

Case Study

IT Service Excellence

# Achieving 99% SLA Adherence with SIAM

## Client Overview

Our client is a global leader in automotive research and development, renowned for its engineering innovations. With over 175,000 employees and operations spanning multiple locations worldwide, managing IT services efficiently was a growing challenge.



## The Challenge

The client was facing challenges with fragmented IT service management due to multiple service providers operating in silos. **Key issues included:**



Lack of a **single point of ownership** for IT service governance.



**No visibility or control** over IT budgets.



Consolidation of **150 data centers down to 50** created an overwhelming volume of changes (~700 per week) that required streamlined processing.



Difficulty in **tracking SLAs and performance metrics**.



IT processes were unstructured, leading to **hundreds of major incidents per month**.



## Our Approach

**Transition & Optimization:** Took over SIAM operations within a tight timeline of one month.

**Process Standardization:** Evaluate and replace process for Major Incident, Incident, Problem, and Change Management

**Proactive Monitoring:** Designed and deployed real-time dashboards for centralized IT governance.

**Collaboration & Training:** Enabled seamless communication between stakeholders and provided end-user training across 800 locations.

**Continuous Improvement:** Implemented ongoing monitoring and enhancements to adapt to evolving business needs.

# The Impact

The transformation delivered measurable improvements in IT operations:



Major incidents reduced from hundreds per month to single digits.



99% SLA adherence, exceeding the initial target of 97%.



Improved visibility with real-time dashboards providing a single-pane-of-glass view.



Process enhancements led to the addition of Availability, Capacity, and Service Request Management.



Faster issue resolution through standardized ticket prioritization and workflow automation.



Effective Stakeholder Communication by improving collaboration and alignment among key stakeholders, ensuring smooth project execution and decision-making.



# MICROGENESIS

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