



**BENTLEY MOORE EXECUTIVE**



**SIAM Consulting Services**

## Introduction

In today's interconnected and technology-dependent world, almost every organisation relies on Information Systems (IS) and Technology Services to operate efficiently and deliver value.

For many, it is neither practical nor cost-effective to manage complex IT and IS operations entirely in-house. As a result, organisations increasingly adopt multi-supplier models, outsourcing specific services to a range of specialist vendors.

However, without a structured framework to manage and integrate these suppliers, the result is often fragmentation, duplication, inefficiency, and loss of control.

Suppliers work to differing standards, reporting mechanisms, and objectives — leading to service silos, inconsistent performance, and limited visibility.

To address this, many organisations adopt a Service Integration and Management (SIAM) model: a structured, governance-led approach that integrates multiple suppliers into a single, coordinated delivery ecosystem, underpinned by clear accountability, governance, and performance management.

At Bentley Moore Executive, we help organisations design, implement, and operate SIAM frameworks that deliver control, visibility, and value across the supplier landscape, transforming fragmented vendor management into cohesive service integration.

## The Challenge

Transitioning to a SIAM model — or optimising an existing one — presents a unique set of challenges that require expert guidance and structured planning.

Key challenges include:

- **Lack of internal SIAM expertise** to design, implement, and sustain the model.
- **Complex Service Transition requirements** to move from incumbent suppliers to an integrated model.
- **Significant organisational change**, including new roles, skills, and responsibilities.
- **Cultural resistance** and executive uncertainty about the implications of SIAM adoption.
- **Evolving governance requirements**, including both interim frameworks (for implementation) and permanent governance (for BAU operation).
- **Supplier exit and onboarding management**, ensuring continuity and compliance during transition.
- **Risk management** during both implementation and steady-state operation.
- **Knowledge loss** when external contractors deliver SIAM implementations without knowledge transfer mechanisms.

When viewed collectively, these challenges are multi-dimensional, high-risk, and costly if mismanaged.

A poorly executed SIAM transition can cause service degradation, contractual disputes, delivery delays, and reputational harm.

A structured, expert-led approach is therefore critical to ensure that SIAM adoption, or optimisation, is strategically aligned, operationally sound, and commercially sustainable.

## Our SIAM Consulting Services

We provide comprehensive SIAM Consulting Services that span the full lifecycle of Service Integration and Management, from strategy and planning to implementation, governance, and business-as-usual (BAU) optimisation.

Our consultants combine deep experience in supplier management, service transition, organisational design, and governance to deliver an integrated solution tailored to each client's environment.

### 1. SIAM Programme and Project Management

- End-to-end SIAM planning, implementation, and transition to BAU.
- Development of the SIAM roadmap, including milestones and dependencies.
- Coordination of all workstreams (people, process, technology, suppliers).
- Programme assurance and executive reporting.

### 2. SIAM Organisational Design and Change Management

- Identification of organisational changes required for SIAM adoption.
- Redefinition of roles, responsibilities, and interfaces across functions.
- Design of new or adapted management structures and governance layers.
- Skills gap analysis and workforce planning for post-SIAM operations.

### 3. Service Transition and Supplier Management

- Management of service transition activities during SIAM implementation.
- Coordination of supplier exit and onboarding processes.
- Development of supplier management and performance frameworks.
- Establishment of continuous service improvement (CSI) models for BAU.

### 4. Governance and Risk Management

- Design of interim (implementation-phase) and permanent (BAU) SIAM governance frameworks.
- Integration of SIAM governance with existing corporate governance structures.
- Establishment of control, assurance, and escalation mechanisms.
- Comprehensive risk management across the SIAM lifecycle.

### 5. Process Definition and Integration

- Definition and documentation of SIAM processes, including:
  - Service integration, incident, and problem management.
  - Supplier performance and issue escalation.
  - Change, release, and configuration management.
- Alignment of new processes with ITIL and ISO/IEC 20000 best practice.

## 6. Skills, Training, and Knowledge Transfer

- Design and delivery of SIAM training programmes for internal teams.
- Structured knowledge transfer from external consultants to in-house staff.
- Development of reusable templates, playbooks, and frameworks.
- Capability uplift to enable sustainable, internalised SIAM operations.

## SIAM Service Areas

Our SIAM Consulting Services cover the following focus areas:

- **End-to-End SIAM Delivery**
- **SIAM Planning and Roadmapping**
- **Service Transition and Supplier Exit**
- **Vendor and Performance Management**
- **Governance and Risk Management**
- **Financial and Contractual Control**
- **Organisation and Skills Alignment**
- **BAU SIAM Process Design**
- **Training and Knowledge Transfer**

## Outcomes and Value

Our **SIAM Consulting Services** deliver measurable and sustainable outcomes, including:

- **Integrated service delivery** across multiple suppliers and vendors.
- **Improved accountability and transparency** through structured governance.
- **Reduced service risk** during supplier transitions and steady-state operations.
- **Enhanced supplier performance** through consistent oversight and metrics.
- **Increased efficiency and cost optimisation** through end-to-end coordination.
- **Knowledge retention and capability building** within the organisation.

Ultimately, we enable organisations to operate with clarity, control, and agility, transforming multi-supplier complexity into a well-governed, high-performing ecosystem.

## About Bentley Moore Executive

We are Bentley Moore Executive, a London-based consultancy providing SIAM, Service Management, and Supplier Governance Consulting Services across public and private sectors.

Our consultants have extensive experience in designing, implementing, and managing SIAM frameworks for large and complex organisations, including government departments, financial institutions, and regulated industries.

We combine technical insight, governance expertise, and delivery assurance to help clients achieve sustainable service integration and operational excellence.



## SIAM Consulting Services

### Contact Us

To discuss your SIAM requirements or explore how Bentley Moore Executive can help you establish or optimise your Service Integration and Management framework:

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