Lomnido SIAM-Broker
THE SERVICE INTEGRATION SOLUTION

As part of the digital transformation and aiming for service excellence, organizations increasingly use outsourcing. To deliver improved services for customers and perform mission-critical tasks, businesses rely on a growing numbers of vendors, suppliers, and managed service providers (MSP).

The dynamic nature and rising number of parties involved adds complexity. Increasing challenges is the fact that the reach of Enterprise Service Management (ESM), ITSM, and workflow tools usually ends at the boundaries of the organizations. These tools were not created focusing on multi-sourcing or Service Integration and Management (SIAM). SIAM is a management approach that aids organizations in controlling their internal and external service providers and helps companies encourage their suppliers to work together in a collaborative and effective way. The Lomnido SIAM-Broker is designed to meet and solve these challenges and to enable SIAM.
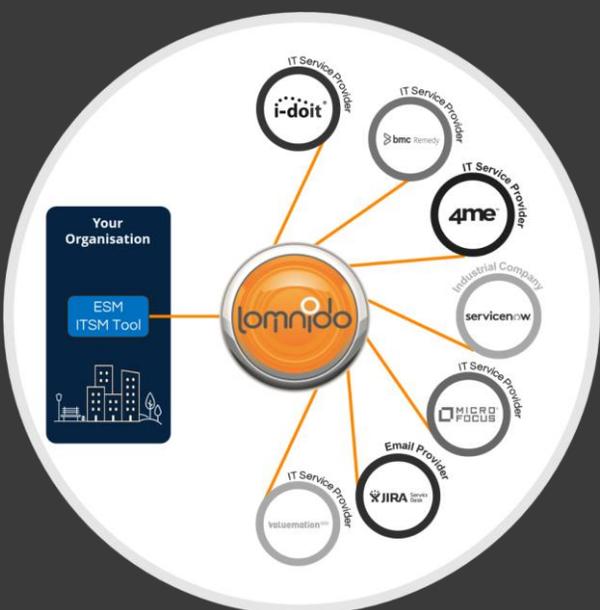
Exceptional Service Process Digitization

Lomnido has developed the SIAM-Broker, an easy-to-use and **efficient platform for integrating the service processes of all involved parties**, regardless of the tools used. Using the SIAM-Broker, service information is exchanged reliably, securely, and automatically. The cooperation between service providers and service customers is elevated to a new level.

The SIAM-Broker enables **flawless collaboration throughout the service ecosystem** and facilitates future-proof cooperation between providers and customers. The SIAM-Broker provides a quick-to-deploy, cost-effective way to integrate all your internal applications and external vendors/suppliers, regardless of what service management platforms and ITSM processes they use individually. Connect all integration interfaces (API or non-API) with **one single solution to ensure end-to-end process automation and complete visibility**.

Ingenious Service Integration

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

- Rely on service integration best practices, frameworks, methodologies to consolidate & coordinate operations in your organization and ecosystem.

- Process service cases end-to-end while ensuring service performance levels as the SIAM-Broker holistically relays between processes across numerous environments.

- Connect new applications, systems, and partners swiftly and simply with no coding, to greatly improve scalability and reduce risks.
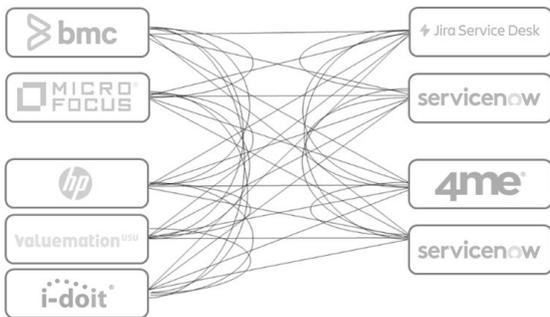
Standard Integration Methods

Regular point-to-point or B2B integrations are unscalable, inflexible and prone to failures. The complexity results in **spaghetti code** and is difficult and expensive to maintain, especially in the case of changing providers.

A holistic view and understanding of cross-organization services is impossible.

Collaboration complexity

bmc   ⚡ Jira Service Desk
MICRO FOCUS   servicenow
hp   4me
valuemation USU   servicenow
i-doit

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Specialized Integration Tool

The SIAM-Broker was developed precisely for multi-vendor scenarios and enables flawless collaboration through completely seamless automation. Build connections the simplest, fastest way.

Manage all your integration interfaces with **one single solution to ensure end-to-end process automation** and complete visibility.

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What Makes the 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	✓	⊗	⊗	✅

- **Significantly shrinks** the time and costs for integration, testing, changes, and **operations.**
- Each tool can **continue to use its processes** and workflows largely unchanged.
- No coding required for the connection; we take care of the **translation.**
- **Test Simulator** reduces tedious end-to-end testing.

SIAM-Broker's Features to Optimize Service

Consistency
- Transaction Patterns
- SIAM Core
- Ownership Mgmt.
- Succession Rules

+

Automation
- SIAM Routing
- GUI Mapping
- Data Formats
- No-code Connectors

+

Transparency
- Ticket Store
- Transaction Store
- Alert & Error Handlers
- Transaction Simulator

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