



- 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.

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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 individual and particular challenges. In this piece of work, siamang undertook a representative role, expressing the needs and requirements of a division within a FTSE 100 multinational as part of a large corporate led remedy version upgrade.

The Client

The client was a global energy producing and trading organisation.

The Project

A new BMC ITSM system, implemented across a large user base.

Siamang were responsible for the test management of the project.

The Challenge

Function as a liaison between supplier and customer to ensure the deliverable meets all requirements.

Issues

- Client's trading division previously unrepresented as part of a large BMC ITSM upgrade project.

- Product needed to maintain the Service Management Operation without compromising security or operational effectiveness.

- Clear guidelines exist for the live trading floor. The lack of controls put in place by the system integrator could have led to significant fines for non-compliance.

Solution

- Established an effective working relationship with the suppliers.

- Influenced the Software suppliers development roadmap

- Triaged all issues prioritising the key issues and consolidating others

- Provided capability and knowledge to influence changes to requirements that met the needs of the division and also benefited the other divisions within the organisation.

Key learnings

- Client stakeholders must be engaged at the start of every project and must be made aware of the scope of change.

- Establish clear governance of the tool and the project deliverables.

- Have a clear understanding of the impact of the deliverable.