



## Optimize value from your IT vendors with Kyndryl Service Integration and Management (SIAM)

### Highlights:

- Contractually align service outcomes with business requirements
- Measure provider performance against business goals and provider spend
- Improve regulatory compliance and risk posture
- Correlate providers' spend with performance

Fueled by digital transformation and enabled by cloud, service providers in the modern IT landscape offer a wide variety of business solutions. Through SIAM, enterprises can expand their IT footprint well beyond the bounds of traditional in-house or single-sourced IT. However, multisourcing poses challenges as well, such as:

- Poor transparency and governance can increase operational risks and cost
- Lack of agile, integrated operations between the business and the service providers
- Inadequate strategic and tactical feedback between vendor management, IT, and service providers



Kyndryl Service Integration and Management (SIAM) helps enterprises to manage a multiprovider IT landscape and deliver optimally integrated services while lowering costs and risks. The service offering builds on best practices prescribed by Service Integration & Management (SIAM), adding several key features:

- Vendor management and governance orients services to business goals and helps increase the business value of IT service providers
- Strategic service assessments help improve the maturity of service integration
- Vertically integrated squads span business and IT to orient teams toward business value

### **Contractually align service outcomes with business requirements**

Kyndryl works with you to build your SIAM capability. With our help, you can mitigate cost creep, performance issues, and operational and compliance risk. Kyndryl acts on your behalf to generate increased value and improved vendor performance in line with your business objectives.

Our consultative services give you greater control and more effective governance across service providers by:

- Developing a SIAM target operating model (TOM) – including a maturity assessment and a transformation blueprint
- Evaluating provider services to determine if they align with your enterprise's internal strategies and goals, and helping design contracts that map business requirements to expected service outcomes
- Providing strategic inputs into contract management and provider governance
- Helping define risk mitigation strategies
- Facilitating business transformation by driving change and adoption across the enterprise and in your interactions with service providers

### **Accurately measure provider performance compared to business goals and provider spend**

Too often, service provider performance is a black hole. Poor visibility into how suppliers perform per key performance indicators and objectives can lead to missed opportunities and wasted money. Kyndryl helps to actively govern the performance of suppliers to increase their business value.

A performance dashboard makes it easy to measure and attribute provider performance. We combine the dashboard with additional integrated service management capabilities to help our customers to achieve the following goals:

- Reduce the time it takes to resolve service provider issues
- Minimize the number of issues that arise
- Increase service provider value by encouraging continuous service improvement and vendor performance management
- Decrease resource wastage and cost overruns.

Our optimized vendor management services can help accelerate on/off boarding of suppliers without negatively impacting the pace of business.

### **Improve regulatory compliance and risk posture**

A multisource environment means that you are sharing data, documents, and resources with a variety of suppliers. Understandably, this potentially exposes your enterprise to heightened supply chain and compliance risks. The Kyndryl SIAM service helps advise on supplier risk management, which can improve your regulatory compliance posture and risk management capabilities.

Whether it's environmental concerns like carbon emissions or natural disasters, regional political instability, or price fluctuations, we can help provide visibility into provider risks and issues. Our monitoring and governance framework helps ensure close collaboration with service providers to achieve the lowest possible level of risk.

## Conclusion:

Kyndryl SIAM redefines traditional multisourcing by transforming disconnected vendor relationships into a cohesive, well-governed ecosystem aligned with business objectives. By embedding governance, collaboration, and accountability into a unified operating model, it ensures vendors are not just managed — they are strategically engaged. The result is a more responsive, efficient, and resilient IT environment that enables organizations to drive innovation, reduce operational risk, and deliver consistent business value.

## Why Kyndryl?

Kyndryl has deep expertise in designing, running, and managing the most modern, efficient, and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side by side with our customers to unlock potential.

## For more information:

To learn more about how Kyndryl SIAM can help you drive more value with your IT vendors, please contact your Kyndryl representative or visit us at [www.kyndryl.com/us/en/services/cloud/consult](http://www.kyndryl.com/us/en/services/cloud/consult).

Let's talk →



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