



Service Integration and SIAM Implementation Planning

A Mozaic DSM Service

Service Integration and SIAM Implementation Planning

A Mozaic DSM Service

A Digital Service Management (DSM) enabler, assessment, design and implementation service for building Service Integration and Management (SIAM) capabilities in your estate. Encompasses organisation design, process, governance, tooling and change capabilities. Delivery is owned by your team and design fully integrates with your Target Operating Model and Service Portfolio.

Features

- ▶ Design and Build of your SIAM and Service Management capabilities
- ▶ Effective sourcing strategy and management of a multi-supplier delivery model
- ▶ Integration with your current Service Management processes, governance and organisation
- ▶ Introduction of DevOps culture within your organisation
- ▶ Definition of Tooling Strategy
- ▶ Automation of Service Management processes within your selected tooling
- ▶ Creation of Cloud Broker capabilities
- ▶ Use of Agile Scrum to drive pace and ownership

MOZΔIC

Benefits

- ▶ Accelerated delivery of strong Service Integration capabilities
- ▶ Effective management of a multi-supplier delivery model
- ▶ Automation of process to drive efficiencies
- ▶ Closer alignment of project and operational teams
- ▶ Reduction in overall IT spend
- ▶ Increased organisational agility whilst maintaining alignment of capacity and demand
- ▶ Full ownership of design by your organisation





The Operating Model Experts

Become Future Ready with Mozaic

Mozaic is an **award-winning specialist consultancy** and **partner of choice** for organisations looking to improve their strategy, delivery and operations.

Fostering Future Ready organisations that deliver outstanding customer experiences.

Operating models tailored to your business that drive agility and enable continuous value.

Industry-leading tools, improving workflows, user experience and value for money.

Trusted by the World's Leading Organisations

With experience that spans all industries and business functions, from scale-ups to global household names, Mozaic has enabled more operating model change than any other organisation.

Our deep industry coverage and extensive track record enables us to understand the unique challenges you are facing - from driving efficiencies and reducing risk to ensuring your technologies are Future Ready.

Whatever your industry, we have the expertise to deliver transformative solutions tailored to your needs.

A selection of our clients





Operating Model Dimensions

Functions

Tools

Processes

Governance

People

Sourcing

Data

Getting the Foundations Right

The Fundamentals to Overall Business Success

An effective operating model is the essential foundation for how an organisation delivers its strategy and successfully manages day-to-day operations.

It encompasses the critical elements - processes, technology, people, and organisational structure - that collectively drive business outcomes, ensuring these elements align and work seamlessly towards achieving strategic goals.

Shaping a Better Future

We believe that business has a responsibility to deliver more than results, it should contribute positively to people's lives, the communities we operate in, and the environment we all share. That's why we are dedicated to acting responsibly in every aspect of our work, from how we run our firm to how we support our clients.

To accelerate our journey to Net Zero, we have committed to reducing CO₂ emissions by 15% year on year, achieving a 73% overall reduction by 2030 and continuing to reduce emissions to reach full Net Zero by 2040 or sooner.



MOZΔIC

Confidential

For more information

Mozaic
1 King William Street
London
EC4N 7AF

info@mozaic.net
+44 203 709 1625

[Website](#)

[Social Media](#)

LEGAL DISCLAIMER

Copyright © 2025, Mozaic-Services Limited. All Rights Reserved.

No part of this document may be reproduced in any form or by any electronic or mechanical means, including information storage and retrieval devices or systems, without prior written permission from Mozaic-Services Limited.