



- REQUIREMENT MANAGEMENT
- TEST STRATEGY
- TEST PLANNING
- TEST EXECUTION
- TRAINING
- DATA MANAGEMENT
- PROJECT ASSURANCE

Siamang is a Service Management testing consultancy focused on the successful delivery of ITSM projects across a broad range of industry sectors. We consult on and manage all parts of the project lifecycle from requirements gathering to solution acceptance.

Ensuring that the benefits envisaged at the beginning are delivered at the end.

ITSM Testing Experts

With 20 years experience in the field of delivering quality and testing services accompanied by a clear focus on ITSM solutions, Siamang is the right team to ensure that your ITSM solution functions as your organisation requires.

Leverage Your Existing Skills

Siamang is not a software development company. By leveraging your existing supplier arrangements, contracts and skills Siamang can ensure the value of your investment with your system integrator is retained.

Contact Us

250 South Oak Way
Green Park
Reading
RG2 2UG

Phone : 0800 094 9016
E-mail : info@siamang.co.uk
www.siamang.co.uk
[@siamangLtd](https://twitter.com/siamangLtd)

Service Management Expertise

Siamang helps businesses implement the systems that underpin ITIL® service management best practice. Whether a project is at inception, in need of a business case or it isn't delivering what your business really needs, Siamang can ensure you're on the right path.

Siamang helps businesses achieve innovative solutions appropriate for their requirements. By ensuring that systems are aligned to business processes and practices, project success is easier to achieve.

By understanding the interactions between the systems, the processes, the employees and the customers Siamang can ensure that ITSM really adds business value. Siamang has a proven track record of delivering high quality, timely and cost effective outcomes.

All Siamang consultants are ITIL® certified. Consultants have experience across industries as varied as FMCG, banking and telecommunications. Their expertise has been gained over 5 continents from single country implementations to "follow-the-sun" operations. For all of your ITSM needs, Siamang has the expertise to succeed.

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Siamang has worked in many different environments with numerous challenges. In this piece of work, Siamang was engaged by a large multinational manufacturer and distributor with a global workforce. Their remedy project was not delivering to time and budget and had limited participation within the business and the suppliers.

The Client

The client was a global manufacturer and distributor.

The Project

The Project delivered a new BMC Remedy system across a large user base dispersed across 5 continents and 7 time zones.

The Challenge

Support the technical and user testing across the globe and support the implementation and data management.

Issues

- Siamang managed testing on behalf of the purchaser, interfacing between software vendors and system integrators.

- The project was already behind schedule and over budget. It had been suffering from inadequate documentation, ill-defined requirements and limited communication

- Limited resources, mostly tasked as part of their day-to-day responsibilities compounded the situation.

Solution

- Delivered an effective release process and rejected deliverables that did not meet release management process.

- Clearly documented and communicated risks and issues such as poor requirements and poor release processes.

- Established constructive working relationships with development teams to improve the delivery practice.

- Clearly documented and communicated strategies, plans, scripts, results and defects.

Key learnings

- A successful implementation requires adequate representation and engagement by the client.

- Ensure clearly defined and communicated governance processes are in place for the delivery of the project.

- Ensure clear processes are in place for the management of the tool by the customer when the project is closed.