

SIAM - Service Integration and Management

Multi-supplier SIAM, delivered on ServiceNow

Service overview

Digital Clarity designs and implements Service Integration and Management (SIAM), delivered on ServiceNow. We define the multi-supplier operating model, integrate the toolchain and build the platform that coordinates internal, retained and external providers. Where larger integrators struggle to make SIAM work, we bring recognised SIAM and VeriSM expertise combined with hands-on ServiceNow delivery, giving end-to-end service visibility, clear accountability and reduced supplier friction.

Features

- SIAM operating model design and implementation on ServiceNow
- Multi-supplier tool and process integration
- Assessment of current state and process maturity
- Governance model and KPI/performance framework design
- Supplier onboarding and offboarding
- ITIL v4 aligned process design
- Cross-provider workflow, data sharing and reporting
- SIAM and VeriSM best-practice training and mentoring
- Platform build to coordinate the supplier ecosystem
- Advisory combined with hands-on implementation

Benefits

- Coordinate multiple suppliers through one platform
- End-to-end service visibility across providers
- Clear accountability and reduced supplier friction
- SIAM done properly where larger integrators struggle
- Improved process control and maturity
- Skills embedded rapidly into your organisation
- Faster, more reliable cross-provider delivery
- Designed around your individual requirements
- Reduced risk of services underperforming
- Maximised return on service investment

Pricing

Fixed-price SIAM design and assessment packages, or time-and-materials at SFIA-aligned day rates for implementation.

A full pricing document accompanies this service on the Digital Marketplace. SFIA-aligned day rates by role.

Onboarding

Engagements begin with a short mobilisation: a kick-off and discovery workshop to confirm scope, outcomes, roles and the delivery plan, followed by environment access, a prioritised backlog and a governance cadence. We work to ServiceNow's Now Create method and integrate with your programme governance. Typical mobilisation is one to two weeks from contract.

Offboarding

At the end of an engagement we provide full handover: configuration and technical documentation, update sets and code, knowledge-transfer sessions and support runbooks where applicable. Your data and configuration remain in your own ServiceNow instance throughout, so there is no data extraction or lock-in on exit.

Support and service levels

Support is available during UK business hours as standard, with extended and managed-service options by agreement. Response and resolution targets are set by priority (P1 to P4) and agreed in the statement of work, with regular service reporting, a named contact and clear escalation routes.

Why Digital Clarity

We are a UK-based ServiceNow specialist with certified consultants, architects and developers, delivering for public sector, financial services and other regulated organisations. We combine deep ServiceNow expertise with recognised service-management and risk credentials, and accelerate delivery with our governed AI engine. References available on request.