



- 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 numerous challenges. In this piece of work, Siamang was engaged to provide its consultancy services for the implementation of a service catalogue using BMC ITSM 7.6.04 To meet contractual obligations.

The Client

The client was a large multinational service provider.

The Project

The Project delivered a Service Catalogue capability and vendor integrations

Siamang were responsible for the Business and Data analysis.

The Challenge

Ensure adequate and appropriate requirements capture of a large, new implementation in a timeboxed approach.

Issues

- Set project up, commence analysis and design activity.

- Work across multiple implementations of varying versions of Remedy.

- Work within a changing organisation whilst they underwent a transformation.

Solution

- Identify and deliver a Service Catalog and Service Request functionality to the client to meet contractual obligations.

- Define SOAP integrations to vendor Order and Request management systems.

- Deliver Solution Design, Training Material and Foundation Data

Key learnings

- Ensure stakeholders are engaged within the process from the commencement of the project.

- Work with vendors to agree technical requirements as a collaborative approach

- Ensure requirements align to the Organisations transformation