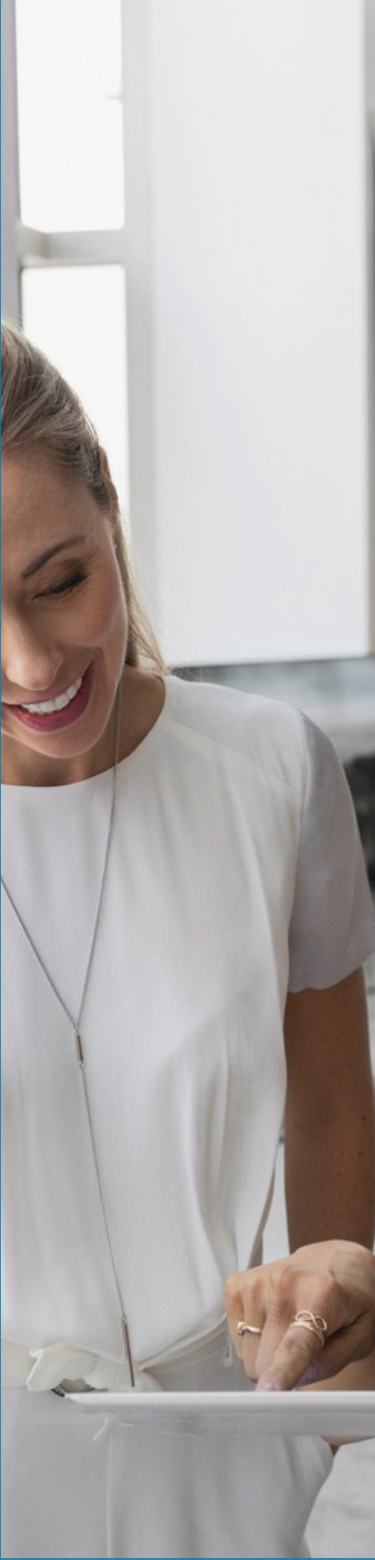


INFOSYS SERVICE INTEGRATION AND MANAGEMENT (SIAM)

Infosys
cobalt



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DELIVERING BEST-IN-CLASS SERVICE INTEGRATION MANAGEMENT AND GOVERNANCE FOR BUSINESS SUCCESS

Navigate the Complexities of Multi-supplier Service Management with Ease

As more and more enterprises adopt cloud technologies, IT outsourcing, and agile automation with support from multiple service providers, the key emerging challenge is managing suppliers and/or managing multiple service offerings. With the right service integration and management (SIAM) approach, organizations can navigate the complex terrain of service providers and suppliers.

Infosys SIAM is a path-breaking framework that enables better collaboration to ensure seamless alignment between suppliers

and business objectives. Part of Infosys Cobalt, it manages the complex landscape of service providers, ensuring alignment with the customer's business objectives. It offers impact-analyzed digital data for real-time decision-making and supports businesses with continuous improvement and scalability using a futuristic approach to service management. By establishing optimal governance and compliance improvement plans, Infosys SIAM drives and maintains strategic transformation, soft savings, and staff optimization.

Key Features of Infosys SIAM

Infosys SIAM focuses on the customer, promoting transparency and accountability across the enterprise. It prioritizes fairness in its service integrator function, utilizing persona-based solutions and industry best practices. Figure 1 below outlines the class-leading features of the platform.



Fig 1: Features of Infosys SIAM

Influence of Infosys SIAM

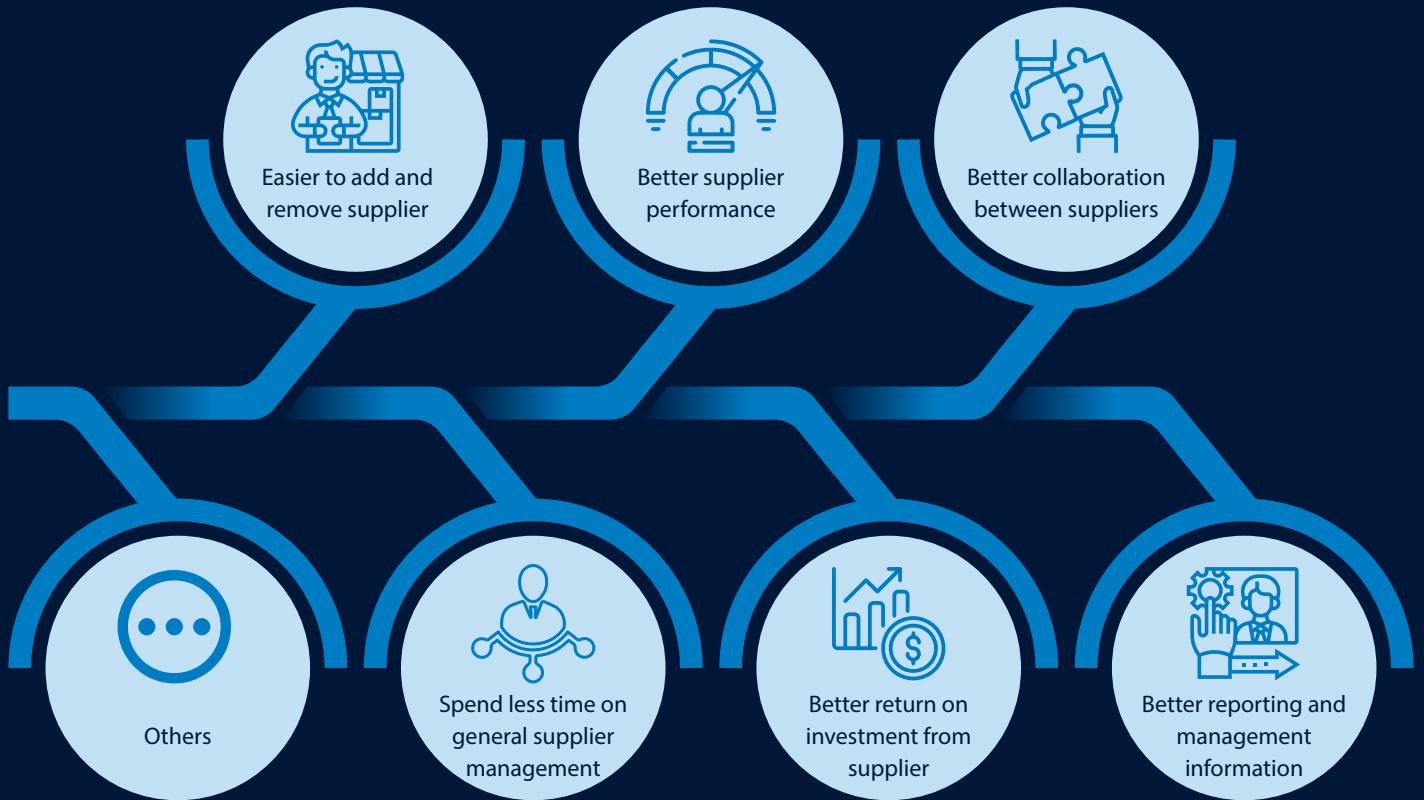
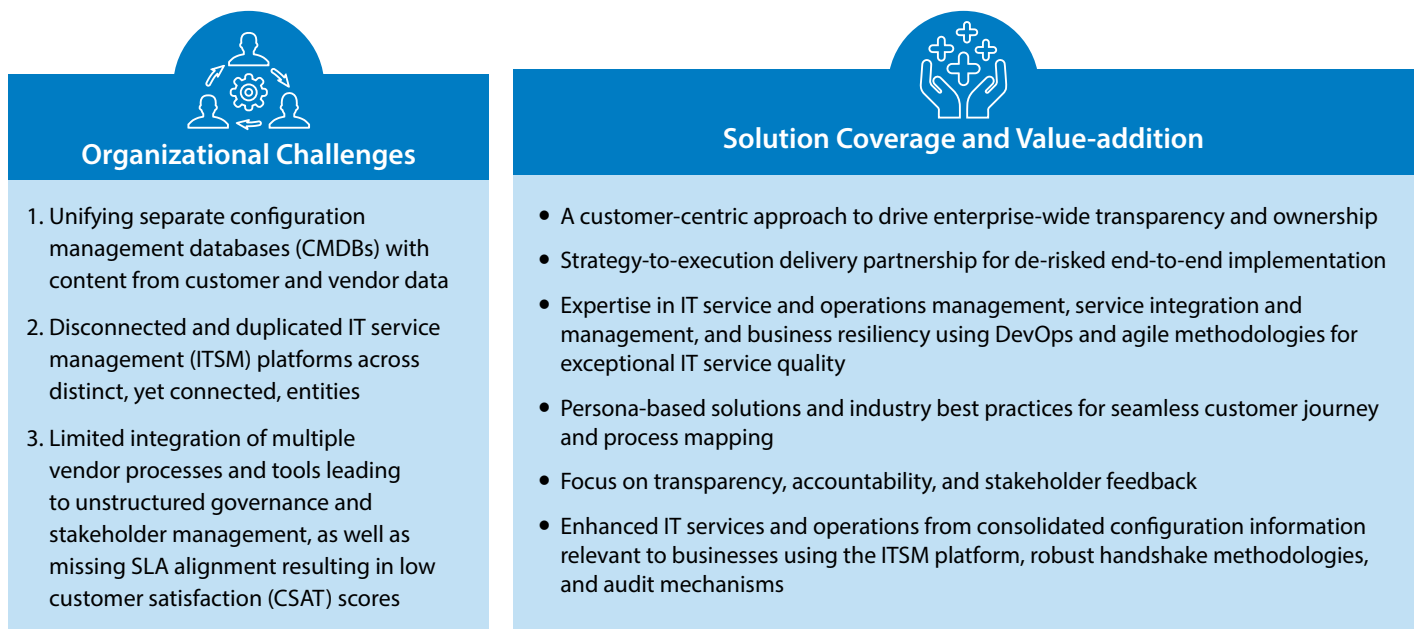


Fig 1: Features of Infosys SIAM



Benefits Realization of adopting enterprise SIAM

Benefits

From improved SLA performance to better collaboration across the entire ecosystem, Infosys SIAM offers several benefits, the most significant of which are:

- Service Review Board
- Customer Experience and Satisfaction
- Automation and Optimization
- Operations Excellence
- Improved catalogue
- Integration of Tools and Process



Infosys Cobalt is a set of services, solutions and platforms for enterprises to accelerate their cloud journey. It offers over 35,000 cloud assets, over 300 industry cloud solution blueprints and a thriving community of cloud business and technology practitioners to drive increased business value. With Infosys Cobalt, regulatory and security compliance, along with technical and financial governance comes baked into every solution delivered.

For more information, contact askus@infosys.com

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