



HCL IMPLEMENTS SIAM FUNCTIONS FOR A GLOBAL COSMETIC GIANT



CUSTOMER BACKGROUND

The customer is a manufacturer and marketer of cosmetic and skincare products with a worldwide presence. It caters to over 47,000 end users spread across 56 countries. Their IT department manages 1200+ applications, 4000+ servers, and 50,000+ end user devices. The tech landscape is supported by five strategic suppliers and in-house application support teams.

The customer lacked a centralized function for multi-sourcing model support, with no process standardization across the organization. This impeded orchestration and seamless delivery of end to end services. There was also a lack of visibility into supplier performance. Additionally, the business cost of outages was high and coordination was lacking.

Finally, there was a lack of process standardization and ownership.



CHALLENGES FACED



HCL'S SOLUTION

HCL built and operated a global SIAM function that is supported by the HCL Gold Blueprint (GBP) SIAM framework deployment. Dedicated SIAM leads were mapped to each region for efficient coordination of regional operations and improved stakeholder management.

HCL also implemented a service management office (SMO) function, comprising 18 specialists spread across four countries. SMO facilitates the management of ITSM process execution, operational governance & performance, and KPI reporting across suppliers.

As a result of HCL's efforts, there was a decrease of 38% in P1 incidents and 5% in overall volumes. Further, P1 MTTR contracted by 40%. The cost of monthly outages diminished significantly too.

The partnership with HCL resulted in a 12% improvement in average CSAT scores for the customer and CMDB completeness level stood at 96%. Additionally, there was a reduction in unplanned emergency changes. HCL also implemented comparative performance matrices for all suppliers.



BENEFITS/ RESULTS

