

# Service Integration by Advanced

As businesses increasingly rely on multiple service providers to meet their IT needs, managing these relationships effectively becomes crucial. This is where service integration, governed by the Service Integration and Management (SIAM) framework, comes into play. Advanced's service integration offers a strategic approach to managing multiple suppliers, ensuring they all drive efficiency and value for your organisation.

  
IT Powered Possibility



## Why service integration is gaining popularity

A few years ago, there was a government directive which encouraged organisations to disaggregate from large suppliers to instead re-aligning services under multiple specialist service providers. For example, outsourcing your service desk to the best service desk provider and your device management to another. However, while this approach sounds like a good idea, it's hard to get multiple suppliers working together cohesively.

Consequently, the SIAM approach has regained popularity, serving as a framework that outlines the governing principles for how suppliers behave and interact with each other.

# Is service integration right for you?

**Working with a service integrator might be the right choice for your organisation if you are facing any of the below challenges:**

- You have multiple suppliers and services that are not aligned or integrated
- You have difficulty managing contracts, invoices, and service level agreements
- You have poor visibility and control over your IT performance and costs
- You have inconsistent service quality and customer satisfaction
- You have limited flexibility and agility to respond to changing business needs
- You find innovation is limited or slow across your IT ecosystem

## How can it benefit your business?

Organisations are turning towards MSPs such as Advanced to act as the service integrator, building and managing solutions in-line with the SIAM framework. This not only simplifies the complexity of dealing with numerous service providers, but it also fosters collaboration, promotes innovation, and aligns all services to your business objectives. By working with a service integrator to implement this approach, organisations can benefit from improved governance, better risk management, enhanced service quality, and cost-effective delivery of services.

## How Advanced can help you

**Advanced is a leading provider of service integration – we have years of experience helping organisations across industries with complex environments. We can help you:**

Design an approach tailored to your organisational needs and objectives



Build a solution in line with the SIAM framework that integrates your existing suppliers and services



Operate as the service integrator within the SIAM framework that delivers value and outcomes for your business



Provide a dedicated team that acts as your trusted partner and advisor



## What makes Advanced different?

- Through our range of sector specific software solutions, we have an incredibly deep understanding of how key industries operate and what users need
- We are not an 'out of the box' provider, which means that we can tailor solutions and inherit complex environments, stabilise, and run them while we implement transformation, all without service degradation
- We view IT outsourcing as a partnership and aim to act as an extension to your team. For this reason, we only onboard a small handful of customers a year, so that we can ensure cultural alignment and add tangible value to your business
- As we work with customers and partners with a wide range of operating models, we understand environments of all different builds and can apply best of breed processes to our own services
- Our Squads model revolutionises IT operations, separating innovation from core BAU activities to ensure you receive continuous innovation and service improvement
- We have over 30 years' experience delivering enterprise services to the UK market
- Advanced hold longstanding relationships with leading technology partners including Microsoft, ServiceNow, IBM and more, validating out expertise and providing us access to cutting-edge resources

## Key advantages of approach



- Simplify your IT service delivery by having one contract, one invoice and one service level agreement



- Optimise your IT performance by having a single view of your service portfolio and metrics



- Increase your business value by having access to best-in-class services from multiple suppliers



- Reduce your risks by having a clear governance framework and escalation process



- Innovate faster by having a flexible and agile IT environment that can adapt to changing needs



“Advanced’s Service Integration has been a game changer for our business. Their seamless integration and management of diverse IT services have significantly enhanced our operational efficiency”



## Customers we work with



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england

CLA Copyright  
Licensing Agency

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EST. 1792

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ELECTRIC

St Andrew's  
HEALTHCARE

GLP

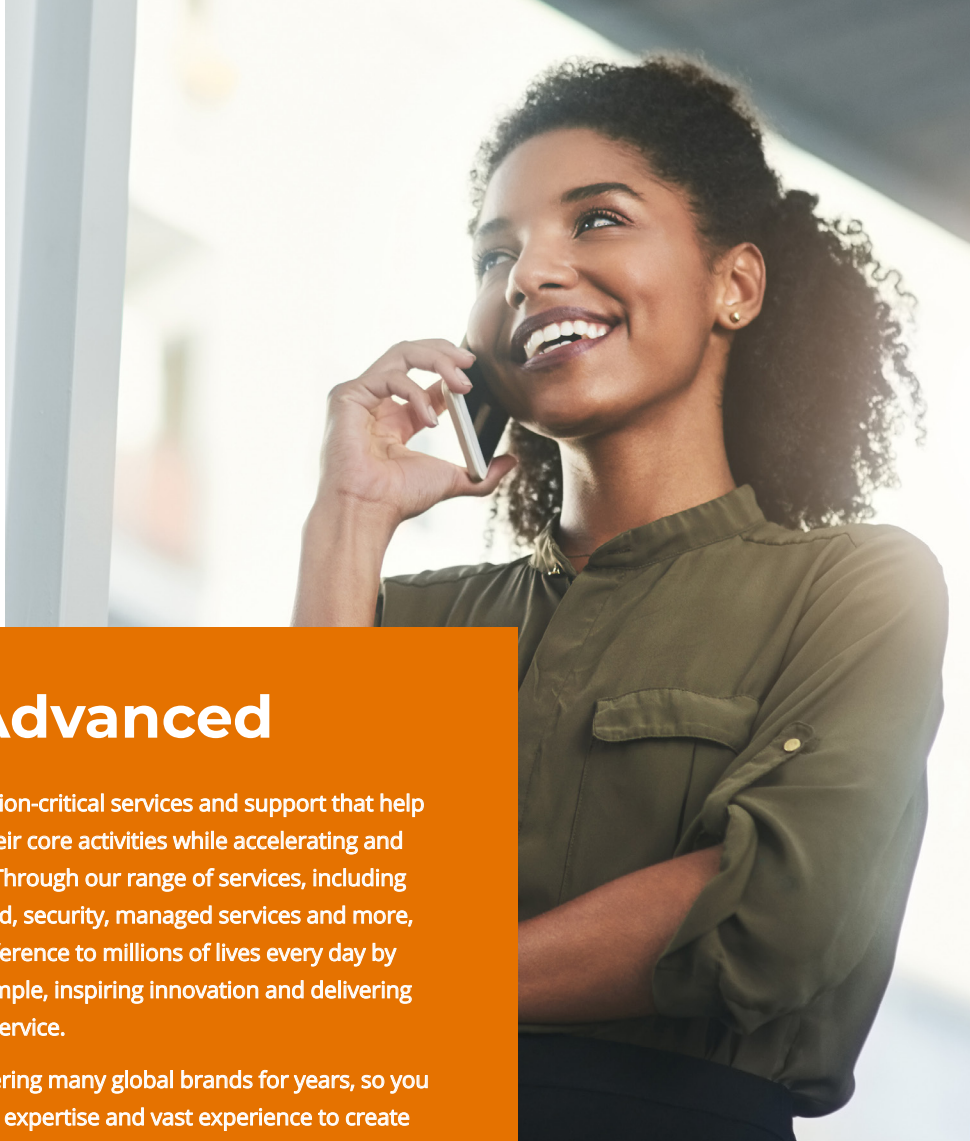
BRITISH AIRWAYS  
PENSIONS

Tideway

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LONDON CITY AIRPORT

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## About Advanced

Advanced provide mission-critical services and support that help businesses focus on their core activities while accelerating and transforming digitally. Through our range of services, including full IT outsourcing, cloud, security, managed services and more, we strive to make a difference to millions of lives every day by making the complex simple, inspiring innovation and delivering exceptional customer service.

We have been empowering many global brands for years, so you can lean on our unique expertise and vast experience to create a reliable roadmap, unlocking the capability and flexibility to take your business into a robust & digital future. Get in touch today to learn how we can help your organisation.

# Make **IT** work

### More Information

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