



- 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 were asked to evaluate a project with an unhappy customer whose expectations had not been met and recommend a course of appropriate action.

## The Client

The client was a small ITSM System Integrator with no inhouse project management capability

## The Project

A new BMC ITSM system, implemented in a multi tenancy environment.

Siamang evaluated the project and recommended a course of action

## The Challenge

The end client required a working Remedy system to meet contractual obligations with their customers.

The project was way behind schedule

## Issues

- The end client was unhappy with contractual penalties for non-compliance with their customer contracts.
- The System Integrator had outsourced requirements capture and system design to a 3rd party with little, if any supervision.
- Requirements and solution design consisted of 2 powerpoint presentations

## Solution

- Evaluate the current status and progress
- Document the issues for the System Integrator. Ensure their understanding.
- Bring in additional Siamang personnel to evaluate the rework and the cost and time required to complete the project
- Recommend that the System Integrator Stop and Start again as the project was so far off the rails that nothing was useable.

## Key learnings

- Sometimes you have to cut your losses and realise that additional resource would be wasted
- You really must document adequately and have documents signed off and accepted.
- Even if you're unwilling to stop and start again, your customer might - without you.

