

SUCCESS STORY

PIONEER IN HEALTHCARE ADOPTS SERVICE INTEGRATION AND MANAGEMENT (SIAM) FOR CONSISTENCY AND CONTROL



OVERVIEW

Tech Mahindra's Service Integration and Management (SIAM) framework provided an end-to-end solution for a leading healthcare provider to help with its IT service management. This helped the business achieve 100 percent transparency, independent service reporting and governance, improved efficiency, improved effectiveness, increased control, better service, and enhanced customer experience.

CLIENT BACKGROUND AND CHALLENGE

Our client is a pioneer in healthcare for nearly 125 years. It is the leading provider of in-vitro diagnostics and drugs for cancer and transplantation. It specializes for medicines in oncology, virology, inflammation clinical chemistry and microbiology. The healthcare major also conducts research and development as well as production related to molecular diagnostic reagents, test systems and test kits.

The client had different delivery teams but faced the challenges of lack of Accountability, Non-compliance checks, Business SLAs/KPIs, mismatches in service levels led to integration and management inefficiencies, transparency and delivery-independent governance, and lack of decision enabled reports.

They sought IT-specific guidance and a new, unified system to optimize and simplify service management. Furthermore, a smooth IT service operation required seamless integration of already existing tools and applications. The internal team was not capable of customizing the existing workflows according to the company's business requirements and industry guidelines.

The client collaborated with Tech Mahindra to implement a framework that could address aforementioned challenges.

OUR APPROACH AND SOLUTION

Tech Mahindra's SIAM consultants collaborated with client's internal IT team to analyze and understand the existing IT environment and implement the specific solutions based on business requirement. Customization and implementation of SIAM framework was executed while designing, configuring, and deploying operational solutions with various ITSM elements. Our step-by-step approach comprised of:

Phase 1: SIAM Assessment

Determine the process maturity and align to customer's objective

Phase 2: Due Diligence

Understand the existing scope of activities and deliverables

Phase 3: Findings and Recommendations

Based on the assessment performed in the previous stage

Phase 4: SIAM Workshop

Mutually discuss recommendations & agree on short-term and long-term deliverables

Phase 5: SIAMO Formation

Based on the deliverables agreed in the previous stage

SIAM implementation helped the client drive business outcomes along with following benefits:

BUSINESS IMPACT



10 new processes
with 0 deviations

Service Enhancement



600 mins/month-
change tickets

Effort Reduction



50% reduction in
ageing count

Delivery Efficiency



61 catalogs created for
106 categories resulting
5x increase in SR

New Solutions

BE. Tech Mahindra Consulting

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Connected World. Connected Experiences.