

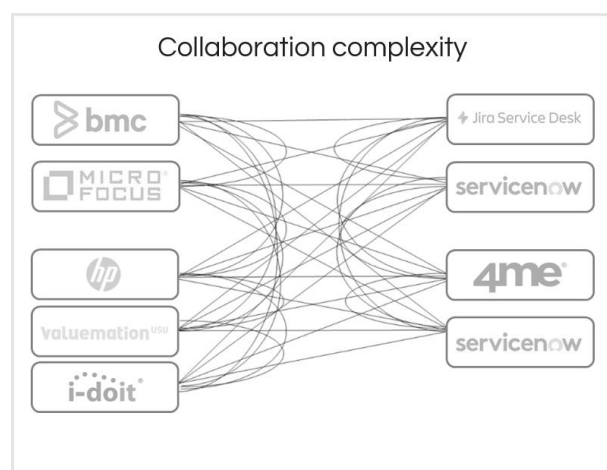
Service Integration and Management (SIAM) Solutions for Large Organizations and MSPs

As part of their digital transformation, organizations are improving services, that are increasingly outsourced. Lomnido & 4me enable an organization's internal and external service providers to collaborate seamlessly, while providing real-time insight into the level of services being delivered.

Today organizations rely on multiple external service providers to offer quality services. To deliver these services the organization and its Managed Service Providers (MSPs) all rely on their own service management tools, but the problem is these tools were not created with Service Integration and Management in mind. They are ITSM and workflow tools that stop at the boundaries of the organization.

The challenge is to get all the parties to work together and to track the level of service that each party provides. A regular point-to-point or B2B integration that allows requests to be passed automatically to the MSP is not scalable and prone to technical failures especially when one of the service management applications is upgraded.

Also, getting a new provider up to speed quickly is the key to dynamic sourcing and the first step for that is the elimination of long and expensive service integration projects. Unfortunately, the IT Service Management tools available on the market today do not support out-of-the-box collaboration with providers, let alone quick on-and-offboarding of such providers.

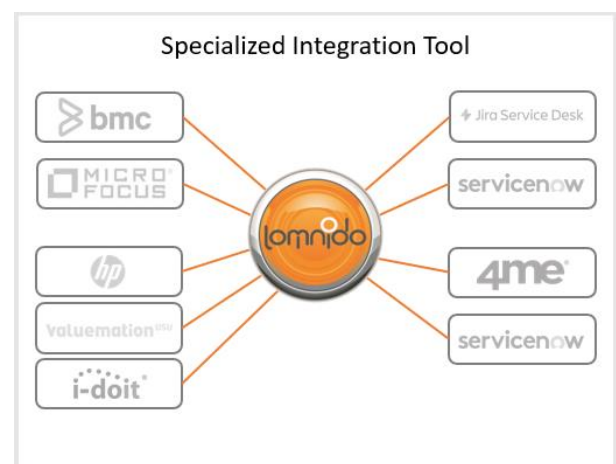


SIAM

Service Integration and Management (SIAM) is a management approach that helps organizations stay in control of their internal and external service providers. SIAM was developed in response to the additional complexity multisourcing can bring, helping organizations to encourage their suppliers to work together in a collaborative and innovative way. Initially applied in the IT service space, SIAM is now being used to manage many different types of services.

The fusion for SIAM - 4me & Lomnido

Lomnido SIAM-Broker enables flawless **multisourcing collaboration** with ingenious service integration the simplest, fastest way. SIAM-Broker provides an easy to use, quick to deploy, cost effective way to integrate all your internal applications and external providers/partners, regardless of what service management platforms, ITSM tools or ITIL processes they use individually. **Manage all your integration interfaces with one single solution** to ensure end-to-end process automation and complete visibility.



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Expand the integrative capabilities of 4me with SIAM-Broker's unique features to optimize any Service Ecosystem

Achieve seamless process automation throughout the service delivery chain and flawless MSP management:

- Rely on service integration best practices, frameworks and methodologies to **modernize, consolidate and coordinate operations** in your organization and ecosystem.
- Process service cases end to end while safeguarding service performance levels as SIAM-Broker holistically **harmonizes various sources** across numerous environments
- Connect new applications, systems and partners swiftly and simply with no coding to **greatly improve scalability** and reduce risks.

With 4me and Lomnido the organization and the MSPs are kept informed of the progress being made. With real-time visibility organizations can ensure they get quality services from all their service providers.

As a result, you get accurate reports, communication is seamless and secure and not just with your MSPs but also between the MSPs.

What makes SIAM-Broker unique?

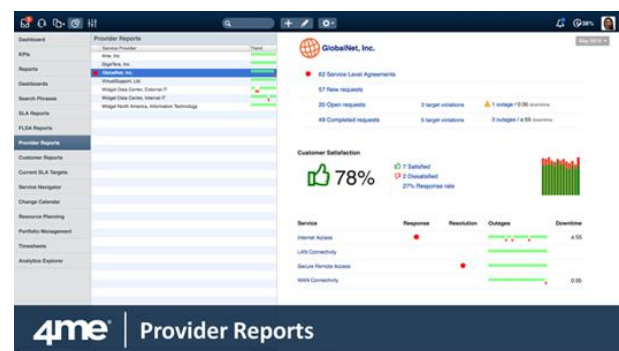
	Enterprise Service Bus / EAI	In-house built integration engine	Coded in ITSM-Tool	SIAM-Broker
Manageable Costs	⊗	⊗	⊗	✔
Standardized	⊗	⊗	⊗	✔
SIAM Aware	⊗	⊗	⊗	✔
Full Traceability	partially	?	⊗	✔
Secure	✔	?	⊗	✔
Rapid Time to Market	⊗	⊗	partially	✔
PaaS	✔	⊗	⊗	✔

Service Level Tracking

Not only will 4me support easy and efficient collaboration, it will also provide full visibility into the Service Level Agreements with every provider and how each service provider impacts the service delivery chain.

Since the IT department of an enterprise has numerous internal customers, as well as multiple internal and external providers, they need a dashboard that shows them how well they are doing for their customer and another dashboard that shows how well their providers are performing for them.

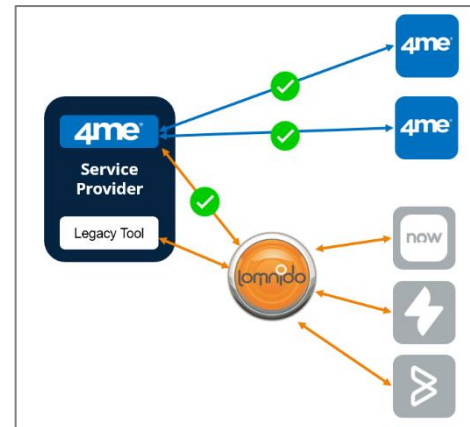
These dashboards are available out-of-the-box in 4me's Analytics console. And because most managed service providers today outsource some of their work to other external providers, they also benefit from both dashboards without having to log in to multiple service management systems.



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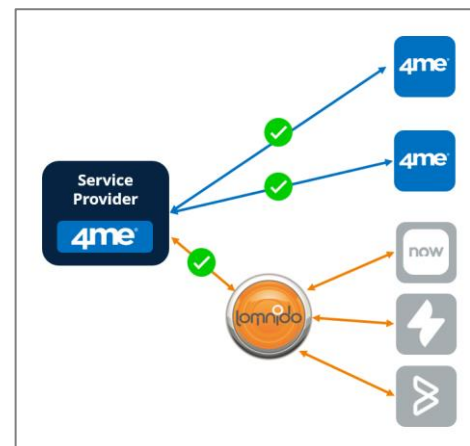
SIAM Ecosystem Integration Scenario 1

- Open the door for SIAM with 4me and Lomnido
- Each tool can continue to use its processes and workflows generally unchanged
- No coding required for connections, we take care of the translation
- Changes only need to be made to 1 connection, not all
- **Ready to use**
 - All 4me customers can use free connections to all other 4me instances
 - Preconfigured – Connection from 4me to Lomnido



SIAM Ecosystem Integration Scenario 2

- Use 4me to build a SIAM-ecosystem using seamless integrations.
- Use Lomnido to onboard customers that use 3rd-party ITSM-tools without compromises.
- **Ready to use**
 - All 4me customers can use free connections to all other 4me instances
 - Connection from 4me to Lomnido



SIAM Ecosystem Integration Scenario 3

- Use Lomnido to open the door for your customers into your SIAM environment
- Offer 4me to your customers: An easy to deploy and easy to connect option for joining your SIAM-ecosystem
- **Ready to use**
 - All 4me customers can use free connections to all other 4me instances
 - Connection from 4me to Lomnido

