



---

## Highlights

- Helps build a transparent operating environment with predictable outcomes
  - Establishes an integrated supplier ecosystem for effective and intelligent service delivery
  - Helps strengthen operational stability, aligning the multi-vendor governance framework
- 

# IBM Service Integration and Management

*Optimize the value of service delivery through an integrated supplier ecosystem*

Enterprises today are consuming a growing variety of IT services from multiple service providers. This requires a service ecosystem based on common integration standards to establish a transparent and predictive business environment.

A seamlessly integrated supplier ecosystem can help align IT to business outcomes, provide greater accountability of end-to-end services, reduce governance costs and enable standardization in how enterprise IT organizations effectively manage a services ecosystem.

IBM Service Integration and Management establishes a single source of truth, with comparable metrics, tool sets and technology platforms across multiple service providers. It provides a standard way to design, build and run a services ecosystem.

Modular and easy to integrate, IBM Service Integration and Management helps improve operational efficiency and service quality by providing a stable operating environment. This in turn helps organizations to reduce complexities of a multi-sourced environment, thereby helping exercise better control over their business.



## Are you struggling with issues like these?



Constantly trailing service levels, escalating costs, degrading user experience and limited visibility into the health of your IT ecosystems



Service models with inconsistent practices and process maturity causing gaps in service delivery



Independent vendor SLAs are green but overall business SLAs unmet



Increasing vendor unaccountability due to multiple smaller contracts

## IBM's approach to service integration and management defines integration standard in six dimensions to create a cohesive multi-sourced ecosystem.

### Processes

IBM Service Integration and Management provides process touchpoints to service providers and enables them to connect to the end-to-end management capability. It works with the service providers to establish their connection, and enables agreements to be captured in an operational level agreement (OLA) for each service provider.

### Tools

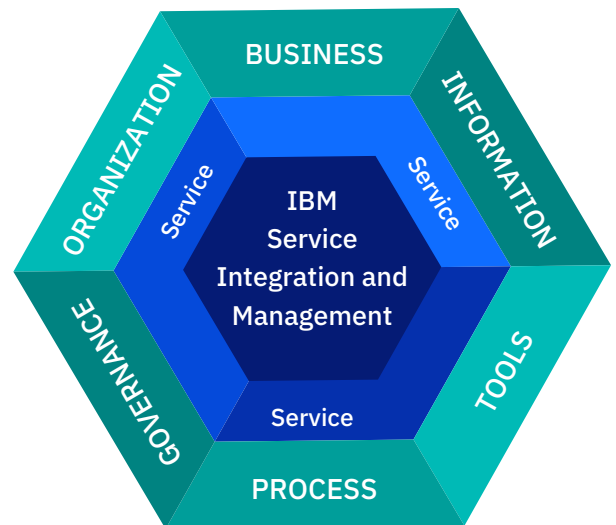
To support the end-to-end management capability, IBM Service Integration and Management builds upon a service integration and management technology platform—based on ServiceNow or ICD—and connects to the service providers via a service integration bus to support the process touchpoints with information flow.

### Information

The service integration and management technology platform uses common data standards, and converts individual service provider data standards to these standards in the tools integration process.

### Governance

IBM Service Integration and Management comes with a set of governance standards that provide the framework for collaboration for all parties in the multi-sourced ecosystem. Governance is supported by the collaboration platform.



### Organization

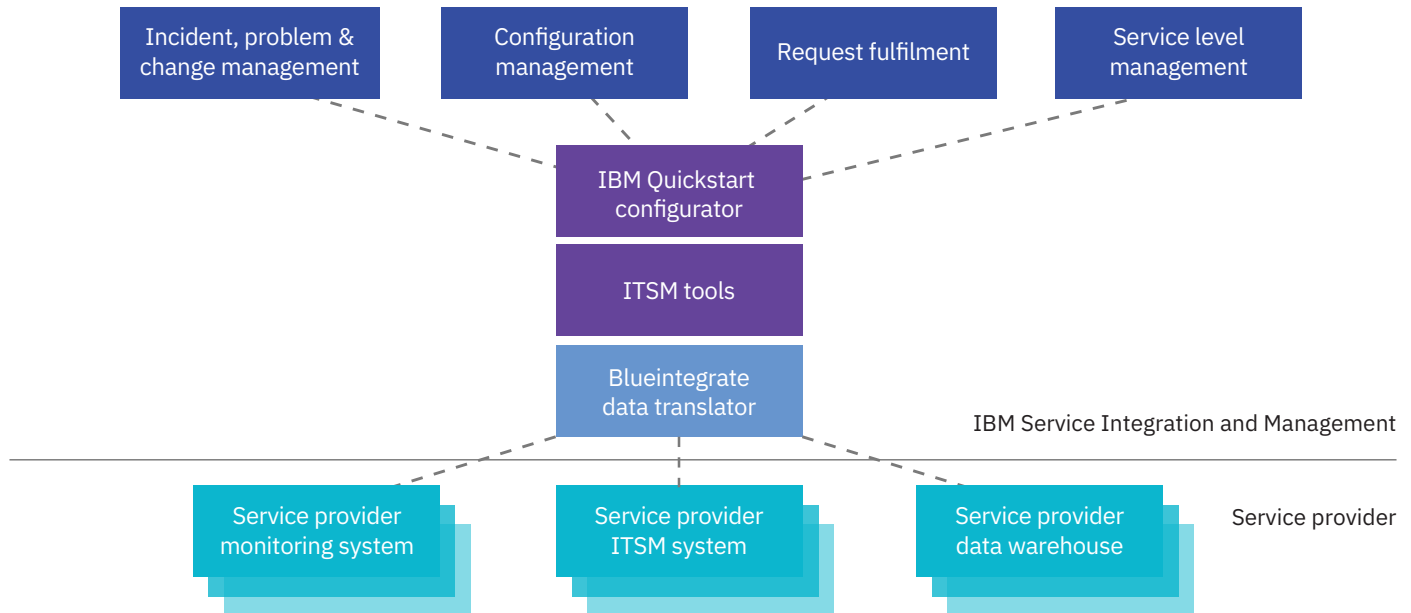
IBM Service Integration and Management clearly defines responsibilities of the participating roles in the multi-sourcing ecosystem.

### Business

In this area, IBM Service Integration and Management defines how the demand and supply management between a client's organization and the entity of all service providers shall work.

## The IBM Service Integration and Management architecture

*Built to provide end-to-end support for all ITIL processes and functional capabilities including integration of tools and consolidation of information and event management*



## IBM is strongly positioned to help organizations in a multi-sourced business environment.

- **Single-pane-of-glass reporting** facilitates a consolidated view of the performance of the ecosystem which gives the customers a one-pane view of the health and SLA attainment of the business.
- **Global standard processes** serve as the fulcrum of the offering that enables management of the customer's IT estate, facilitating a well-defined and structured governance that the ecosystem will adhere to. It also helps establish a set of joint KPIs for the suppliers to enable productive collaboration.
- **The service integration bus**, built using in-house APIs, enables a seamless integration of the service providers with the customer's ecosystem. In addition, it builds a plug and play platform to enable clients to add or remove service providers as necessary.
- **Expertise in service delivery and integration** gained through serving clients across continents has enabled IBM to build deep-rooted capabilities in the areas of service delivery and integration. The offering has been built incorporating best practices gained through experience across industries and clients.
- **A robust collaboration platform** adds networking capabilities across the organisation on a standard platform and fosters innovation by incorporating knowledge management in the business processes so that vendors can share information and solve business issues.

---

**In a hybrid and complex multi-sourcing ecosystem, IBM Service Integration and Management enables a simplified and transparent business model, helps foster an operating environment with predictable outcomes, and aids informed decision making.**

---

## Why IBM Service Integration and Management?

- **Modular and easy** to integrate into the existing ecosystem with least disruption
- **Tool- and vendor-agnostic** environment facilitating clients to appoint desired vendor in a **plug and play** mode
- **Single-pane-of-glass** view unveiling the entire IT ecosystem to accelerate informed decision making
- **Globally practiced processes and policies** fostering collaboration to deliver business value

## For more information

To learn more about IBM Service Integration and Management, please contact your IBM representative or IBM Business Partner, or visit the following website:

<http://ibm.biz/ServiceIntegrationMgmt>

Additionally, IBM Global Financing provides numerous payment options to help you acquire the technology you need to grow your business. We provide full lifecycle management of IT products and services, from acquisition to disposition.

For more information, visit: [ibm.com/financing](http://ibm.com/financing)



---

© Copyright IBM Corporation 2018

IBM Corporation  
New Orchard Road  
Armonk, NY 10504

May 2018

The IBM logo, [ibm.com](http://ibm.com) are trademarks of the International Business Machines Corp., registered in many jurisdictions worldwide. Other product or service names may be trademarks or service marks of International Business Machines Corporation or other companies in the United States, other countries, or both. A current list of IBM trademarks is available on the web at “Copyright and trademark information” at [www.ibm.com/legal/copytrade.shtml](http://www.ibm.com/legal/copytrade.shtml)

This document is current as of the initial date of publication and may be changed by IBM at any time.

THE INFORMATION IN THIS DOCUMENT IS PROVIDED “AS IS” WITHOUT ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING WITHOUT ANY WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND ANY WARRANTY OR CONDITION OF NON-INFRINGEMENT. IBM products are warranted according to the terms and conditions of the agreements under which they are provided.



Please Recycle