across diverse industries globally

800+ SIAM experts

including process and technical architects, consultants and specialists

Our expertise



SIAM consulting and advisory:

Kick-start your SIAM journey with data-driven insights, research-backed consulting, strategic planning and roadmap creation. We conduct comprehensive IT environment assessments to align with your business goals.



SIAM implementation:

From solution design to smooth implementation and post-implementation support, our COE ensures consistent delivery and alignment with your organizational goals.



SIAM orchestration:

End-to-end service orchestration, governance, service assurance and collaboration that allow you to focus on your core business, while we drive value across the supplier ecosystem.



SIAM as a Service:

Optimize your operations through our shared service model, offering a cost-effective solution that consolidates resources and expertise, improving efficiency and reducing operational costs.



Project and transformation services:

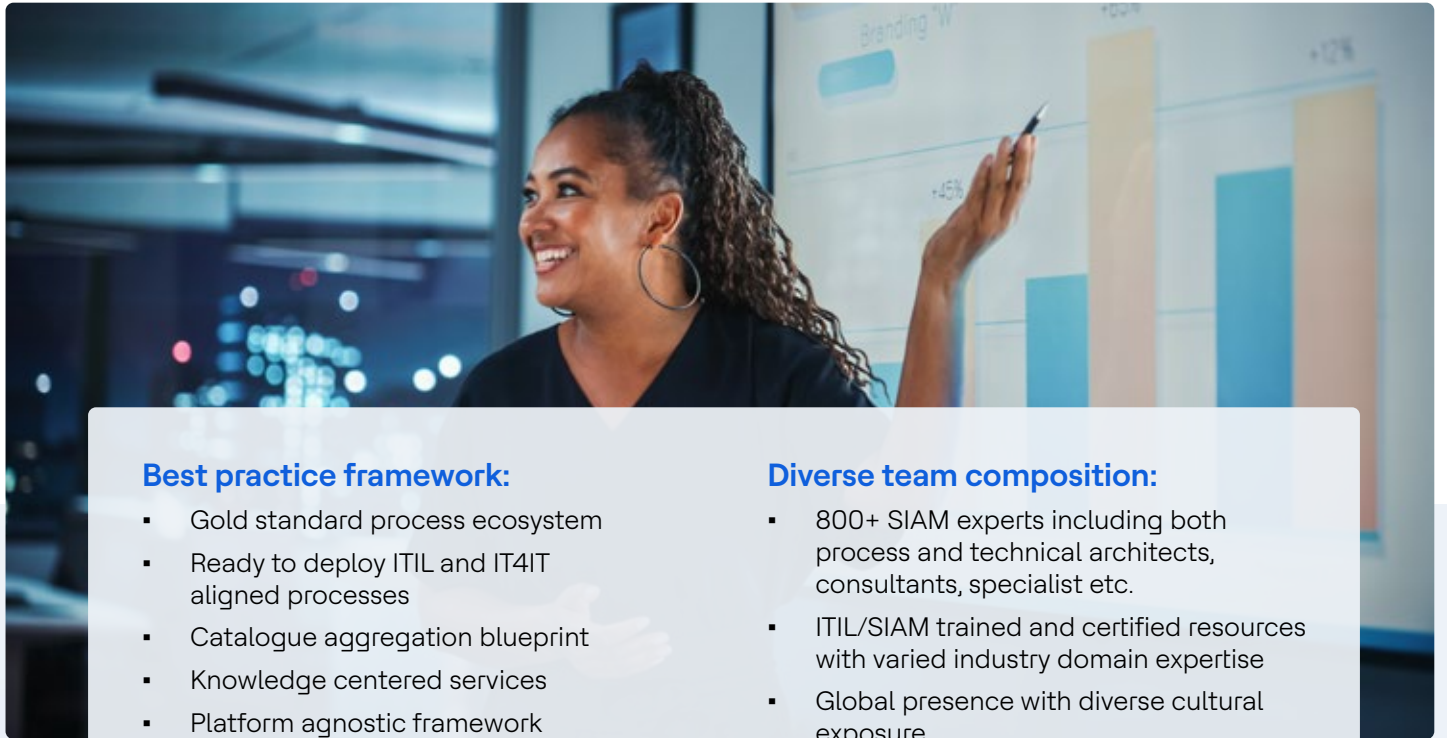
Access specialized, on-demand SIAM talent when you need it most. Our experts are ready to deploy and work seamlessly within your team, giving you flexibility and control over your projects.



SIAM training services:

Enable your employees to excel in multi-sourced environments with flexible, industry-leading SIAM training courses designed for practical, day-to-day application.

Our key differentiators



Best practice framework:

- Gold standard process ecosystem
- Ready to deploy ITIL and IT4IT aligned processes
- Catalogue aggregation blueprint
- Knowledge centered services
- Platform agnostic framework

Vendor neutrality:

- Independent SIAM delivery organization
- Operate as an extension to customer's IT vis-à-vis a service provider
- Strict conflict of interest policies to ensure transparency
- Regular reviews and audit to monitor neutrality compliance

NextGen capability:

- DevOps aligned ITSM
- Customer-centric and automation first approach to SIAM
- Plug-and-play integration solutions for DevOps and cloud service providers
- Continual improvement and intentional innovation framework
- Dedicated SIAM academy for capability development

Diverse team composition:

- 800+ SIAM experts including both process and technical architects, consultants, specialist etc.
- ITIL/SIAM trained and certified resources with varied industry domain expertise
- Global presence with diverse cultural exposure
- Innovative and creative culture for well-rounded solutions

Product driven SIAM:

- Productized orchestration and automation solution
- Digitized governance
- Service personalization for customized experience
- AI driven business process monitoring and workflow automation
- Supplier balanced scorecard using predictive intelligence

OCM led SIAM:

- SIAM aligned OCM framework
- Persona-based communication and engagement
- Structured approach to resistance management
- Regular assessment for service adoption and reinforcement
- Rewards and recognition program to promote inclusivity

Ready to transform your IT service management?

Reach out to our experts today for more information and a customized consultation.

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HCLTech | Supercharging Progress™

HCLTech is a global technology company, home to more than 220,000 people across 60 countries, delivering industry-leading capabilities centered around digital, engineering, cloud and AI, powered by a broad portfolio of technology services and products. We work with clients across all major verticals, providing industry solutions for Financial Services, Manufacturing, Life Sciences and Healthcare, Technology and Services, Telecom and Media, Retail and CPG, and Public Services. Consolidated revenues as of 12 months ending December 2024 totaled \$13.8 billion. To learn how we can supercharge progress for you, visit hcltech.com.

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